



**JOB DESCRIPTION**

**Position Information**

<b>Position Number</b>	<b>Position Title</b> Manager, Intensive Intervention Strategy	
<b>Position Classification</b> WP-05	<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

Management of the Intensive Intervention Strategy (IIS) and its components, the Structured Living Environment (SLE), Enhanced Support House (ESH) and the Secure Unit (SU), in a federal women offender institution within the Correctional Service of Canada (CSC); and provision of intervention, programming and treatment opportunities.

### Key Activities

Administers and implements the National Intensive Intervention Strategy and its framework; directs and coordinates the work of various professional disciplines involved in the IIS; and plans and manages the unit's financial and human resources.

Provides intervention options to address the needs of women offenders with mental health issues, cognitive limitations, behavioural problems, and high-risk women; manages the supervision and interventions for offenders in a SU, ESH and the structured environment within the institution; intervenes directly in difficult cases; and, manages the interventions provided by Behavioural Counsellors in the Structured Intervention Unit.

Monitors the various components of delivered program activities, and ensures compliance with departmental principles and policies, as well as institutional standards governing the development and delivery of mental health programs and services for women; identifies issues, and takes corrective actions.

Establishes and maintains mechanisms for horizontal communications and for the integration of input from other institutional staff, professionals and representatives of community organizations; discusses and resolves problems, and develops a critical knowledge of issues that have an impact on the IIS components.

Participates as a member of departmental committees and working groups; and contributes to an operational perspective in the review and improvement of departmental programs, as well as in the development of new intervention strategies.

Provides advice and training to institutional staff and management on mental health and behavioural intervention strategies and related matters.

Supervises subordinate employees, develops work plans, appraises performance, addresses training requirements, resolves performance issues, and ensures a healthy and productive work environment; ensures optimal use of resources, prioritizes work, and provides direction and coaching to staff and project teams.

The incumbent of this position has the Peace Officer Designation.

### Skills and Knowledge

Knowledge of principles and methods of leadership, human resource management and change management, in order to lead, supervise, and motivate staff and project teams; establish and maintain effective working relationships with staff, executives and various stakeholders; address performance issues; and foster and promote a positive work environment.

Knowledge of the CSC's mission, mandate, structure, roles, responsibilities, policies, standard operating practices, and directives governing the provision of mental health programs and services, in order to coordinate the provision of IIS programs and treatment options, and ensure they align with CSC priorities.

Knowledge of applicable regulations and legislation, such as the Corrections and Conditional Release Act (CCRA) and Regulations (CCRR), the Criminal Code of Canada, and the Charter of Rights and Freedoms, in order to determine how they affect CSC and IIS programs and services; and administer the National Intensive Intervention Strategy within a federal institution for women offenders.

Knowledge of relevant acts including the Public Service Employment Act, the Access to Information and Privacy Act, and the Financial Administration Act, in order to manage the work of the unit.

Knowledge of the roles and responsibilities of various professions within the mental health interdisciplinary team, of other departments present in the institution and in the organization, and of their mandates, programs, management practices, and corporate objectives, in order to understand the political, social, and cultural climate within the institution; promote a collaborative and coordinated team approach; and facilitate the sharing of mental health information.

Knowledge of the roles and relationships between partner organizations and mental health multidisciplinary team members such as Parole Officers, Indigenous Liaison Officers, Primary Workers, social workers, nurses, psychologists, other various health professionals, spiritual advisors, and community organizations, in order to coordinate treatment programs and services, and share information.

Knowledge of offender populations and subcultures, and of their various dynamics, including cultural, gender and ethnic diversity, social differences, and trauma-informed and mental health needs in order to lead and guide the IIS team.

Knowledge of sociology, psychology, and criminology fields, as well as the principles and practices associated with the development of women offender programs and treatment interventions, in order to understand human behaviour, and manage the delivery of adequate IIS programs; and, knowledge of Creating Choices principles to ensure all decisions are trauma and gender-informed.

Knowledge of the principles of mental health assessment and management, crisis intervention, counselling, as well as existing mental health programs and services, in order to support the mental well-being of offenders, while ensuring a holistic approach and respecting the principles that govern the delivery of mental health services.

Knowledge of management and administrative principles and practices, in order to supervise the work and monitor the resources of the IIS units.

Knowledge of the trends and developments in the field of mental health programs and treatment options within a correctional environment, in order to contribute to the revision or development of program strategies.

Verbal skills, in order to provide advice, guidance and training to management and staff; maintain contacts and collaborate with members of the mental health teams.

The work requires a 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.

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## Effort

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

Sit for extended periods at a computer station or when reviewing material, analyzing requirements, and attending meetings.

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

Manage the provision of treatment modalities within a SLE for minimum and medium-security women offenders, or within a SU for maximum-security women offenders presenting mental health issues, cognitive limitations, and behavioural problems, as well as for high-risk and high-need women classified at all security levels.

Plan and direct the activities of the IIS's mental health interdisciplinary teams, and coordinate the delivery of a continuum of care that maximizes the well-being of women offenders and promotes their effective reintegration.

Consult with clinical supervisor regarding the provision of programs and interventions to women offenders, in order to ensure that the treatment and reintegration services are adapted to every woman offender's needs and behavioural disorders.

Monitor the IIS program operations and services, and provide an appropriate level and range of mental health interventions to individual offenders within the SLE, ESH, and the SU.

Ensure that interventions, programs and treatment options are delivered within an appropriately restrictive environment to maintain public safety while providing a safe and secure accommodation for women offenders.

Direct the IIS philosophy and integrate all related activities, including mental health assessments, therapeutic interventions, crisis interventions, and the delivery of health care and security services; and develop creative strategies to resolve issues and address individual case needs that are specific to each involved discipline.

Implement, monitor and recommend improvements to the delivery of mental health and behavioural intervention strategies and activities, as well as to the process of information sharing.

Promote a collaborative and coordinated team approach for every woman's mental health treatment plan, and facilitate the sharing of mental health information with the case management team to ensure effective support and monitoring of an offender's progress.

Encourage and ensure the ongoing training of subordinates so they can maintain their skills and stay abreast of developments in the mental health field, which impact on the integrity of existing programs and services.

Assess human, financial and physical resource requirements, and develop unit operational plans.

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## Responsibility

### Human Resources:

Manages subordinate employees and project teams, allocates work; establishes priorities, provides direction and engages team towards objectives; promotes and facilitates access to continuous learning and development; monitors progress and evaluates performance; conducts staffing and human resources planning; implements human resource policies and standards, and promotes an equitable workplace.

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 rules and 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.

### Financial Resources:

Manages the unit's budget.

### Technical Resources:

Has custody and is responsible for the use and maintenance of a personal computer and computer peripherals, standard office equipment, and hard copy and electronic files.

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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 federal correctional institution and involves close interactions with offenders, which often generate an increased risk of verbal abuse or physical assault.

### Psychological:

The work involves potential stress resulting from dealing with multiple demands and conflicting priorities; and the work may involve post-traumatic stress and emotional fatigue caused by working within a high-risk environment.