



JOB DESCRIPTION

Position Information

Position Number Various	Position Title Community Volunteer Program Coordinator (CVC)	
Position Classification WP-04	Effective Date	
Decision Number NAT-2094	Job Code 500669	National Occupational Classification 42201
Department/Agency Correctional Service Canada	Grievance Officer Yes <input type="checkbox"/> No <input type="checkbox"/>	Office Code Various
Organizational Component (Branch/Division) District and Area Office(s)	Geographic Location Various	
Language Requirements Various	Linguistic Profile Various	
Communication Requirements Various	Security Requirements Reliability	

Supervisor Information

Position Number Various	Position Title Associate District Director	Position Classification WP-06
-----------------------------------	--	---

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

Name of Employee	Signature	Date
-------------------------	------------------	-------------

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

Name of Supervisor	Signature	Date
---------------------------	------------------	-------------

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

Name and Title of Manager	Signature	Date
----------------------------------	------------------	-------------

JOB DESCRIPTION

Client Service Results

Coordination and management of the national volunteer program at the District level within the Correctional Service of Canada (CSC), for the enhancement of public safety and the safe reintegration of offenders.

Key Activities

Analyses and assesses information on offender needs and trends in community corrections; examines and evaluates existing volunteer activities, presents findings to District management team for review and decision, and adjusts volunteer activities accordingly.

Develops and recommends initiatives and strategies for volunteer participation; consults with the District's senior managers, and coordinates, implements and manages the approved District strategies for volunteer participation to enhance public safety and assist in the reintegration of offenders; and provides advice, assistance and support to guide volunteers in their interactions with offenders

Leads, coordinates or oversees the recruitment, screening, interviewing, training, and sustaining of volunteers, in collaboration with Area Directors, and informs the District's senior managers of these activities; manages and evaluates each volunteer and addresses performance concerns; develops, implements, and maintains a program to recognize and motivate volunteers; elaborates and applies site-specific volunteer safety protocols.

Provides advice and recommendations to the District's senior managers regarding the development, operation and strategic direction for the volunteer program; assists and provides advice to staff on the effective use of volunteers, and promotes the establishment of working relationships between staff and volunteers.

Leads or participates in meetings, focus groups and information sessions; represents the department at meetings; and liaises and collaborates with a wide range of internal and external stakeholders to discuss issues and opportunities related to the volunteer program, including recruitment and retention.

Performs or participates in a variety of administrative responsibilities, such as maintaining volunteer records, producing annual reports of volunteer activities, sharing positive stories about volunteers, participating in the selection of the Citizen Advisory Committee members, and providing briefings and recommending options to the District's senior managers in relation to volunteer services, activities and related resource requirements.

The incumbent of this position has the Peace Officer Designation.

Skills and Knowledge

Knowledge of the theories, principles, methods and practices related to volunteer management, including the recruitment, interviewing, training, sustaining, monitoring, evaluation and recognition of volunteers, in order to screen volunteers and ensure they meet the strict requirements for this type of work; manage volunteers in a manner that promotes their retention, and ensure their safety.

Knowledge of project planning and management techniques, in order to develop volunteer program initiatives, and understand which techniques to apply through the planning, implementation, controlling and evaluation processes.

Knowledge of program monitoring and evaluation techniques and practices, in order to assess the volunteer program performance against planned goals, identify variances, and recommend and implement improvements.

Knowledge of administrative methods and practices, including work planning, scheduling and the preparation of meetings, in order to manage volunteer resources within the District, act as a member of a cohesive unit, and chair or participate in meetings.

Knowledge of trends, emerging issues, developments and innovative approaches to managing, mentoring and coaching volunteers, in order to manage volunteers effectively within the District.

Knowledge of social science fields, in order to engage volunteers in enhancing public safety and assisting in the safe reintegration of offenders, and relating this information to CSC staff about the role that volunteers play in rehabilitation and reintegration.

Knowledge of the CSC's mission, mandate, programs, offender populations and their particular needs, and legislation, policies and procedures related to the community rehabilitation of offenders, in order to manage the District's volunteer program; implement volunteer services; provide advice to the District's senior managers, and provide information to community groups, associations, agencies, universities, colleges and partners in the criminal justice system.

Knowledge of CSC's policies, guidelines and administrative practices related to volunteer management, including security clearance procedures, insurance and liability requirements, and recruiting documentation, in order to manage the District's volunteer program.

Knowledge of the roles, mandates and key contacts of criminal justice partners, and partnership processes with community-based organizations such as the John Howard or Elizabeth Fry Society, in order to consult and collaborate with local non-governmental organizations on matters relating to volunteer activities; establish partnerships, exchange information, and conduct a variety of community volunteer projects and initiatives.

Knowledge of the methods and techniques for establishing and maintaining networks of contacts and expertise, in order to ensure that the District's volunteer program reflects the broad spectrum of inputs and opinions from the District's senior management and staff; collaborate and share information with other staff working in volunteer activities.

Knowledge of various computer software packages and applications, such as the Offender Management System (OMS), the Human Resource Management System (HRMS) Volunteer Module and Microsoft Suite, in order to produce or access reports, information, documents and presentations related to the volunteer program.

Verbal, diplomacy, negotiation and public speaking skills and techniques, in order to deliver training sessions; present and clarify information to internal and external audiences, such as CSC offices, non-governmental organizations, criminal justice partners, universities, volunteers, committee members and the public; represent the department, and liaise with stakeholders and community organizations to foster relationships.

