



**JOB DESCRIPTION**

**Position Information**

<b>Position Number</b>	<b>Position Title</b> Behavioural Counsellor	
<b>Position Classification</b> WP-03	<b>Effective Date</b>	
<b>Decision Number</b>	<b>Job Code</b>	<b>National Occupational Classification</b>
<b>Department/Agency</b> Correctional Service Canada	<b>Grievance Officer</b> Yes <input type="checkbox"/> No <input type="checkbox"/>	<b>Office Code</b>
<b>Organizational Component (Branch/Division)</b>	<b>Geographic Location</b>	
<b>Language Requirements</b>	<b>Linguistic Profile</b>	
<b>Communication Requirements</b>	<b>Security Requirements</b>	

**Supervisor Information**

<b>Position Number</b>	<b>Position Title</b>	<b>Position Classification</b>
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**Employee Statement**

I have been given the opportunity to read and comment on the content of this job description.

<b>Name of Employee</b>	<b>Signature</b>	<b>Date</b>
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**Supervisor Statement**

This job description accurately describes the work assigned to this position.

<b>Name of Supervisor</b>	<b>Signature</b>	<b>Date</b>
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**Manager Authorization**

This job description accurately describes the work assigned to this position.

<b>Name and Title of Manager</b>	<b>Signature</b>	<b>Date</b>
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## JOB DESCRIPTION

### Client Service Results

Provision of behavioural interventions and facilitation of treatment activities for women offenders with mental health needs under the supervision of the Correctional Service of Canada (CSC).

### Key Activities

As part of an interdisciplinary team under the direct supervision of the Manager of Intensive Intervention Strategy (MIIS) and the functional supervision of a licensed mental health professional, the Behavioural Counsellor initiates, facilitates and delivers various interventions in support of approved mental health treatment models.

Supervises individual or group skills training sessions and personal development activities to assist women offenders in managing their mental health; and, occasionally accompanies offenders from the Secure Unit to participate in off-unit activities and programs.

Participates in the establishment, promotion and maintenance of a therapeutic and supportive environment; provides information and orientation to offenders; ensures continuous interactions with offenders to gather observations and assist with dynamic security; identifies the need for psychological or crisis intervention, and provides support and intervention to women in crisis.

Prepares lesson plans, and coordinates and delivers activities designed to reinforce learned skills, address personal development needs and meet reintegration objectives; assembles the necessary information and materials to plan and enhance skills training or informal group activities; and, provides support to offenders to use learned skills within their living environment.

Interviews offenders and reviews offender files to understand and assess their intervention and treatment needs, as well as to evaluate their behaviours and attitudes in relation to correctional strategies; contributes to the assessment of each situation by recognizing the offenders' behaviours, emotions, cognitions, and needs on a continuous basis; and helps determine, design and implement the most appropriate intervention strategy.

Informs staff, managers and interdisciplinary team members on the offender's needs for mental health and behavioural interventions; and provides feedback concerning skills training and treatment tools used in conjunction with behavioural treatment modalities, under the supervision of a mental health professional.

Documents and reports on offender progress to colleagues, licensed health professionals, Case Management Team members, and the MIIS regarding behavioural observations, the participation of offenders in individual or group sessions, and their acquisition of skill sets; and, compiles such information to assist the mental health team in the completion of treatment plans and progress reports.

Participates in case conferences and meetings; collaborates with mental health professionals to provide information sessions on mental health treatment interventions, as well as to discuss the offender's treatment plans; and, maintains contacts and communicates with various internal and external partners.

The incumbent of this position has the Peace Officer Designation.

### Skills and Knowledge

Knowledge of human behaviour principles, mental health issues, and of biosocial, behaviour and learning theories, as well as various treatment models such as Dialectical Behaviour Therapy (DBT) and cognitive behavioural therapy, in order to understand offenders affected by mental health issues, and facilitate behavioural change.

Knowledge of the ethical issues associated with providing interventions to a population who presents mental health problems, in order to develop a therapeutic alliance and establish boundaries; ensure that offenders are participating in the evaluation and treatment processes with awareness and informed consent.

Knowledge of treatment and motivational strategies, as well as various treatment models used in interventions, in order to guide offenders into their treatment plan, and offer the most appropriate interventions to meet their reintegration objectives.

Knowledge of offender populations and subcultures, and their various dynamics including cultural, gender, and ethnic diversity, social differences and mental health needs, in order to assist with offender interactions; adapt the delivery of interventions to the specific needs of offenders; reinforce the skills of a diverse population, and provide opportunities for assessing the attainment of these skills.

Knowledge of various automated systems, software and computer applications, such as the Offender Management System (OMS), including the LTE-SIU application, and the Microsoft Suite, in order to enter, manipulate and retrieve data; prepare lessons and activities; and, share offender-related information.

Knowledge of research techniques and online research methods, in order to seek materials to enhance interventions activities; and collect information to plan discussion topics for group sessions.

Knowledge of time and change management, as well as organizational skills, in order to prioritize demands, manage time effectively, demonstrate flexibility, and adapt to change.

