



**JOB DESCRIPTION**

**Position Information**

<b>Position Number</b> Various	<b>Position Title</b> Manager, Programs	
<b>Position Classification</b> WP-05	<b>Effective Date</b>	
<b>Decision Number</b> NAT-2096	<b>Job Code</b> 500674	<b>National Occupational Classification</b> 41403
<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> Various	

**Supervisor Information**

<b>Position Number</b> Various	<b>Position Title</b> Assistant Warden, Interventions / Deputy Director, Healing Lodges	<b>Position Classification</b> 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.

<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

Provision and management of correctional and social programs at a federal correctional facility within the Correctional Service of Canada (CSC), and supervision of offenders in such programs, for their successful return to a productive law-abiding lifestyle.

### Key Activities

Plans, organizes, directs, and coordinates correctional and social programs delivery, as well as offender activities, including educational and library services, offender employment and employability, offender pay and vocational training, work or training incentives, volunteers and Indigenous programs, and other offender programs within a federal correctional institution.

Contributes to the development or revision of programs and activities, as well as of procedures and policies relating to program delivery, and ensures their implementation; prepares and develops reports, plans and strategic documents to help in the planning and in decision making on correctional programs and rehabilitative activities.

Gathers, processes, and interprets data and information on offender population criminogenic needs; reviews and analyzes offender intake assessments and correctional plans, evaluates correctional program requirements, and maintains related information databases, reports, research documents, and evaluations that contribute to proficiency in program assignment and delivery.

Ensures the effectiveness of programs, services, strategies, procedures, as well as interventions such as the offenders' rehabilitation, employment and community reintegration, to meet requirements and achieve accreditation goals; takes corrective action to maximize results; and manages assigned human, financial, and material resources to facilitate the offenders' reintegration.

Oversees the implementation of correctional programs; develops, coordinates, and maintains the program scheduling system to prioritize offender participation in programs and interventions; conducts quality review of post-program reports based on risk management principles and in compliance with policy, recommends effective risk management strategies, and responds to program-related complaints and grievances.

Provides supervision and guidance to staff in their interventions to address the contributing factors of offenders; motivates offenders to participate in their correctional plan, and reviews program suspensions or terminations and overall performance assessments of offenders in the context of correctional programs and other services.

Oversees the delivery of different programs and activities through the supervision of employees, contract personnel and volunteers, and the coordination of various professional disciplines; determines personnel, equipment and material requirements to carry out programs; collaborates with different departments and community representatives on the development of projects that enable offenders to initiate or complete such projects.

Collaborates with Case Management Teams to analyze offender population needs; makes recommendations to senior management concerning service delivery and programs; delivers training and information sessions relating to correctional policies and programs; chairs or participates in committees, task-related resource groups, and boards such as the Correctional Interventions Board; and participates in meetings, working groups and multidisciplinary project teams.

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; propose appropriate interventions and provide cultural restorative options.

Knowledge of the CSC's mission, mandate, structure, roles, responsibilities, policies, standard operating practices, and directives governing the delivery of programs and services within a federal correctional facility, in order to coordinate the delivery of correctional and social programs and services, 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 programs and services provided; ensure consistency in the admission, detention and release of offenders under CSC's authority; administer effective offender programs.

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

Knowledge of the roles, relationships and interests of criminal justice, law enforcement and community partners, as well as of stakeholders including community, religious and cultural associations, in order to coordinate cooperative activities and share information.

Knowledge of social learning theory, human behaviours, cognitive-behavioural interventions, principles of adult learning and other relevant theories, in order to direct education programs for offenders; plan and evaluate program delivery; assist in decision-making processes involving offenders; and oversee staff.

Knowledge of counseling, mediation, and negotiation techniques, in order to deal with problem situations involving staff and offenders.

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 criminogenic needs; provide input to the development of correctional plans; contribute to the safety of offenders and staff.

Knowledge of the principles of effective correctional programs, as well as assessment tools for referral to appropriate correctional programs and related case management processes, in order to contribute to the advancement of correctional plans for offenders.

Knowledge of management and administrative principles and practices, in order to plan and supervise the delivery of the unit's programs and resources, as well as to administer contracts.

Knowledge of human resources and financial management principles, practices and procedures, in order to participate in the general selection and supervision of staff, and manage the departmental operating budget.

Knowledge of dynamic security practices, in order to supervise and ensure the safety of offenders and volunteers; and carry out daily activities while adhering to security and emergency procedures.

Knowledge of data entry and retrieval techniques, and a variety of automated systems and software programs, and the objectives and data requirements of the Offender Management System (OMS), in order to manage information.

Knowledge of the trends and developments in correctional rehabilitation concepts, treatment options and programs that promote positive life skills, in order to keep abreast of changes in these fields, and provide a current approach in program delivery to offenders.

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Analytical and problem-solving skills, in order to understand the Case Management Team's correctional plans; review post-program reports completed by program facilitators; accommodate offenders with special needs; and recognize hazardous conditions and illegal substances or activities that may present security concerns.

Reading and comprehension skills, in order to interpret reports from other professionals; gain an accurate understanding of the offender's program needs; assimilate procedures and policies within other divisions that affect the programs, work assignment process, and bring changes to routine tasks and duties.

