



**JOB DESCRIPTION**

**Position Information**

<b>Position Number</b> Various	<b>Position Title</b> Reintegration Worker	
<b>Position Classification</b> WP-03	<b>Effective Date</b>	
<b>Decision Number</b> NAT-2059	<b>Job Code</b> 512132	<b>National Occupational Classification</b> 42201
<b>Department/Agency</b> Correctional Service Canada	<b>Grievance Officer</b> Yes <input type="checkbox"/> No <input type="checkbox"/>	<b>Office Code</b> Various
<b>Organizational Component (Branch/Division)</b> Community Correctional Centres	<b>Geographic Location</b> Various	
<b>Language Requirements</b> Various	<b>Linguistic Profile</b> Various	
<b>Communication Requirements</b> Various	<b>Security Requirements</b> Reliability	

**Supervisor Information**

<b>Position Number</b> Various	<b>Position Title</b> Community Correctional Centre Manager	<b>Position Classification</b> WP-05
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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 support to offenders, and provision of guidance, advice and assistance to staff and offenders under the supervision of a Community Correctional Centre (CCC) within the Correctional Service of Canada (CSC), for the protection of the public and the safe reintegration of offenders in the community.

### Key Activities

As part of the Case Management Team in a CCC, stays informed of offenders' correctional plans and case-specific information to participate in the assessment and management of the risk and needs of offenders living at a CCC; identifies and solicits community resources; evaluates and recommends activities to facilitate the offenders' reintegration or help them participate in services to the community.

Provides interventions and support to offenders; motivates and encourages offenders to acquire prosocial skills, to adopt prosocial behaviours and to participate actively in their own correctional and reintegration plans; and organizes prosocial activities for the CCC residents; and ensures the allocation and monitoring of tasks carried out by CCC residents.

Implements various policies, processes and procedures applicable in a CCC regarding the safe reintegration of offenders and security processes, and provides related guidance to offenders and staff; participates in the review of standards and the analysis of changes in policies, and makes recommendations to the CCC manager to reflect these changes.

Ensures proper functioning of the CCC's prevention and security systems, performs tasks related to safety and security in the community, and ensures compliance with the CCC with policies and standards regarding the safety and protection of the public, staff and offenders; monitors offenders behaviours and participates in performing searches and urinalysis collection; assists in responding to emergencies.

Participates in case conferences and team meetings; develops partnerships and collaborates closely with various community agencies; communicates with appropriate authorities regarding daily operations related to resident activities; and provides orientation sessions to offenders, as well as facilitates their intake requirements and admission to the CCC.

Drafts various reports, including security checks performed at the CCC and follow-up documents concerning correctional plans to monitor the offenders' reintegration progress; prepares charts and presentations, reviews and edits documents, and inputs data.

Ensures residents maintain their rooms and common areas in accordance with established standards; manages offenders' personal effects, including the storage and shipping of personal effects after emptying their room; handles offender inscription to dental and drug insurance programs, and controls the storage and access to medication in the CCC; and presents offender requests to occupational health and safety program.

The incumbent of this position has the Peace Officer Designation.

### Skills and Knowledge

Knowledge of human behaviour, social learning and behavioural learning theories, methods and practices as applied to a criminal setting, in order to provide interventions and support the reintegration of offenders.

Knowledge of case management techniques, in order to monitor the progress of offenders in relation to their correctional plan, and facilitate progress through appropriate interventions.

Knowledge of methods and techniques of intervention, conflict resolution, negotiation and communication, as well as the organization's crisis management model, in order to assist offenders in developing problem-solving skills and initiating behavioural changes; and recognize and resolve individual or group issues, crises, emergencies, and potentially volatile situations.

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Knowledge of the signs and effects of intoxicating substances, in order to recognize offenders under the influence of substances, and take countermeasures that protect the interests of both security and case management.

Knowledge of prevention and security systems used in a correctional environment, as well as static security devices used at the CCCs, in order to operate security-related equipment; and ensure ongoing functional security and surveillance for the safety and security of offenders, staff and the public.

Knowledge of search techniques and urinalysis collection, related legal framework, and the physical surroundings of the CCC facility, in order to conduct proper searches of offenders in compliance with the requirements of the law.

Knowledge of the CSC's mission, mandate, policies, procedures, and initiatives related to the CCCs, in order to provide interventions to offenders that are in alignment with the CSC and the CCC objectives.

Knowledge of applicable acts and regulations, such as the Corrections and Conditional Release Act and Regulations, Canadian Human Rights Act, Access to Information Act, the Commissioner's Directives, and CSC and CCC standards, in order to ensure compliance during interventions with offenders; keep abreast, understand and explain changes in regulations to offenders, their family members, the public and other organizations.

Knowledge of various information management systems and computer software applications, including the Offender Management System (OMS), Reports of Automated Data Applied to Reintegration (RADAR), as well as data entry and retrieval techniques, in order to access and retrieve offender information, verify files, prepare reports, and deliver programs and interventions.

Knowledge of practices and procedures related to first aid, cardiopulmonary resuscitation (CPR), automated external defibrillator (AED), fire safety and emergency response plans, as well as Workplace Hazardous Material Information System (WHMIS), in order to ensure the health, safety and security of offenders, staff and the CCC.

