



JOB DESCRIPTION

Position Information

Position Number Various	Position Title Manager, Assessment and Intervention	
Position Classification WP-05	Effective Date	
Decision Number NAT-0043	Job Code 500140	National Occupational Classification 40030
Department/Agency Correctional Service Canada	Grievance Officer Yes <input type="checkbox"/> No <input type="checkbox"/>	Office Code Various
Organizational Component (Branch/Division)	Geographic Location Various	
Language Requirements Various	Linguistic Profile Various	
Communication Requirements Various	Security Requirements Various	

Supervisor Information

Position Number Various	Position Title Assistant Warden, Interventions / Deputy Director, Healing Lodges	Position Classification AS-07
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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

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

Provision of case management and reintegration activities at a federal correctional facility within the Correctional Service of Canada (CSC) for the safe reintegration of offenders into the community.

Key Activities

Supervises the case management functions within a federal correctional facility; and contributes to the development and improvement of case management services, as well as of the practices and procedures associated with the information management system.

Oversees the work of institutional Parole Officers and other staff; provides advice, guidance and training to institutional staff and managers regarding case management matters; provides information and makes recommendations to decision-makers, such as Institutional Heads and Commissioners; plans and manages human resources, and contributes to the financial activities of the unit.

Directs case preparation and offender evaluations; provides input to the development of correctional plans; ensures the monitoring and evaluation of offenders' progress against correctional plans; and intervenes directly in difficult cases, including responding to offender complaints and grievances about the management of their case.

Establishes and maintains contacts with other institutional staff, members of the Parole Board of Canada (PBC) and representatives of community organizations; discusses and resolves problems, and develops a critical knowledge of issues that have an impact on case plans and reintegration activities.

Monitors the various components of delivered case management activities, and ensures compliance with national policies and institutional standards; develops plans to address weaknesses, and takes corrective actions.

Assists and participates with the Manager-Programs and community officials in the development of community projects that enable offenders to initiate or complete such projects; and leads or participates in multidisciplinary committees or institutional correctional intervention boards, such as those related to work release and escorted temporary absence (ETA).

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.

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; and propose appropriate interventions and provide cultural restorative options.

Knowledge of the CSC's mandate, mission, structure, roles, responsibilities, policies, procedures, and directives governing case management, in order to coordinate case management functions, and ensure they align with CSC priorities.

Knowledge of applicable regulations and legislation, such as the Corrections and Conditional Release Act (CCRA), Corrections and Conditional Release Regulations (CCRR), Criminal Code of Canada, and Charter of Rights and Freedoms, in order to determine how they affect the case management activities and administer the case management functions within a federal correctional institution.

Knowledge of relevant acts, including the Public Service Employment Act and the Access to Information Act and Privacy Acts, in order to manage the work of the unit.

Knowledge of the roles and relationships between partner organizations and the case management team members such as Parole Officers, Indigenous Liaison Officers, Correctional Programs Officers, the Chaplain, psychologists, and other professionals who are involved in an offender's case, in order to coordinate case management activities, and share information.

Knowledge of sociology, psychology and criminology fields, in order to understand human behaviour, and plan, monitor and evaluate offender case management plans.

Knowledge of offender populations and their various dynamics such as cultural diversity, gender differences, mental health problems, special needs, offence types and affiliation with security threat groups, in order to facilitate the identification of contributive factors, and provide input to the development of correctional plans.

Knowledge of policies and procedures related to conditional release and victim liaison, in order to supervise institutional Parole Officers in the coordination and approval of parole release plans and pre-release programs; and consider the bridging capacity between the offender, the community, the Parole Officer and the PBC.

Knowledge of policies and procedures related to Structured Intervention Unit (SIU), case management and population management, in order to assist case management teams and managers in addressing institutional adjustment challenges so that offenders can be maintained in an open population; provide oversight support for the authorization of offenders into an SIU and for planning their transfer out.

Knowledge of the principles of effective correctional programs and interventions, case management process, as well as psychological and risk assessment techniques, methods and practices, in order to plan programs for offenders; assess, counsel, and supervise offenders throughout their sentence and case preparation; and monitor the offenders' progress against their correctional plans.

Knowledge of management and administrative principles and practices, in order to supervise the unit work, and control and monitor the resources of the unit.

Knowledge of the principles and practices regarding staff security and safety, along with the rules of law, in order to deal effectively with aggressive or self-destructive offenders.

Knowledge of the objectives and data requirements of the Offender Management System (OMS), in order to supervise related activities within the institution.

Knowledge of the trends and developments in the field of correctional case management and treatment options, as well as innovations in rehabilitation and reintegration programs, in order to keep abreast of changes in these fields; provide a current approach in case management; and make use of an integrated case management philosophy.

Verbal skills, in order to provide advice, guidance and training to management and staff; maintain contacts and collaborate with members of the case management team and community organizations to discuss transition programming and plans, and to resolve problems; and chair and participate on multidisciplinary or institutional committees.

Written skills, in order to draft recommendations for decision-making purposes.

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 when reviewing material, analyzing requirements and attending meetings or hearings; and walk between buildings to meet with offenders and staff.

Intellectual effort is required to:

Supervise the case management functions in a federal correctional institution, in accordance with management requirements and the specific needs of offenders; and provide feedback on the offenders' progress and associated consequences regarding the safe custody of offenders, their eventual reintegration into the community, and the protection of the public.

Implement, monitor and recommend improvements to the delivery of case management activities and to the process of information sharing.

Apply quality review mechanisms to ensure compliance with national policies, standards and procedures governing case management activities; identify areas requiring improvement, and develop plans and recommendations to correct deficiencies.

Perform quality control of documents in a timely manner and sign off each report produced by Parole Officers, as well as provide input on the recommendations they propose, in accordance with policy and legislation.

Coordinate and facilitate a collaborative team approach to manage an offender's sentence; monitor and improve the supporting administrative processes, as well as the liaisons between institutional staff members, the community and partner organizations such as law enforcement agencies and the PBC, to ensure effective information sharing.

Supervise the maintenance of the OMS in order to support integrated case management; monitor and identify related data issues, and recommend changes in procedures to enhance the sharing of data between various partners of the criminal justice system.

Analyze offender-related data in support of case management objectives; contribute to case management decision making; intervene in difficult cases, in accordance with the case management plan and the assessment of risks and needs; and ensure that adequate information is provided to the PBC to evaluate an offender's suitability for parole.

Assess human, financial and physical resource requirements, develop the unit's operational plans, and provide reintegration activities that support a stable institutional environment and the safe reintegration of offenders into the community.

May supervise Case Management Assistants where applicable, or may perform the role of the Case Management Assistant in some sites.

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

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 when assisting staff during a crisis to ensure the safety of every individual, or when assuming any other role required in response to a crisis.

Responsibility**Human Resources:**

Provides functional supervision to employees such as Indigenous Liaison Officers.

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.

Financial Resources:

Signs off emergency loans to offenders; recommends offender allowances, transportation costs to release destination, and medical and dental authorisations; and approves some offender-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 is performed in a controlled access environment where movement of staff can be restricted by multiple barriers and security controls.

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.

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.