

JOB DESCRIPTION**Position Information**

Position Number Various	Position Title Parole Office Manager	
Position Classification WP-05	Effective Date	
Decision Number NAT-2165	Job Code 500763	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)	Geographic Location Various	
Language Requirements Various	Linguistic Profile Various	
Communication Requirements Various	Security Requirements Secret	

Supervisor Information

Position Number Various	Position Title Area Director	Position Classification 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.

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

Management of a Parole Office, either of one section or in its entirety, within the Correctional Service of Canada (CSC) and provision of services for the supervision and reintegration of offenders.

Key Activities

Plans activities and supervises a team of Parole Officers in a Parole Office; provides case distribution, case supervision, interventions and reintegration programs to meet the needs of offenders, including those living in Community Residential Facilities (CRF); liaises with community agencies who deliver contracted services, including CRFs and Community Correctional Centres (CCCs), and completes and follows up on offender accommodation-related tools.

Oversees, monitors, and ensures quality control of Parole Officer's 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 training, coaching, mentoring, advice and direction to Parole Officers.

Develops and ensures the implementation of risk management strategies in alignment with legislative and policy requirements; determines risk to public and staff safety, and decides and takes measures to manage situations; directs offender disciplinary interviews, and recommends the type of required supervision for offenders in various settings.

Ensures the implementation of operational policies; contributes to the development of local and regional policies and practices and ensures their respect; plans and manages special projects; and provides advice, recommendations and support to the Area Director with respect to national policies, local practices and procedures, and matters related to staff.

Leads the crisis management team; identifies issues and concerns; develops and recommends operational strategies to resolve issues; conducts reviews of incidents to identify causes and determines if legislation and case management policies were followed; ensures the implementation of requirements related to the management of incidents and situations; and coordinates Critical Incident Stress Management (CISM) program.

As a member of the Area Parole Office Management Team, sets priorities, plans strategies to provide adequate services to offenders, and ensures supervision and caseload management of offenders, including work allocation; makes recommendations to Area or District Management Team, including propositions for policy changes and corrective measures; 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 diverse cultural and Indigenous communities; participates as a member of working groups, committees or investigations teams; and ensures compliance with obligations towards victims.

Conducts quality review of report content and ensures final recommendations submitted to decision-making authority are compliant with legislation, regulations, policies, procedures, administrative agreements and meet timeframes; examines statistical data and reports on the Section's activities to assess conformity with requirements, and takes corrective measures to address non-compliance.

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; build partnerships with culture-specific services in the community.

Knowledge of the CSC's mandate, mission, values and programs, in order to manage Parole Officers, and provide services to offenders for their rehabilitation in the community.

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; 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), local police agencies, 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 action 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 contribute to the development of local and national policies, practices, procedures and programs; 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 supervision of staff and offenders.

Knowledge of the policies, procedures and requirements related to human resources management, collective agreements and staff relations, in order to manage staff effectively.

Knowledge of ethno-cultural diversity, including Indigenous populations, in order to build partnerships with various cultural and Indigenous communities and organizations, and ensure culturally appropriate interventions that are responsive to the needs of unique ethno-cultural offender groups.

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

Analytical skills, in order to interpret legislation, policies and procedures; provide accurate advice and guidance to staff and management; and address hot issues, legal attestations, and audits.

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

Written skills, in order to oversee the quality of parole officer reports and to complete performance agreements.

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 behavior of offenders in accordance with the requirements of Peace Officer Designation; and in order to provide recommendations to the Area Director.

Effort

Physical effort is required to:

Sit for extended periods at a computer station or during meetings.

Intellectual effort is required to:

Manage the workload of the Parole Office or one of its sections; 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 operational needs to provide continuous offender supervision and case management activities, and ensure the completion and compliance of case management reports.

Establish standards and monitor the quality and timeliness of case management activities and case documentation; and determine corrective actions, and follow up when necessary.

Assess challenges encountered in case management, while taking into consideration specific local factors relating to security threat groups, sexual offences, and the demographics and health of offenders.

Ensure the monitoring and effective risk management of offenders while in Parole Office and assess offenders on a regular basis; assist with business processes and ensure flow of information regarding offenders and their activities to the Area Director, the Parole Board of Canada, institutions, law enforcement agencies, and other stakeholders.

Manage preventive security files and, in some cases, consult the Security Intelligence Officer to obtain all information required to assess the risks of offenders in the community and to adequately direct interventions; and ensure the implementation of the emergency plan, fire drills, and tools related to personnel safety.

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.

Organize offender disciplinary interviews as the main authority; determine if offender can be managed within the community; authorize the suspension of release, provide reasons for the suspension as per legal requirements, and recommend the return of offender to a correctional institution or cancel the Warrant of Suspension; coordinate operations with the police to execute Warrant.

Provide recommendations on the management of offenders to ensure CSC's credibility with the Parole Board of Canada.

Ensure the Regional Victim Coordinators are provided with the necessary with documentation, allowing all coordinators 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 Coordinator.

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 diverse cultural and Indigenous communities; identify specific resources within the community to facilitate the safe and successful reintegration of offenders into society.

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; manage, in some cases, the Security Intelligence Network (SINet), 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 Section is achieving results and meeting legislated requirements, as well as to identify trends of interest for senior management and program developers.

Advise and assist the Area Director with human resource planning and staffing of the Section, and when required, may sit as a rating member on selection boards for the hiring of Parole Officers; conducts case conferences 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 Citizen's Advisory Committee, the media, 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.

In some cases, serve as the employer representative on the local Occupational Health and Safety (OSH) and Fire Safety Committees, or be the main point of contact in the absence of such committees.

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 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:

Maintain composure, impartiality and a professional attitude when providing support to staff and offenders in sensitive situations; when handling confrontational, politically sensitive or emotionally charged situations, such as grievances, harassment complaints, recidivism of offenders on conditional release, or the arrest of suspended offenders in the office area; or when dealing with a judiciary clientele that may affect public safety.

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; contributes to staffing and human resources planning; implements human resource policies and standards; and promotes an equitable, diverse and inclusive workplace.

Provides on-site supervisory support to Indigenous Liaison Officers and Indigenous Community Development Officers at the Parole Office; assists in the development and quality control of Section 84 plans and interventions for Indigenous offenders.

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:

Recommends staff overtime.

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 and a vehicle for travelling.

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 the community, at CRFs, CCCs, police stations, local jails, psychiatric facilities, offender's homes and neighbourhoods. Close interactions with offenders often generate an increased risk of verbal and physical assault. The work may also involve travelling to other locations depending on the nature and location of the Section, and can often entail environmental health and safety concerns.

Psychological:

The work involves potential psychological discomfort, stress-related illnesses and burn out resulting from dealing with urgent demands, conflicting priorities, tight deadlines and the accountability related to managing offenders.

The work may also involve post-traumatic stress or indirect trauma caused by the exposure to threats and the danger of retaliation, explicit or violent information contained in official documentation, recidivism, victims, as well as regular and direct exposure to offenders in the Parole Office or in their homes, residences or other locations, during disciplinary interviews and arrests.