Knowledge of community services and programs, in order to advise offenders of appropriate resources available to facilitate their reintegration.

Knowledge of diversity policies and programs within a correctional environment, and of factors such as social, cultural, spiritual and geographical differences, ethnic diversity, age, gender, language and sexual orientation, in order to take these factors into account, recognize their impact on offender populations, and be sensitive to the offenders' needs.

Knowledge of time management principles and organizational techniques, in order to prioritize various concurrent activities and professional requirements.

Verbal and listening skills, in order to explain and clarify security and case management information to managers, staff members, contractors, community partners, volunteers, and offenders; understand their questions and provide appropriate answers.

Written skills, in order to convey information and complete Casework Records.

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 and maintain eye focus for extended periods at a computer station or when attending training sessions; empty offender rooms; carry files and boxes of personal effects; stand and walk when performing searches.

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**Intellectual effort is required to:**

Provide direct interventions to individuals and groups of offenders to motivate them in changing their behaviour; contribute to the development of offenders by establishing a favorable environment to facilitate the acquisition of psychosocial skills; and encourage offenders to use these skills and adopt prosocial behaviour practices.

Carry out appropriate interventions for offenders, such as structured leisure activities and employment assistance; support offenders by providing them documentation and answering their questions; assist offenders in finding and organizing appointments with community resources; and make appropriate referrals for effective interventions, in consultation with the Case Management team.

Monitor and document offender behaviours based on their correctional plan's objectives and applicable policies and legislation; and recommend and implement disciplinary action with the approval of the Case Management team.

Assess and evaluate the effectiveness of community resources and interventions; make recommendations to the Case Management team regarding the termination or continuance of these interventions; and document all necessary information presented to the Case Management team, including concerns raised by offenders, to justify such recommendations and ensure an informed decision can be made.

Implement policies and procedures related to the reintegration of offenders and security process; contribute to the review of existing standards and the analysis of changes in policies and procedures; develop strategies to overcome possible negative impacts from these changes, and propose recommendations to the CCC Manager to meet evolving objectives.

Monitor the preventative and security systems to ensure their proper functioning; report problems when they arise, and arrange for repairs and maintenance with contracted agency.

Participate in searches in accordance with the approved search plan and manage personal effects of offenders in compliance with CSC standards.

Assist in responding promptly to emergencies in order to restore security, and protect the public, staff, offenders and the CCC, in keeping with CSC procedures; and report potentially dangerous situations that could have an adverse affect on the health, security and safety of offenders, staff and the CCC.

Clarify security and case management information for colleagues, managers, volunteers, contractors, and community partners to ensure proper decision-making and problem-solving processes; and explain decisions regarding security and case management to offenders and the public, since these decisions may restrict the rights, privileges and daily activities of offenders, which may provoke hostile and threatening reactions.

Communicate information to CCC staff, other CSC units and community partners regarding offenders' reintegration and case management; and may participate in community outreach activities and facilitate presentations, when required.

Ensure a healthy and safe work environment by respecting the diversity of individuals and applying CSC laws, policies and procedures consistently; and handle information related to offenders and staff, and maintain confidentiality.

Immediately report to security personnel any information or observations that could jeopardize personal safety or the security of facilities, and complete related documentation where needed; contribute to the safety of staff and offenders by providing dynamic security through observation, monitoring, and reporting; and contribute to drug interdictions, offender population management, and security threat group strategies.

**Psychological effort is required to:**

Maintain composure, impartiality and a professional attitude regardless of the offenders' behaviour, attitude and criminal record; when faced with emergencies and volatile situations needing to be defused; or when dealing with violent, confrontational and unstable offenders who present an increased risk for physical and verbal assault.

Represent the views and interests of the CSC on security or case management to offenders and the public, when views are contrary to own opinion; and maintain constructive work relations to serve as a model of good conduct for the offenders.

## Responsibility

### Human Resources:

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 Site. 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:

Assists in processing offenders' allowances.

### Technical Resources:

Has custody and is responsible for the use and maintenance of a personal computer and computer peripherals, standard office and security equipment, and hard copy and electronic files; and monitors the keys to various CCC sectors and oversees their temporary use.

Operates and is responsible for the maintenance of a government vehicle when travelling to various work locations.

## Working Conditions

### Physical:

The work involves continuous exposure to office noise, interruptions, and exposure to glare from a computer monitor or security monitors.

The work is performed in a correctional environment. Close interactions with offenders often generate risks of exposure to bodily fluids, biohazards, communicable diseases, as well as encounters with offenders suffering from mental illness and under the influence of a substance, thus increasing the risk of illness, threats to physical safety, intimidation, and violence that could lead up to death.

Travelling to various work locations is required, which involves being away from home, causes stress, and interferes with personal life; the work also requires driving in urban, semi-urban and rural environments which increases exposure to inclement weather and risk for accidents.

### Psychological:

The work involves potential stress resulting from dealing with multiple requests, conflicting priorities, tight deadlines, emergencies, hostile or threatening reactions from offenders, exposure to explicit or violent information contained in official documentation, as well as having contacts with known offenders in the community, which may intrude with personal life and may cause concern for personal or family safety.