



**JOB DESCRIPTION**

**Position Information**

<b>Position Number</b> Various	<b>Position Title</b> Community Correctional Centre Manager	
<b>Position Classification</b> WP-05	<b>Effective Date</b>	
<b>Decision Number</b> NAT-2186	<b>Job Code</b> 512131	<b>National Occupational Classification</b> 40030
<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>	<b>Geographic Location</b> Various	
<b>Language Requirements</b> Various	<b>Linguistic Profile</b> Various	
<b>Communication Requirements</b> Various	<b>Security Requirements</b> Secret	

**Supervisor Information**

<b>Position Number</b> Various	<b>Position Title</b> Area Director	<b>Position Classification</b> WP-06
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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

Management of a Community Correctional Centre (CCC) within the Correctional Service of Canada (CSC), and provision of programs and services for the supervision and reintegration of offenders.

### Key Activities

Manages the daily operations of a CCC; supervises a team of Parole Officers and Reintegration Workers in a CCC, as well as contracted services and administrative staff in some centres; optimizes resource utilization within the CCC for the supervision and reintegration of offenders; and administers expense budget for the CCC operations.

Oversees, monitors, and ensures quality control of Parole Officers' activities in the supervision of offenders; implements policies and directives to guide Parole Officers in meeting the needs of offenders and local requirements; conducts case conferences, and provides information sessions, training and direction to Parole Officers and Reintegration Workers.

Plans and coordinates security operations for the CCC; determines risk to public and staff safety, decides and takes measures to manage security-related situations, and develops and implements risk management strategies; directs offender disciplinary interviews, and recommends the type of required supervision for offenders in various settings.

Implements operational policies and programs; identifies gaps and contributes to the development of local and regional policies and practices; plans and manages special projects; and provides advice and recommendations to the Area Director with respect to national policies, local practices and procedures, and matters related to staff.

Participates in the crisis management team; identifies issues and concerns; develops and recommends operational strategies to resolve issues; conducts reviews of incidents to identify causes, determines if legislation and case management policies were followed, and ensures the quality of incident reports.

As a member of the Area Parole Office Management Team, sets priorities, plans strategies to provide adequate programs and services to offenders, and ensures supervision and caseload management of CCC offenders, their access to health care, as well as their material and financial support; coordinates urinalysis, and manages and responds to offender complaints and grievances.

Establishes relationships and maintains communications with organizations, such as partners in the criminal justice system and in the community; participates as a member of a multi-disciplinary team including Correctional Program Officers and professionals such as psychologists, nurses and social workers; and takes part in working groups, committees or investigations teams.

Conducts quality review of report content and ensures final recommendations submitted to decision-making authority are compliant with the legislation, regulations, policies, procedures, administrative agreements and meet timeframes; inputs data and examines statistics to identify trends.

Supervises subordinate employees, develops work plans, appraises performance, addresses training requirements, resolves performance issues, and ensures a healthy and productive work environment; ensures optimal use of resources, prioritizes work, and provides direction and coaching to staff and project teams.

The incumbent of this position has the Peace Officer Designation.

### Skills and Knowledge

Knowledge of principles and methods of leadership, human resource management and change management, in order to lead, supervise, and motivate staff and project teams; establish and maintain effective working relationships with staff, executives and various stakeholders; address performance issues; and foster and promote a positive work environment.

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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; propose appropriate interventions and provide cultural restorative options.

Knowledge of the CSC's and CCC's mandate, mission, values and programs, in order to supervise Parole Officers and Reintegration Workers in the community; provide programs and services to CCC offenders for their rehabilitation; and create and maintain a work environment that encourages dialogue on organizational values and on the ethical dilemmas unique to their operations.

Knowledge of applicable acts and legislation, such as the Corrections and Conditional Release Act (CCRA) and Regulations (CCRR), Commissioner's Directives, Standard Operating Procedures and local procedures, in order to intervene in challenging or sensitive cases; maintain chain of custody for articles seized as evidence; offer guidance to staff and management; and provide information to community groups and the public.

