



JOB DESCRIPTION

Position Information

Position Number Various	Position Title Parole Officer	
Position Classification WP-04	Effective Date	
Decision Number NAT-0013	Job Code 500027	National Occupational Classification 41311
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 leadership in the case management process, exercise of Peace Officer functions, and delivery of clinical interventions to offenders under the supervision of the Correctional Service of Canada (CSC), for the enhancement of public safety and the reintegration of offenders as law-abiding citizens in the community.

Key Activities

Initiates the correctional planning process; coordinates and facilitates a comprehensive assessment and intervention referral process to address the offenders' program and security needs, based on their individual risk factors; develops and prepares various reports, records the results of assessments, and completes actuarial risk assessment tools; and introduces offenders to the federal correctional system.

Monitors progress of offenders against their correctional plan and makes required updates; assists offenders with institutional and community adjustment; prepares correctional plan updates and reports for pre-release, post-release and maintenance of release; makes recommendations to decision-makers, such as Institutional Heads, District Directors, Commissioners, and the Parole Board of Canada.

Interviews offenders and collateral contacts to gather and verify relevant information, and to assist with dynamic security; analyzes and manages collected information regarding offenders, their immediate needs and contributing risk factors for the planning, assessment and decision-making processes.

Communicates with offenders, institutional and community counterparts, criminal justice partners, other external partners and stakeholders to develop release plans and facilitate the transition of offenders from the institution to the community; identifies and assesses the quality of community resources; collaborates with security departments in developing integrated strategies for the management of offender populations within the institution and in the community.

Manages offender risk by conducting risk assessment and exercising control of offenders through appropriate correctional planning; supervises and monitors the offenders' compliance to their conditional release requirements; makes decisions, recommends, and applies a variety of correctional interventions; makes referrals for treatment and program interventions based on priority needs; encourages involvement of criminal justice partners and diverse cultural and Indigenous communities.

Maintains effective interactions with offenders of diverse demographics; assists in coordinating specialized interventions and counselling, and applies motivational interviewing to encourage offenders to accept responsibility for their behaviour; promotes changes in behaviours, and assists offenders in developing and reinforcing internal control mechanisms to manage their offence cycle.

As the leader of the case management process, manages a caseload, and offers direction, leadership and expertise to a multi-disciplinary team including correctional and criminal justice partners, independent third parties and offenders; and ensures adherence to legislative and policy requirements to protect offenders, staff and the public.

Participates in file reviews, information gathering processes, the resolution of emergencies, and the implementation of crisis management plans, contingency plans, and offender management plans; develops responses to queries; prepares case management progress and decision-making reports; and participates in interdisciplinary committees.

The incumbent of this position has the Peace Officer Designation.

Skills and Knowledge

Knowledge of the social science field, including social work, criminology, sociology, psychology, human behaviour and social learning, and cognitive behavioural, dialectical-behavioural and psychosocial rehabilitation treatment theories, in order to understand factors related to security threat groups, and the demography, gender, ethnicity, mental and physical health of offenders; assess behaviours, attitudes and offence cycles; implement risk management strategies and monitor interventions.

Knowledge of social history of different cultures and their effect on intergenerational trauma, in order to understand the unique needs of offenders belonging to ethnocultural minority groups and their impact on offender reintegration; build partnerships with culture-specific services in the community.

Knowledge of social, spiritual, 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 the application and analysis of actuarial risk assessment tools, such as the Criminal Risk Index (CRI), Custody Rating Scale, Security Reclassification Scale, Computerized Assessment of Substance Abuse, and Spousal Assault Risk Assessment, in order to assess and predict violence and potential criminal recidivism.

Knowledge of the CSC's mission, mandate, organizational structure, priorities, values, and responsibilities, of departmental, institutional and community programs, interventions and services, and of CSC's policies and procedures related to case management, security classification and penitentiary placement, in order to perform the duties of the position.

Knowledge of applicable acts and regulations, such as the Corrections and Conditional Release Act (CCRA), Corrections and Conditional Release Regulations (CCRR), Canadian Human Rights Act, Youth Criminal Justice Act, Criminal Code of Canada, and the Commissioner's Directives, in order to remain abreast of changing policy requirements; manage offender file information and share information with various interested parties.

Knowledge of the mandate, responsibilities, services and programs provided by Community-based Residential Facilities (CBRFs), and federal, provincial and municipal government agencies providing services and assistance to offenders, such as Canadian Border Services Agency (CBSA), family responsibility centres and welfare agencies, in order to develop effective interlinkages; make appropriate referrals; and facilitate successful offender reintegration.

