



JOB DESCRIPTION

Position Information

Position Number Various	Position Title Social Programs Officer	
Position Classification WP-03	Effective Date	
Decision Number NAT-0176	Job Code 500365	National Occupational Classification 41403
Department/Agency Correctional Service Canada	Grievance Officer Yes <input type="checkbox"/> No <input type="checkbox"/>	Office Code Various
Organizational Component (Branch/Division) Correctional Operations and Programs	Geographic Location Various	
Language Requirements Various	Linguistic Profile Various	
Communication Requirements Various	Security Requirements Various	

Supervisor Information

Position Number Various	Position Title Various	Position Classification Various
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Employee Statement
I have been given the opportunity to read and comment on the content of this job description.

Name of Employee	Signature	Date
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Supervisor Statement
This job description accurately describes the work assigned to this position.

Name of Supervisor	Signature	Date
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Manager Authorization
This job description accurately describes the work assigned to this position.

Name and Title of Manager	Signature	Date
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JOB DESCRIPTION

Client Service Results

Provision of specific social programs and activities to meet the recreational, social, cultural and personal development needs of offenders under the supervision of the Correctional Service of Canada (CSC) or within CSC sites, including Structured Intervention Units (SIU), promoting institutional adjustment and community reintegration.

Key Activities

Plans, facilitates, delivers, supervises, coordinates and participates in the development of unstructured social programs, activities and events to meet offenders' needs in relation to their reintegration and to structured use of their time; advertises activities and programs offered to offenders; ensures the delivery of the Community Integration Program; and ensures adherence with guidelines regarding social development activities.

Monitors, documents and evaluates offender progress and participation in social programs and activities, and communicates results with case management team; resolves issues and provides clarification to offenders; and may administer emergency first aid in the event of injury.

Serves as liaison to the Inmate Committee and provides oversight in its internal election process; attends meetings, facilitates Inmate Committee activities, assists with financial aspects related to social and cultural activities, and makes proposal to Institutional Head.

Assists in delivering programs and leisure activities, as well as provides meaningful contact to offenders in Restricted Movement; and conducts daily security checks to maintain the security of assigned social program and activity areas.

Liaises with internal and external partners, organizations, and committees; and may facilitate offenders' participation in municipal, provincial or federal elections.

Participates in the recruitment and integration of CSC volunteers, and in establishing volunteer-led activities; ensures volunteers' completion of the National Volunteer Orientation and keeps record of their participation; facilitates, coordinates and supervises volunteer-led activities; manages information in the volunteer resource management database and maintains volunteer's file.

Acts as the Mother-Child coordinator at women institutions; guides the residential application processes, assists mothers with parenting needs, coordinates program-related activities, and facilitates awareness sessions for staff on identifying child abuse and neglect.

The incumbent of this position has the Peace Officer Designation.

Skills and Knowledge

Knowledge of the reintegration process, case management and social program policies and procedures, general and institutional sociology, and of the environment of correctional institutions, in order to work closely with offenders participating in social programs, evaluate their progress and prepare them for reintegration.

Knowledge of interviewing and data gathering techniques, in order to collect information from registered volunteers and offenders; understand their interests, knowledge and expertise; implement programs or identify areas of placement for offenders based on their individual and ethnocultural needs, as well as delegate the most appropriate offender for each existing position.

Knowledge of information technology, in order to enter, manipulate and retrieve data using databases and software; and record and share information on offenders, financial information and tracking information.

Knowledge of administrative and financial principles, practices and processes, in order to conduct functions related to social program activities, such as inventory and warehousing, and purchasing supplies for social program activities; provide recommendations to managers on budgets, suppliers and expenses related to social programs and activities; and ensure compliance of activities with established guidelines.

Knowledge of effective intervention techniques such as group leadership techniques and group dynamics, as well as adult learning principles, communication flow patterns, responsivity issues, and gender and cultural differences, in order to keep abreast of such intervention techniques; plan and facilitate group sessions; deliver social programs to offenders and provide training to volunteers.

Knowledge of social services, and of the mandate of internal and external organizations and community activities, such as the Assembly of First Nations, Ethno-cultural Committees, Inmate Committee, and Citizen Advisory Committees, in order to support offenders with specific needs; and serve as liaison and coordinator to support their integration within the institution and upon release.

Knowledge of the CSC's mission, mandate, organizational structure, roles and responsibilities of other sectors and departments, including the Department of National Defense, the Parole Board of Canada, Health Canada, and the Canadian Human Rights Commission, in order to coordinate social programs and activities for offenders, and ensure security and offender management.