Knowledge of the mandate, roles and key contacts in other organizations, such as the Parole Board of Canada (PBC), police forces, Citizenship and Immigration Canada (CIC), health agencies, provincial governments, private sector agencies and special interest groups, in order to provide and exchange information, establish and maintain partnerships, and collaborate on matters relating to specific cases.

Knowledge of the PBC legislative and policy requirements, as well as quality standards with respect to case management, case documentation and reports, in order to manage the cases of offenders, including those under long-term supervision orders; advise staff, ensure respect of deadlines and take appropriate actions to ensure the safety of staff and the public.

Knowledge of theories and principles of criminology, sociology and psychology fields, and offender populations with various dynamics, such as cultural diversity, gender differences, mental health problems, special needs, offence types and affiliation with security threat groups, in order to implement and contribute to the development of policies, practices, procedures and programs; and provide advice and recommendations to the Area Director.

Knowledge of clinical, legislative, policy and procedural developments in areas such as suicide awareness, risk assessment, management of long-term supervision orders, labor relations and staffing, in order to ensure proper management of assigned CCC and related resources, and supervise staff and offenders.

Knowledge of the policies, procedures and requirements related to human resources management, staff training, occupational health and safety, the employee assistance program, critical incident stress management, collective agreements and labor relations, in order to manage staff effectively.

Knowledge of the policies, procedures and requirements related to finance, procurement and contract management, including the respective statements of work, in order to manage contracts and a budget.

Knowledge of the facility's policies, processes and procedures relating to security, in order to ensure proper functioning of the prevention and security systems of the CCC, to manage closed circuit television (CCTV) cameras, as well as to ensure the safety of staff and the public.

Problem-solving and crisis management skills, in order to assess and deal with emergencies as they arise in the CCC and in the community.

Analytical skills, in order to interpret legislation, policies and procedures; and provide advice and guidance to staff and management.

Verbal skills, in order to counsel, negotiate and intervene in challenging and sensitive cases; provide direction to Parole Officers, Reintegration Workers, contractors and offenders; interact with community resources, the public, governmental and non-governmental organizations; discuss and resolve issues with agencies who provide services to offenders in the community; provide advice to the Area Director, Assistant District Director and District Director.

Written skills, in order to review and edit documents, and provide recommendations to the Area Director.

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; carry files when providing information and training sessions; stand and walk when conducting searches, carrying boxes of personal effects and escorting offenders.

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

Manage the daily operations of a CCC that operates 24/7 to provide continuous resources to offenders for their reintegration; advise and assist the Area Director with human resource planning and staffing of the CCC; and maximize utilization of available beds within the CCC.

Manage the workload of the CCC; assign files and coordinate caseloads of Parole Officers, reallocate or assume temporary responsibility for caseloads during a Parole Officer's leave, and manage own small caseload depending on the CCC's operational needs to provide continuous offender supervision and ensure the completion of case management reports; and assume responsibilities of Office Administrator during their absence.

Direct case management activities; establish standards and monitor the quality and timeliness of case management activities and case documentation; ensure compliance and continuity of jurisdiction; and determine corrective actions, and follow up when necessary.

Assess challenges encountered in case management and recommend improvements to existing programs, while taking into consideration specific local factors relating to gangs, organized crime, sexual offences, and the demographics and health of offenders, as well as difficulties associated with accommodating a variety of offenders with different risk levels together in a structured living environment.

Participate in the review of national policies and procedures related to correctional interventions and the management of offenders, as part of the Area Parole Office Management Team.

Ensure the monitoring and effective risk management of offenders while residing in the CCC, and assess offenders on a regular basis; ensure flow of information regarding offenders and their activities to members of the Case Management Team, the Parole Board of Canada, institutions, law enforcement agencies and other stakeholders involved in case management decisions, while conforming to legislative requirements.

Consult the preventive security file and the District Security Intelligence Officer; obtain all information required to assess the risks of offenders in the community, and recommend the type of supervision and programs for offenders pre-release and post-release during Community Assessment Team meetings, Intervention and Program Boards, and case conferences.

Participate as main authority in offender disciplinary interviews; determine if offender can be managed within the CCC; authorize the suspension of release and recommend the return of offender to a correctional institution, or cancel the Warrant of Suspension if assessed as reasonable.