Knowledge of facilities and non-governmental agencies, such as the John Howard Society, Elizabeth Fry Society, and Salvation Army, in order to provide and exchange information; collaborate on matters relating to specific offender cases; establish partnerships and facilitate offender referrals for services and assistance.

Knowledge of criminal justice partners and other relevant organizations, including law enforcement, the Parole Board of Canada (PBC), as well as health, local welfare, social program and private sector agencies, special interest groups and other government organizations, in order to create partnerships and perform duties.

Knowledge of courts and police processes, roles and functions, including Witness Protection and Justice Collaborator cases, and of court decisions affecting case management processes and Parole Officer's role, in order to exchange information about offenders; promote effective risk management; and provide testimony in court and expert witness information at trial and sentencing hearings.

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, record and maintain offender information, and produce case management reports.

Knowledge of case management policies, practices and principles, in order to effectively manage the offender's case, support and monitor the offender, lead multi-disciplinary case management team, and participate in addressing the contributing risk factors; and knowledge of time management principles and organizational techniques, in order to assist in prioritizing competing work activities and demands.

Knowledge of information gathering techniques, in order to conduct risk assessments and prepare related case management progress and decision-making reports.

Knowledge of counselling and motivational interviewing techniques, in order to assist in encouraging offenders to accept accountability for their behaviour, in promoting changes in their behaviour, and in managing their offence cycle.

Interpersonal skills, in order to develop and maintain relationships with members of the multi-disciplinary team and various partner organizations; establish effective, meaningful and professional interactions with offenders; interact with the public and participate in community outreach activities when required.

Conflict intervention and conflict resolution skills, as well as disengagement skills, in order to deal with crises and emergencies within the institution and in the community, while minimizing the risks of harm.

Interviewing skills, in order to obtain information from offenders who are resistant to participate in the interview, present difficulties with verbal expression or speaking either of Canada's official languages, suffer from a mental health disorder, or have limited cognitive capacity and knowledge of the subject matter; and adapt language to level of understanding of interviewees.

Verbal and public speaking skills, in order to resolve conflict, mediate, negotiate, intervene and diffuse violent or delicate situations; make presentations to various review boards; discuss cases with managers, supervisors and other members of the case management team; and speak about the CSC's role and mandate to members of the public.

Reading, listening and interpretation skills, in order to understand complex information from numerous sources, such as offender reports or legislation; recognize inconsistencies and conflicting information; interpret body language, assess safety issues, and identify warning signs related to self-harm and suicide.

Written skills, in order to prepare case management progress and decision-making reports, and prepare recommendations.

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 interviews, when driving to remote areas by car, and when attending meetings or hearings; lift and carry offender files; stand and observe, or move around when responding to crises.

Intellectual effort is required to:

Manage difficult offender populations who are characterized by offenders with extensive histories of violence or violent crimes including high-profile cases, sexual offences, previous youth and adult convictions, as well as radicalized offenders, and offenders who are designated dangerous offenders, affiliated with security threat groups, and involved in cases of terrorism.

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 rising number of aging offenders, disproportionate representation of offenders from certain ethnic backgrounds, gender transitioning or identification issues, and various social, economic and cultural backgrounds.

Participate in the coordination of specialized intervention to guide and assist offenders in their reintegration efforts, within a legal context that defines limits, imperatives, constraints and consequences; and ensure a clinical relationship with the offenders, which is essential in the reintegration process.

Develop, write and share any document relevant to the offender's sentence and reintegration, while incorporating actuarial information and risk assessment tools.

Make decisions or recommendations with respect to all required correctional interventions, transfers, private family visits, the participation of offenders in social events, as well as their detention and conditional release, based on the results of a formal assessment of each case; evaluate offender security classifications; and develop and update the Correctional Plan of offenders.

Supervise offenders on standard or special conditions of release in the community, and those subject to a Long-Term Supervision Order, Statutory Release with Residency and Tandem Supervision; monitor adherence, consult, and make decisions concerning breaches of condition and maintenance of release, in conformity with the rule of law, due diligence, integrity and professional discretion.

Contribute in reducing offender risk and interrupting their offence cycle; make referrals to correctional and education programs, as well as various resources such as mental health professionals and employment coordinators; apply necessary interventions, and engage the participation of criminal justice partners and diverse cultural and Indigenous communities.