Knowledge of the principles of the correctional intervention process, in order to work effectively with offenders in the institution, and understand own role during the offenders' transition to the community.

Knowledge of the Behavioural Counsellor's roles and responsibilities, in order to offer specific interventions to offenders; understand their role within the interdisciplinary team, and how it relates to the offenders' correctional and release plans.

Knowledge of the roles and responsibilities of the various professions involved in the mental health interdisciplinary team, of other departments present in the institution and in the organization, their mandates, programs, management practices and corporate objectives, in order to understand the political, social, and cultural climate within the institution; and, function effectively in a treatment and supportive environment.

Knowledge of the CSC's mission, mandate, policies, procedures, risk assessment and management principles, trauma-informed care, and its role as part of the criminal justice system, in order to complete accurate recommendations to the interdisciplinary team; and, provide interventions to offenders that are in alignment with the CSC objectives.

Knowledge of the mandate, programs, services and roles of criminal justice partners including the Parole Board of Canada (PCB), of organizations and advocacy groups such as the Assembly of First Nations, Women's Advisory Council, Elizabeth Fry Society, and of provincial mental health services, in order to inform offenders about potential supporting agencies upon their release and provide continuity of care.

Knowledge of applicable acts and regulations, such as the Corrections and Conditional Release Act (CCRA) and Regulations (CCRR), Commissioner's Directives, Charter of Rights and Freedoms, Access to Information and Privacy Act, regional and national initiatives regarding women's corrections, and the principles of Creating Choices, in order to share observations about the offenders based on the "need to know" principle; and, ensure compliance when performing daily duties.

Observation skills, in order to detect subtle sounds and movements of offenders, recognize potential security concerns, and monitor risk to safety of self and others.

Active listening and interpretation skills, in order to understand the questions, concerns and needs of offenders who present emotional, intellectual, physical or behavioural limitations; identify offenders who have difficulty understanding skills training material and adjust delivery method accordingly; and, interpret non-verbal communication to assess the offenders' needs for interventions.

Verbal, presentation and public speaking skills, in order to deliver interventions and skills training with consideration to the offenders' comprehension levels, emotional states and the urgency of situations; provide feedback to offenders to address treatment planning and other issues; consult with team members, staff and managers; present briefs and articulate findings, conclusions and recommendations; participate in meetings, conferences, and workshops.

Interviewing skills, in order to obtain information from offenders, recognize if the provided information is complete, and assess their intervention needs.

Reading and analytical skills, in order to read offender files and reports from other professionals, and gain an understanding of each offender's need for interventions; remain abreast of emerging issues and determine their implications on individuals or offender groups; and, assess a participant's written response to assignments regarding behavioural issues to provide them appropriate feedback.

Written skills, in order to respond to questions from offenders; communicate effectively about security matters; compile information about interactions with offenders; provide reports on the progress of offenders toward the attainment of skills; and write updates, summaries, contact notes and other reports.

The work requires knowledge of Section 10 of the Corrections and Conditional Release Act and Regulations and Section 2 of the Criminal Code of Canada in order to comply with the requirements of Peace Officer Designation. Written skills are required to prepare security incident reports and observation reports with respect to negative attitudes of offenders or the unacceptable behaviour of offenders in accordance with the requirements of Peace Officer Designation.

## **Effort**

### **Physical effort is required to:**

Sit for extended periods at a computer station, and when interviewing offenders or reviewing material; stand for prolonged periods when delivering skills training; move around when supervising sports or physical activities as part of an intervention; and carry manuals, binders or papers between the office and classroom.

Move from one unit to another throughout the day to provide services in the Secure Unit, Structured Living Environment (SLE), Structured Intervention Unit (SIU), and Enhanced Support House (ESH), and outreach services throughout the institution.

### **Intellectual effort is required to:**

Establish and maintain a therapeutic and supportive treatment environment to keep offenders motivated; promote the development or enhancement of emotional, interpersonal and practical skills with the goal of assisting offenders in the process of daily living; use the environment as an intervention technique, and apply intervention strategies that are specific to the environment during interactions with offenders.

Ensure ongoing interactions with offenders managed under the Intensive Intervention Strategy or as part of ambulatory services; use every interaction as an opportunity to identify possible needs for mental health, behavioural or crisis intervention, as well as to assess and change behaviours, therefore promoting a continuity of care; and, apprise managers and interdisciplinary team members of such interactions.

Observe the dynamics of the therapeutic environment, examine the offenders' behaviours, and intervene when necessary; identify emerging behaviours, emotions and cognitions, which provide information on the offender's course of treatment; and, report observations to the interdisciplinary team to ensure adequate supervision of the therapeutic environment.

Provide formal and informal feedback on the relevance, effectiveness and appropriateness of the skills training component of an applied intervention, along with the tools used to deliver such training to a target population; and, provide input to determine an offender's suitability for referral or participation in available treatment interventions.

