



**JOB DESCRIPTION**

**Position Information**

<b>Position Number</b> Various	<b>Position Title</b> Correctional Programs Officer	
<b>Position Classification</b> WP-04	<b>Effective Date</b>	
<b>Decision Number</b> NAT-2025	<b>Job Code</b> 500367	<b>National Occupational Classification</b> 43201
<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> Correctional Operations and Programs	<b>Geographic Location</b> Various	
<b>Language Requirements</b> Various	<b>Linguistic Profile</b> Various	
<b>Communication Requirements</b> Various	<b>Security Requirements</b> Various	

**Supervisor Information**

<b>Position Number</b> Various	<b>Position Title</b> Various	<b>Position Classification</b> Various
-----------------------------------	----------------------------------	---

**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>
-------------------------	------------------	-------------

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

<b>Name of Supervisor</b>	<b>Signature</b>	<b>Date</b>
---------------------------	------------------	-------------

**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>
----------------------------------	------------------	-------------

## JOB DESCRIPTION

### Client Service Results

Evaluation of the offenders' needs for correctional programs, provision of advice for the development of correctional plans, and delivery of correctional programs for federally sentenced or conditionally released offenders managed by the Correctional Service of Canada (CSC) to reduce the likelihood of reoffending.

### Key Activities

As a member of the Case Management Team, assesses and analyzes offender-related data; evaluates the individual and cultural needs of offender to participate in correctional programs; determines the criminogenic risk and responsivity factors; and identifies adequate programs for offenders to positively influence on their reintegration.

Provides and delivers various correctional programs to meet the criminogenic needs of offenders; researches information, creates program lesson plans, and explains program concepts to offenders; and monitors and reports on the participation and progress of offenders in programs with respect to the objectives of the correctional plan.

Completes program assessments as part of the Intake Assessment process; analyzes and interprets test results, prepares post-program reports based on the assessments and targets of intervention, determines the individual and cultural programming needs of each offender and group of offenders, and provides advice for the development and revision of correctional plans.

Interviews offenders and third parties to gather and verify relevant information; assesses obtained information to identify offenders' contributing factors and their current and on-going individual program needs; conducts group discussions, and leads or participates in case conferences to provide information on programming needs of offenders; provides expert advice and awareness training to staff regarding the reintegration of offenders.

Provides input to management regarding resource allocation needs for program delivery; and participates in quality reviews and ensures conformity of programs to quality assurance procedures and national standards for effective program delivery.

Works with offenders referred to correctional programs; provides individual, group or specialized interventions to offenders in institutional and community settings, as well as motivational interviews and counselling; motivates and encourages offenders to participate in programs, to take responsibility for their behaviours, to change their behaviours and attitudes, and to meet their correctional plan objectives.

Liaises or collaborates with other employees, such as Parole Officers, Psychologists, Correctional Officers, teachers, Managers - Assessment and Intervention, and Parole Officer Managers, to exchange information concerning offenders participating in programs; and collaborates with other government and non-government agencies to help them deliver programs or components of programs.

The incumbent of this position has the Peace Officer Designation.

### Skills and Knowledge

Knowledge of human behaviour, social learning, and behavioral learning theories, method and practices relating to criminal behaviour, in order to understand factors related to security threat groups and the demographics of offenders; deliver to each offender programming and individual interventions that will foster positive prosocial changes and prepare them for a successful reintegration into society.

Knowledge of social, spiritual, cultural, ethnic, gender, sexual orientation, geographical and linguistic differences, as well as the uniqueness of individual offender populations including women and aging offenders, in order to demonstrate sensitivity and recognize the impact of these differences on offenders; and understand the diversity and complexity of offender population needs and risk factors.

---

Knowledge of offender populations and their various dynamic risk factors, including offence types, association with security threat groups, cultural diversity and mental health problems, in order to assist in the daily interactions with offenders, and deliver correctional programs.

Knowledge of effective intervention, adult education and group leadership techniques, as well as the principles of conflict resolution and methods of instruction, in order to facilitate program delivery.

Knowledge of individual and correctional interventions techniques, negotiating, crisis and suicide prevention techniques, in order to deal with potentially volatile situations, and reduce any danger an offender may pose to himself, others, or to the institution.

Knowledge of program, quality assurance and time management principles, as well as program delivery and organizational techniques, in order to offer appropriate programs to offenders, and achieve corporate standards and goals.