Provide recommendations on the management of offenders to ensure CSC's credibility with the Parole Board of Canada, and avoid a loss of jurisdiction that would impact on public safety.

Ensure the Regional Victim Services Unit is provided with the necessary documentation, allowing the unit to undertake victim notification, particularly with the issue of a Warrant of Suspension or with the authorization of travel or movement of offender; and liaise with victims during local calls and refer such calls from official or unofficial victims to the Regional Victim Services Manager.

Promote and contribute to staff safety; review new cases, decide upon most appropriate case assignment, offer case conferencing regarding suitable supervision strategies, monitor Parole Officers' schedules in the community, and develop and implement staff safety protocols.

Contribute to public safety by establishing relationships with organizations who can provide assistance and support, such as partners in the criminal justice system and in the community; identify specific resources within the community to facilitate the safe and successful reintegration of offenders into the society; and assist in the management of community incidents.

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Participate in the coordination of contracts for security services, monitor and assess the quality of contracted services, and provide feedback and direction to contractors and Area Director.

Ensure proper functioning of prevention and security systems of the CCC; implement search plans, including searches of premises and persons for unauthorized items, as well as counts and visual inspections.

Follow processes, protocols and reporting procedures when conducting searches, securing crime scenes, safeguarding confiscated articles and maintaining chain of custody for seized items required as evidence for external court proceedings; testify in court as an expert witness and provide generic testimony related to an offender's case.

Recognize security intelligence issues, review protected information and preventive security files, and advise Parole Officers for case management purposes; analyze situations and prepare incident reports; communicate any concerns with the District's Security Intelligence Officer or local police officials.

Analyze data and statistics to determine to what extent the CCC is achieving results and meeting legislated requirements, as well as to identify trends of interest for senior management and program developers.

Provide information sessions and training on a variety of topics including prevention and security systems, case management, and specific offender populations; conduct regular case conferences with the case Management Team by using knowledge of the specifics and challenges of individual cases; and assist and coach staff.

Promote CSC's interests by developing and maintaining positive working relationships with various groups such as other government departments, the local Citizens' Advisory Committee, police forces, community and private resources, stakeholders and contractors; liaise and engage with the community, and organize community forums and outreach activities depending on the nature of the area.

Remain current of the developments, approaches and techniques in fields relating to community corrections and rehabilitation, as well as of the activities and changes in the legislation of partner organizations and other levels of government.

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:**

Remain calm and maintain a professional attitude to restore security and protect the public, staff, offenders and the CCC during emergencies; control escalation during crises involving offenders; and interact with offenders suffering from mental illness, under the influence of substances or security threat groups.

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**Responsibility**

**Human Resources:**

Manages subordinate employees and project teams, allocates work; establishes priorities, provides direction and engages team towards objectives; promotes and facilitates access to continuous learning and development; monitors progress and evaluates performance; conducts staffing and human resources planning; implements human resource policies and standards; and promotes an equitable, diverse and inclusive workplace.

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.

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**Financial Resources:**

Authorizes purchases and participates in the management of the CCC budget for expenditures related to routine operations, such as service contracts, living allowances to residents, building maintenance, staff overtime and training, and service delivery; and manages and responds to claims against the Crown.

**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, as well as staff safety devices.

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**Working Conditions**

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**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 CCC, and involves working in the community, at police stations, local jails, psychiatric facilities, residences and neighborhoods. Close interactions with offenders often generate risks of exposure to bodily fluids, communicable diseases, as well as encounters with dangerous, violent and unstable offenders, thus increasing the risk of illness, threats to personal safety, verbal and physical assault, intimidation, and violence that could lead up to death.

The work may involve travelling to other locations and exposure to inclement weather when working outside the CCC.

**Psychological:**

The work involves potential psychological discomfort, stress-related illnesses and burn out resulting from dealing with numerous requests, conflicting priorities, tight deadlines, and limited resources.

The work may also involve post-traumatic stress or indirect trauma caused by the exposure to explicit and violent information contained in official documentation, and from dealing with known offenders on parole in the community, which may intrude with personal life and may cause concern for personal or family safety.