Observe women offenders while delivering behaviour interventions; assess their involvement in treatment activities and sessions, their engagement in the therapeutic environment, and the completion of treatment tools; and provide reports on the offenders' behaviours and progress toward the attainment of skills to CSC staff, offenders and other involved parties, with the guidance and coaching from a licensed mental health professional.

Participate in interdisciplinary and case management team meetings to discuss issues concerning unit operations, case consultation, and correctional or treatment plans; and, attend interdisciplinary team meetings to review time referrals.

Work under the functional supervision of a licensed mental health professional to provide information sessions about behavioural interventions to various partners, thereby helping staff make appropriate referrals and providing volunteers and community agencies with an overview of available treatment modalities.

Research engaging interventions or activity concepts to reinforce the skills of a diverse population and to provide opportunities for the assessment of skill acquisition; understand the level of skill reached by the offender, and target the application of such skills during interactions with other offenders.

Gather information and create lesson plans in accordance with current training tools; deliver skills training in support of treatment to individuals or groups of offenders, and explain related concepts to offenders; and may offer maintenance lessons throughout the complete sentence of offenders, in some cases.

Conduct an inventory of items, and inform the manager of the materials and supplies required for facilitating in-class activities or for supporting the therapeutic environment, ESH or SIU; and, receive and store such equipment and supplies to perform daily tasks.

Review and integrate information from research and other evidence-based materials to support own interventions with an offender and contribute to the interdisciplinary management of the case.

Support offenders' reintegration by initiating and enabling personal development activities, so these activities can help educate on healthy life choices and promote adaptive behaviours; and, may contribute to the reintegration of offenders by occasionally facilitating non-security escorts into the community.

Promote and contribute to the safety of offenders, colleagues and the institution through effective dynamic security, as well as through continuous monitoring of the offender's presentation, attitudes, and conducts.

Identify the need for crisis interventions, provide immediate response even when unpredictable situations occur, and effectively resolve conflicts; and, redirect the group's focus following a difficult event in the institution.

Ensure continuous monitoring of offender interactions during the supervision of small groups or one-on-one treatment interventions, as well as in various environments such as in a Secure Unit, SLE, SIU, ESH, or in the institution.

Promote therapeutic outcomes and encourage staff to take an active interest in therapy delivery and its impact on offenders' needs and risk reduction; and, may coach or provide guidance to new staff or students who work with offenders at the site.

**Psychological effort is required to:**

Maintain composure, impartiality and a professional attitude regardless of the offenders' behaviour, attitude and criminal record; when faced with difficult situations, changes and unexpected events; when intervening with emotional, aggressive, antisocial or confrontational offenders who may present suicidal or self-injurious behaviours; and, when working alone in an unpredictable environment.

Maintain therapeutic boundaries with offenders, and model pro-social behaviours; empathize, demonstrate compassion, and manage own frustration when working with offenders who are resistant, who demonstrate criminal and antisocial beliefs, who deny responsibility for high-risk behaviours, or who present an attitude of helplessness.

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## **Responsibility**

### **Human Resources:**

Offers orientation to offenders in various areas of the institution; and provides offenders with information related to procedures, specific unit rules and the different interventions offered by Behavioural Counsellors.

In accordance with the requirements of Peace Officer Designation, prepares oral and written reports for correctional staff regarding observations made with respect to the behaviour of offenders to assist them in making decisions regarding offender discipline, offender movement, offender transfer and the overall safety and good order of the Institution. The incumbent ensures offenders comply with Departmental regulations. The incumbent may recommend disciplinary action, ranging from an oral reprimand to a recommendation that charges be laid; this action is in keeping with Section 10 of the Corrections and Conditional Release Act. The incumbent may arrest and charge a suspected offender, in accordance with Section 2 of the Criminal Code of Canada.

**Technical Resources:**

Has custody and is responsible for the use and maintenance of a personal computer and computer peripherals, standard office equipment, audio-visual equipment, and hard copy and electronic files; and, has temporary custody of original files containing sensitive and confidential offender information.

Maintains and cares for training material used in interventions, some of which material are original and unique to the site.

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**Working Conditions****Physical:**

The work involves continuous exposure to office noise, lack of privacy, interruptions, and exposure to glare from a computer monitor.

The work is performed in a correctional environment where movement of staff can be restricted by multiple barriers and security controls, such as in women offender institutions with a SIU, and maximum units; in minimum or medium security environment including housing, apartment-style accommodations or SLE; and, in Healing Lodges, Regional Psychiatric Centres, or intermediate mental health environment.

The work involves close interactions with offenders, which often generate risks of exposure to bodily fluids and communicable diseases, as well as an increased risk of verbal abuse, physical assault or being taken hostage.

The work may require working variable scheduled hours.

**Psychological:**

The work involves potential stress resulting from dealing with multiple demands, conflicting priorities, tight deadlines, heavy workload, a lack of control over the pace of work, urgent requests and crises, sensitive issues associated with the provision of services to offenders, and from dealing with public or political scrutiny.

The work may involve post-traumatic stress or indirect trauma caused by the exposure to explicit or violent information contained in file information or disclosed during interviews with offenders.