Provide leadership and case expertise to community and institutional staff and management, as well as criminal justice partners, stakeholders, Indigenous communities and international policing agencies, as requested.

Provide crucial information in a timely manner to multi-disciplinary team meetings, Boards of investigation, independent third parties, government agencies, review boards, victim services, communications officials or community agencies, where the safety of staff and the public or the perception of CSC is impacted.

Input offender-related data into the OMS; evaluate and manage protected, sensitive and third party information; and rectify data input errors or incorrect information to avoid negative impact on future case management and release decisions, as well as on the safety and security of the public, staff and offenders.

Participate in file reviews and investigation processes at local, regional and national levels; develop responses to queries in relation to management control frameworks, audits and accountability reports; and participate in monitoring and validation exercises.

Keep abreast of trends and development in the corrections and criminal justice field by participating in national training and organized workshops, and by reviewing university and non-governmental organization publications, as well as government, Boards of Investigation or departmental researches reports including the Forum on Corrections Research, and academic journals and periodicals related to psychology and criminal justice.

Observe federal and CSC regulations and policies to perform assigned duties within prescribed timeframes, in order to prevent loss of jurisdiction or breaches of policies and procedures; ensure adherence to legislative and policy requirements, including the principle of least restrictive measure, which is consistent with the protection of the public, staff members and offenders, and the Duty to Act Fairly.

Recognize subtle changes in offenders' behaviours and non-verbal cues that could indicate an increase in risk; identify offenders under the influence of alcohol or drugs, assess the need for urinalysis testing, coordinate urine sample collection when working in the community and make recommendations with respect to the results; use electronic monitoring devices, and apply and follow CSC staff safety protocols.

Expect scrutiny, questions, concerns, negative attention and criticism from members of the community, the public, media or courts, because of the incumbent's role in making case management recommendations; and ensure accountability through appropriate, detailed and complete documentation.

May participate in legal proceedings, and provide case-specific information, generic testimony or expert witness testimony at PBC hearings, institutional court, sentencing and trial hearings, judicial reviews, and the Boards of Investigation.

May assist in the mentoring, coaching and training of staff, contract agency personnel, volunteers, students and other individuals involved in the case management process, may assist in monitoring their compliance with policy requirements and standards, and may provide input into performance evaluations.

May be required to execute the following functions: represent the Department; participate or chair on various committees and working groups; participate in community outreach activities; perform physical searches in Community Correctional Centres; conduct case preparation; supervise activities for provincial offenders, offenders subject to a Long-Term Supervision Order and young offenders; and manage not-criminally-responsible offenders incarcerated in federal treatment centres.

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' behaviours, attitude and criminal record, or when faced with challenging situations needing to be defused and during which offenders or other parties may be emotional, or physically and verbally threatening.

Demonstrate flexibility; cope with emergencies, crises or other high-risk situations, such as hostage taking, assault against staff member, suicide or attempted suicide, or violent crimes in the community or institution; articulate professional boundaries, counsel, and motivate resistant and hostile offenders during interviews or supervision meetings; and communicate unfavorable information that may result in acts of threats, intimidation or physical violence.

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.

Technical Resources:

Has custody and is responsible for the use and maintenance of a personal computer and computer peripherals, cell phone, standard office equipment, hard copy and electronic files, and staff safety devices, as well as a vehicle for travelling.

Maintains official offender records and ensures that all documentation shared with offenders is kept in hard copy on the offender file.

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 controlled access environment where movement of staff can be restricted by multiple barriers and security controls, or in a parole office, an urban or rural community setting, or at other locations such as the offender's home, place of employment or even places of potential police interest.

The work involves close interactions with offenders, which often generate risks of exposure to bodily fluids, biohazards, and communicable diseases, as well as encounters with offenders suffering from mental illness and under the influence of a substance, thus increasing the risk of direct and indirect threats, intimidation, and violence that could lead up to death.

When working in the community, there is a risk of exposure to unsanitary and potentially unsafe conditions, including the presence of insects or vermin, second-hand smoke, potentially dangerous animals, allergens, and chemical agents.

Travelling and driving may be necessary to escort and accompany offenders to specified destinations, and to supervise meetings with offenders within institutions, in various locations in the community or in remote locations in all weather and road conditions, which may result in injury.

Psychological:

The work involves potential stress resulting from dealing with a dynamic environment with changing work priorities, competing deadlines, urgent requests, an increased scrutiny or negative attention from the media and the public, and from having to defend one's professional judgment and past decisions.

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.