Knowledge of the physical layout of the institution, in order to contribute to the dynamic security of the institution.

Knowledge of the National Correctional Program Standards, the Commissioner's Directives, Case Management Bulletins, as well as other CSC policy and correctional programming guidelines, in order to effectively manage the offender's sentence and reintegration; and guarantee the integrity of programs, compliance with standards, and effectiveness of quality reviews processes.

Knowledge of the programs and services provided by the Institution, District or private sector, including personal development programs, and of the complex nature and various intensity levels of programs and interventions, in order to meet the specific needs of offenders, and make effective referrals and program recommendations for follow-up in the community.

Knowledge of the CSC's mission, mandate, priorities, organizational structure, and policies and procedures related to Correctional Programs, in order to achieve the priorities of correctional programming, and participate in the enhancement of program delivery.

Knowledge of a variety of information management systems and computer software applications, including Reports of Automated Data Applied to Reintegration (RADAR), the Offender Management System (OMS), the Hub and regional-specific applications, in order to access, collect, record, maintain, prepare and share offender information; enter and retrieve data from these systems; and produce correctional program reports.

Knowledge of applicable acts and regulations, such as the Corrections and Conditional Release Act (CCRA), Corrections and Conditional Release Regulations (CCRR), Charter of Rights and Freedoms, and Access to Information and Privacy Acts, in order to explain the meaning of this legislation in various situations; ensure the protection of offender information and guarantee the respect of their rights.

Knowledge of the roles and responsibilities of each member of the Case Management team, in order to contribute to the management and reintegration of offenders.

Knowledge of the Parole Board of Canada (PBC), its mandate, structure, policies and procedures, in order to assist in the preparation of risk assessments and management of offenders.

Knowledge of risk assessment, relapse prevention and program evaluation techniques, and actuarial risk assessment tools, as well as CSC assessment and risk management principles, in order to make accurate offender assessments and provide recommendations, including Intake Assessments for referral to the appropriate programs.

Knowledge of other federal agencies involved in providing training courses, providing programs and services to adult offenders, in order to participate in conferences and workshops, and stay abreast of developments and research findings that contribute to the improvement of correctional programs.

Knowledge of the grievance process, in order to provide advice to offenders with respect to their rights during this process.

Interviewing skills, in order to obtain information from offenders who are uncomfortable with the subject, hostile toward the correctional system, resistant to participate in the interview, or have difficulties speaking either of Canada's official Languages; recognize whether information is complete or helpful; keep discussion under control when offenders deviate from the direction of the questioning in group situations.

---

Reading, listening and interpreting skills, in order to review files and reports from other professionals to understand the program needs of offenders; interpret body language to assess safety issues for self or others.

Verbal, diplomacy and public speaking skills, in order to deliver programs to offenders, make presentations to staff, and provide updates on the offenders' progress to the Case Management team; discuss issues relating to correctional programs and provide analysis of program outcomes; adjust level of language to suit audience, and clarify concepts to ensure an understanding of the material.

Written skills, in order document information in offender progress reports, and adapt the information presented to the recipient's level of comprehension.

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, during meetings or when interviewing offenders; and stand when delivering training or presenting programs in front of a class.

Move audio-visual equipment regularly, as well as manuals, binders, papers and photocopied material between offices and classrooms.

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

Manage increasingly complex offenders with mental and physical health issues, substance abuse history, high rates of infectious diseases, offenders participating in Opioid Substitution Therapy programs or affected by Fetal Alcohol Spectrum Disorders, as well as the rising number of aging offenders, gender transitioning or identification issues, and various social, economic and cultural backgrounds.

Offer specific intervention to guide and assist offenders in their reintegration efforts, within a therapeutic context; and ensure a clinical relationship with the offenders, which is essential in the reintegration process.

Assess the offender program needs on a continuous basis, and identify underlying multi-faceted needs that may only arise during the course of other interventions; evaluate the offender's progress in a program, and recognize potential manipulation from offender to obtain a discretionary release.

Contribute to effective program planning and case planning strategies by suggesting changes in procedures and improvement of methods; and report on offenders' needs on their admission and progress during their sentence.

Interview offenders to gain a comprehensive understanding of their attitude, to evaluate and analyze behavioural changes, and to collect the information required for the assessment of their individual needs for achieving positive outcomes; read offender files, and review offender-related information and test results, in preparation for program delivery.