Written skills, in order to prepare proposals, recommendations, documents, policies, responses to complaints or grievances, and correspondence for use by various audiences.

Listening and observation skills, in order to interview offenders and obtain an understanding of their individual needs and their progress in relation to program participation; interpret body language when dealing with offenders to accurately assess safety for oneself and others; and understand the correctional programs needs of service providers, professionals, colleagues and managers.

Verbal, diplomacy and presentation skills, in order to explain staff issues relating to correctional programs; provide advice and guidance regarding correctional and social program delivery; chair and participate in institutional committees; deliver training or make presentations to staff and offenders, while adjusting language according to their various levels of understanding, and guide them through complex and conflicting processes.

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.

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## **Effort**

### **Physical effort is required to:**

Sit for extended periods at a computer station or during meetings; carry or move materials and equipment; and stand when supervising activities and delivering training.

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

Conduct research and analyses to determine optimal utilization of human, material and financial program resources; formulate action plan and schedule various programs to meet offenders' needs in promoting their safe reintegration at the earliest possible time, despite limited resources or divided offender populations, which can affect the ability to meet these objectives; negotiate service delivery agreements with the private sector.

Manage different groups of employees with specific needs and expectations, such as professional staff, contractors and volunteers; provide assistance and counseling to staff so they can motivate offenders to participate in their correctional plan; support and motivate employees who work with difficult clients, more so during critical incidents; and guide contract resources who are unfamiliar with CSC requirements.

Develop, update, and distribute various documents, such as volunteer handbooks to assist in the volunteers' orientation, program inventory manuals for the use of staff and volunteers to help them identify appropriate programs and to meet offenders' needs, as well as policy documents to share with staff and offenders.

Consult with Case Management teams to assist in the analysis of offender population criminogenic needs; assess the offenders' participation in correctional or rehabilitative programs; and share information related to offenders' progress in such programs to support the decision-making process.

Provide feedback and reinforcement to offenders complying with their correctional plans, in collaboration with the Correctional Intervention Board; provide counseling and explain sanctions associated with refusal to participate in correctional plans, therefore helping non-complying offender to assess personal consequences and make decisions regarding own correctional plan.

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Ensure completion of reports and assessments regarding offenders who are experiencing difficulties in program participation and propose improving strategies to offenders, program facilitators and employment services; review post-program reports to help Parole Officers make recommendations concerning offenders, to adjust correctional plans, and to provide information to various boards and decision-making authorities.

Develop and implement an infrastructure for the administration and the delivery of correctional and social programs, as well as offender activities, in compliance with national standards; monitor and analyze program delivery issues, identify deficiencies, and recommend improvements to ensure effectiveness and relevance of programs.

Plan and direct the delivery of correctional and social programs, as well as offender activities; ensure offender supervision within a safe and humane program environment; show integrity and respect for confidentiality, dignity and cultural diversity of individuals during programs and activities; and make recommendations and decisions that have an impact on the rehabilitation and reintegration of offenders into the community.

Monitor and perform a diversified quality control due to the wide range of employees under supervision and the variety of activities assigned, including correctional programs, waiver requests, employment and education-related issues, and social programs.

Assist in the analysis of the offender population's criminogenic needs, and contribute to new initiatives involving policy and program development; lead the selection of offenders into programs that facilitate their personal development and address their needs, offending behaviours and risk level, as well as determine the intensity, duration and type of programs that are most suitable for each offender.

Develop intervention strategies to avoid or resolve conflicts between individuals or groups of offenders, while ensuring that the organizational objectives are met; and provide advice on matters related to correctional and social program delivery to institutional management and staff.

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, attitudes and criminal records; commit to long-term goals and objectives when faced with short-term challenges in meeting these goals; and help staff develop resilience to cope with changes and their mental health state.

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## **Responsibility**

**Human Resources:**

Supports the certification process of Correctional Program Officers by ensuring compliance with quality review requirements.

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:**

Plans and monitors an annual budget, and makes recommendations to the supervisor for additional funding; approves and monitors expenditures for goods and services, travel, and other operating and minor capital requirements within allocated budget.

Prepares Requests for Proposal for the delivery of programs, employment services and other services; enters into contracts and manages the budget for the delivery of these programs and services; verifies the receipt of goods and services, and authorizes payment.

**Technical Resources:**

Has custody and is responsible for the use and maintenance of a personal computer and computer peripherals, standard office equipment, audio-visual equipment, and hard copy and electronic files; and has custody of the keys to offices, filing cabinets and storage areas.

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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 federal correctional institution and involves close interactions with offenders, which often generate risks of exposure to communicable diseases, as well as increased risks of threats, violence and exposure to incidents and heinous crimes that could result in personal harm. The work area may be crowded and noisy, and may involve daily exposure to unpleasant sights, sounds, and odours.

**Psychological:**

The work involves potential stress resulting from dealing with tight deadlines and time pressures, changing and conflicting priorities, multiple demands, a heavy workload, sensitive issues, restrained resources, insufficient space for programs, the need to consider many factors and viewpoints, as well as employees expressing their expectations and requirements.

The work may involve post-traumatic stress or indirect trauma caused by the exposure to explicit and violent information contained in file information, and by the involvement in critical incidents, threats, danger of retaliation and a potentially high-risk environment.