Consultation and facilitation techniques, including team building and group process techniques, in order to consult with the District's senior managers to define their requirements; lead meetings, focus groups and information sessions; assist managers, staff and stakeholders in conducting group discussions; and reach consensus on sensitive issues with key public stakeholders and interest groups.

Listening, reading and interpretation skills, in order to assimilate complex information, documentation, policies, procedures and program specifications; understand information and feedback from senior management, volunteers, external organizations and colleagues; retain key elements, synthesize information on complex issues, and interpret underlying intentions.

Analytical and problem-solving skills, in order to analyze and synthesize information into cohesive documents, while addressing relevant issues; propose recommendations and options to senior management; and understand underlying complexities of issues, challenges and constraints related to the work.

Written skills, in order to prepare or contribute to a variety of documents related to the volunteer program activities.

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; and stand when delivering training.

Intellectual effort is required to:

Develop strategies for the volunteer program; stay informed of changes within the District activities and services to assess their impact on volunteer initiatives; and establish contacts with National Headquarters, and within the community and the Region, including the Regional Project Officer for Citizen Engagement and Ethnocultural Services, to discuss issues concerning the volunteer program.

Identify and analyze local trends, characteristics of the local offender population, and the needs of staff and offenders, including Parole Officers and other members of the Case Management Team; discuss issues with the Associate District Director to plan and set priorities for the management of the volunteer program; analyze volunteer capabilities; and adjust volunteer orientation and training requirements to ensure they remain current and relevant to volunteers.

Analyze and interpret a variety of information related to the volunteer program and the organization's needs; research, identify, examine and validate information through established networks; verify unclear information; analyze the impact of information; and prepare inputs and comments to the attention of the Associate District Director.

Prepare various documents, such as volunteer policies and procedures that are specific to the District or Area; different types of media for the District's volunteer program, such as brochures for offenders, community announcements or general information; work plans, training materials for staff and volunteers, performance reports of volunteer activity, correspondence, and briefing notes on volunteer initiatives and issues.

Manage the workload of volunteers by analyzing requests for volunteer assignments; screen volunteers and assess their strengths to ensure suitability to working with offenders; decide upon most appropriate volunteer-offender matches and assignment based on volunteer qualifications and offender needs and profiles.

Contribute to the safety of volunteers working in institutions and the community; collaborate with members of case management teams to conduct offender file review and risk assessment, establish local procedures to ensure safety during activities since they often occur after work hours or on weekends, and follow up on implemented measures and procedures before any activities with offenders are authorized.

Meet with volunteers and offenders to set boundaries for assignments; monitor activities and intervene when situation requires discussion or correction; inform Parole Officers of known difficulties with participating offenders or their respective volunteers; and identify potential volunteer interventions to help them deal with offenders' risks, needs and responsibility.

Identify specific resources within the community and establish relationships with senior officials of local non-governmental and community organizations, such as colleges, universities and community service groups, who can offer potential volunteer candidates to assist offenders with their successful reintegration into the community.

Provide ongoing training for volunteers so they are equipped to adjust to CSC's changing clientele and their evolving needs; and support volunteer recruitment activities to reflect the diverse needs of the offender population.

Promote the District's volunteer program; research and make decisions about ways to engage volunteers; increase community awareness through various media forms or public awareness sessions to encourage community participation in the volunteer program.

Enhance the visibility and credibility of the CSC, and its relationships with the community and partners in the criminal justice system; and actively promote and sustain citizen participation in community parole offices.

Keep abreast of the developments in the fields of volunteer management and project management; and recommend approaches, options and courses of action to ensure procedures and practices reflect current methodologies and requirements, and are compatible with CSC's and the District's objectives.

Maintain a program to recognize volunteers and identify potential award recipients; and write letters of recommendation for possible employers.

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 during emotionally charged, politically sensitive or confrontational situations.

Responsibility

Human Resources:

Coordinates and plans the work of volunteers, assigns responsibilities, and monitors activities; determines performance criteria of volunteer activities, assesses the delivery of volunteer services by contract personnel, and evaluates volunteer performance annually; informs the District's senior managers and staff on the status of volunteer services on a regular basis, and makes recommendations about volunteer retention or termination.

Liaises with post-secondary schools, visits local post-secondary schools with CSC staff, and attends post-secondary volunteer and job fairs to recruit volunteers; provides coaching, motivation and supervision of volunteers; develops volunteer training based on the assessment of volunteer and District needs, and delivers site-specific volunteer orientation, beyond the National Volunteer Orientation.

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:

Plans necessary budgets for volunteer activities and follows up on related expenses.

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.

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 requires travelling throughout the District or elsewhere, depending on the geographic boundaries of the District. The work also requires working flexible hours to attend meetings or meet with volunteers in the evening or weekends.

Psychological:

The work involves potential stress resulting from dealing with multiple concurrent demands, changing and conflicting priorities, limited resources, time constraints and tight deadlines, the need to obtain consensus with various parties, and from dealing with people in volatile situations, as well as pressures from senior managers, external stakeholders, volunteers, colleagues, and sometimes offenders.

The work may involve post-traumatic stress or trauma caused by the exposure to accounts of crimes and explicit or violent information contained in criminal file.