Deliver correctional programs, teach new skills, explain program concepts, and respond to questions from individuals or groups of offenders with different cultural, educational, and economic backgrounds; use different approaches and style of communication to interact with participants, facilitate exchanges, and convey information before, during and following the program or during maintenance sessions throughout the complete sentence, in some programs areas.

Deliver programs in a classroom setting or group situations, which may be difficult because of offenders who are often violent, hostile, manipulative, disruptive, and do not want participate in programs; supervise offenders while conducting programs and presenting lessons; be aware of every individual's interactions and behaviours to ensure the personal safety of offenders and staff.

---

Motivate offender participation and maintain effective group management strategies to optimize program effectiveness and reduce interferences with the learning environment; ensure compliance of offenders with pre-established rules of conduct, and authorize the termination of program for non-compliant offenders.

Participate in the development and updates to correctional plans; define and determine programming expectations to be included in the correctional plan to meet the individual and cultural needs of offenders and reduce their risk levels; and provide advice and encourage staff members to take an active interest in program delivery.

Provide updates on offender progress to the Case Management team; create offender progress reports detailing their motivation for program participation, their skill acquisition, and the changes in their attitudes, values and behaviours; make recommendations to CSC staff and the PBC, in order to facilitate the assessment and decision-making regarding the offender's successful reintegration.

Promote correctional program outcomes in relation to the potential for reintegration by providing information, advice and training to CSC staff with respect to national standards, quality assurance measures, psychometric testing tools, program content, personal targets, target groups, and post-program reporting and outcomes.

Assist CSC staff make appropriate offender referrals by providing information on program content and selection criteria through workshops and individual sessions; and attend specialized conferences or workshops, and present briefs to share the information received at such conferences with peers.

Complete specific pre- and post- program assessments, which are used to assess recidivism rates, to evaluate program effectiveness and to determine future resource requirements.

Recognize subtle changes in offenders' behaviours and non-verbal cues that could indicate an increase in risk, including offenders under the influence of alcohol or drugs; and use electronic monitoring devices, and apply and follow CSC staff safety protocols.

Establish a professional trusting relationship with individuals and groups of offenders in the program environment to enable the sharing of highly personal and sensitive matters; provide intervention and support, and make referrals for effective interventions during times of personal crisis, which may be prompted by program interventions.

Develop a professional relationship with offenders to assist them in the elaboration of plans and put into practice the skills and values acquired through program interventions; provide accurate assessment of their commitment in developing and following a realistic relapse-prevention plan; and share and discuss information with the offender when used for decision-making purposes.

Serve as a positive role model, facilitate program delivery, and promote the overall wellbeing of offenders; motivate offenders, reinforce positive behavioural change, and identify resources to assist with their community reintegration; and influence communication within a group of offenders in a respectful manner.

Establish and maintain the boundaries of confidentiality when sharing sensitive information that may affect the safety of an offender and jeopardize the good order of the institution.

Manage group participants to refocus on programs and to derive the greatest benefit from these programs following traumatic or violent events within the institution.

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 offender's behaviours, attitude and criminal record, and when faced with emergencies, personal crises during program interventions, emotional reactions from offenders or adversarial situations needing to be defused; and interact with offenders under the influence of substances, which can increase the risk of physical assaults.

## Responsibility

### Human Resources:

Participates in the orientation and coaching of new program staff; and provides leadership and training to groups and individuals during the delivery of each program; conducts interviews, sets learning objectives, provides technical guidance in the development of new skills, and submits progress reports on changes made by each offender.

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.

### Technical Resources:

Has custody and is responsible for the use and maintenance of a personal computer and computer peripherals, standard office equipment, training and audio-visual equipment, hard copy and electronic files, and original signed documents.

Operates and is responsible for the maintenance of a government vehicle when travelling for activities, such as training, workshops and meetings.

## 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 occurs in an enclosed institutional environment where movement of staff can be restricted with multiple barriers and security controls. Close interactions with offenders often generate risks of exposure to communicable diseases, violent and unstable individuals, and an increased potential for physical assault.

In the community, the incumbent can be required to work in the evening with little security in the presence of several offenders. The incumbent can also be required to ensure the security of the area and the participants.

### Psychological:

The work involves potential stress resulting from dealing with tight deadlines, conflicting priorities, multiple demands, lack of control over workload and program schedules when unexpected events occur, volatile situations, emergencies, and demanding, non-compliant, hostile, or confrontational 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, and by direct or indirect involvement in a critical incident, threats, dangers and a potentially high-risk environment.