



JOB DESCRIPTION

Position Information

Position Number Various	Position Title Manager, Structured Interventions Unit	
Position Classification WP-05	Effective Date	
Decision Number NAT-2667	Job Code 512435	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	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
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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

Management of the Structured Interventions Unit (SIU), and supervision of case management, intervention and reintegration activities in a federal correctional facility within the Correctional Service of Canada (CSC).

Key Activities

Plans, organizes, directs, and coordinates SIU case management activities and interventions, including correctional and social programs, offender activities, educational and spiritual services, work and training incentives, volunteers and Indigenous programs, and other offender programs within a federal correctional institution.

Directs case preparation, evaluation and assignments; provides input into the development of SIU correctional intervention plans; monitors and gives feedback on the Parole Officer's assessment regarding offender progress; and intervenes directly in difficult cases.

Oversees the delivery of SIU interventions, programs and reintegration activities through leadership, guidance and supervision of employees, contract personnel and volunteers; coordinates the various professional disciplines involved in case management and programs; and determines personnel, equipment and material requirements to carry out programs.

Establishes and maintains contacts with other institutional staff, representatives of community organizations, and Diversity, Equity and Inclusion committee members, and acts as institutional point of contact with independent external decision makers (IEDM); discusses and resolves problems, develops a critical knowledge of issues affecting reintegration plans and activities, and ensures the implementation of decisions to achieve the SIU mandate.

Provides advice and guidance to the Warden, institutional management and staff on all aspects of the SIU activities; provides training on case management, intervention strategies and other matters related to the SIU; and contributes to the development and improvement of practices and procedures for the SIU and its information management system.

Monitors the various components of delivered case management activities, conducts quality control of documentation, and ensures compliance with national policies and institutional standards; evaluates program effectiveness in terms of the quality and quantity of services provided; revises processes and procedures to improve program efficiency and continuity, develops plans to address weaknesses, and takes corrective actions.

Participates in the planning of SIU activities, and provides input into regional planning for SIU program implementation; serves on special committees concerned with the custody, care or planning for SIU offenders; leads the SIU Correctional Intervention Board and participates in the SIU regional Committee.

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, best practices, and directives governing the SIU services, in order to coordinate case management activities and SIU interventions, and ensure they align with CSC priorities.

Knowledge of applicable acts and regulations, 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 impact on CSC and SIU operations; manage SIU case management functions and deliver effective SIU correctional and social programs, interventions and service.

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

Knowledge of the roles and relationships with partner organizations, in order to share information regarding SIU interventions and activities.

Knowledge of sociology, psychology and criminology fields, in order to understand and assess human behaviour of incarcerated offenders; and develop, monitor and evaluate case management plans.

Knowledge of social learning theory, cognitive behavioral interventions, the principles of adult learning and other relevant theories, in order to provide training to institutional staff and managers on case management and SIU intervention strategies.

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 ensure the proper identification of contributing factors that led an offender to the SIU; and provide input to the development of SIU correctional intervention plans.

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; contribute to the advancement of correctional plans for offenders; and monitor the offenders' progress against their correctional plans.

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

Knowledge of management and administrative principles and practices, in order to plan and supervise the delivery of SIU programs; provide the necessary resources for program delivery; and oversee staff.

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

Knowledge of the use, objectives and data requirements of the Offender Management System (OMS) and the SIU application, 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 program planning for offenders; and apply 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 and interventions team and community organizations to discuss transition programming and plans, and to resolve problems; and chair and participate on institutional committees.

Written skills, in order to draft recommendations and decisions for the Deputy Warden and other managers; prepare directives for staff, briefings and memos; and perform quality control of documentation.

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.

Intellectual effort is required to:

Supervise the SIU intervention and case management functions within a federal correctional institution, with consideration to management requirements and specific offender needs; and provide feedback regarding the offenders' progress while in the SIU, as well as the impact on public protection of the safe custody and eventual reintegration of offenders into mainstream population or community.

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

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

Coordinate and facilitate a collaborative team approach to manage an offender's sentence; and 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, to ensure effective information sharing.

Ensure information is entered properly in the OMS and SIU application to support an integrated case management; monitor and identify data-related issues, and recommend changes in procedures to enhance the sharing of information between various partners and stakeholders.

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

Provide reintegration activities that support a stable institutional environment and the safe reintegration of offenders into the community; consult with the Diversity, Equity and Inclusion Committee to provide reintegration activities that meet the diverse individual needs of offenders; and assess human, financial and physical resource requirements for the SIU and develop the unit's operational plans.

Responsibility

Human Resources:

Provides functional supervision to employees, such as Indigenous Liaison Officers, various Program Officers and teachers; and manages contracted services, including spiritual services offered by chaplains, Elders and Spiritual Advisors.

Manages subordinate employees and project teams, and allocates work; establishes priorities, and 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 Institution. 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, 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 federal correctional institution and involves close interactions with offenders, which often generate an increased risk of verbal abuse or physical assault.

Psychological:

The work involves potential stress resulting from dealing with multiple demands and conflicting priorities; and the work may involve post-traumatic stress and emotional fatigue caused by working within a high-risk environment.