Knowledge of applicable acts and regulations, such as the Corrections and Conditional Release Act (CCRA) and Regulations (CCRR), Access to Information Act, National Program Standards, Financial Administration Act, and the Commissioner's Directives, in order to act within the legal framework and guidelines governing social development activities.

Listening and interpersonal skills, in order to provide appropriate interventions and interactions, model prosocial behaviour and nurture a positive environment.

Interpretation skills, in order to interpret body language and institutional slang, and understand offenders and group dynamics.

Reading skills, in order to communicate with other government agencies and community organizations, examine their mandate, assimilate policies and guidelines, keep abreast of emerging issues and determine their implications for individuals or groups of offenders.

Verbal skills, in order to communicate with various groups or individuals, such as offenders, volunteer organizations, community groups, internal partners and management team; provide presentations, deliver training, and explain departmental policies and guidelines; and adjust language to the audience's level of understanding.

Written skills, in order to prepare reports, including entry into electronic databases; respond to various groups or individuals regarding queries, complaints, and grievances; and formulate recommendations on offenders' reintegration.

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.

Effort

Physical effort is required to:

Sit for extended periods at a computer station or during meetings; stand for prolonged periods when facilitating programs and training, or when supervising social groups and special events.

Negotiate stairs, and bend, stretch, lift and store heavy loads of equipment, supplies and offender purchases for departmental operations and social program purposes.

Intellectual effort is required to:

Understand human behavior, and motivate offenders to get involved in their reintegration process and produce changes of behaviour, which make a significant contribution to their risk level; adapt different approaches to meet individual and ethnocultural needs of offenders; and adapt the delivery of social programs for group settings, which may involve dealing with disruptive and hostile behaviours.

Serve as point of contact with social and cultural community organizations and arrange for in-reach to help address offender needs and to facilitate their reintegration; deliver national programs that target social skills, such as Community Integration Program (CIP), leisure orientation or SIU programming; and offer orientation to new offenders.

Understand the purpose and intent of social programs; adapt programs to the particular needs or security concerns of an offender population; and ensure all programs follow policies and guidelines of different areas of the institution, other government agencies and community organizations, by coordinating and delegating various tasks while the project is in progress.

Document information on program activities to support supervisors with decision-making; manage information in the CSC's volunteer resource management database, which helps in the verification of security clearance and forms the basis for statistical data on registered CSC volunteers; and document progress reports and information on offenders.

Remain focused and maintain sustained attention when providing supervision at group and family events, when chairing and participating in lengthy consultations and meetings, or while processing financial documentation.

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 providing offenders with some comfort and activities to help them cope with their problems; when dealing with emotional and confrontational offenders or intense situations; or when working alone in an unpredictable environment.

Responsibility

Human Resources:

Supervises offender workers by setting objectives and goals, monitoring work performance and completing work evaluation.

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:

Supervises and shares responsibility of managing, documenting and monitoring financial and administrative activities performed by offenders relating to social program activities; and facilitates offenders' purchase of items required for social program activities.

Justifies and makes recommendations on budgetary submissions and priority of purchases, therefore supporting managers in forecasting future social program expenditures.

Spends money for approved credit card expenses, such as fuel for government-owned vehicles, and for completed itemized travel expense records; and receives standing advances, including petty cash, for small purchases.

Technical Resources:

Has custody and is responsible for the use and maintenance of a personal computer and computer peripherals, standard office equipment, hard copy and electronic files, as well as physical assets for personal use including security radios.

Has shared custody of keys to office, activity areas, storage areas and filing cabinets; ensures accuracy, integrity and maintenance of the information included in CSC volunteers' physical files, including original documents.

Responsible for the use and maintenance of offender-owned equipment used in program areas and of physical assets used in social and cultural activities, as well as for ordering books, recreational equipment or other items outside the catalogue; and receives and stores food items for various social, cultural, recreational and self-help groups in preparation for social events and food sales.

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 institutional environment with controlled access, where movement of staff can be restricted with multiple barriers and security controls. Close interactions with offenders 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 involves exposure to physical substances and chemical agents, such as dust, dirt, and fumes in the hobby craft area, and exposure to all weather conditions when preparing or conducting outdoor activities.

The work requires dealing with traffic and road conditions during trips to the community, increasing the risks of motor vehicle accidents.

Psychological:

The work involves potential stress resulting from dealing with multiple demands, changing priorities, tight deadlines, heavy workloads, unpredictable situations, security-sensitive issues, complaints and public criticism during events where guests attend, continuous media attention and negative perception of the CSC, or from dealing with distressed, angry or confrontational individuals.