

IDENTIFICATION

Department	Position Title	
Justice	Case Manager	
Position Number(s)	Community(s)	Division/Region(s)
82-Various	Various	Corrections/Various

PURPOSE OF THE POSITION

The Case Manager will provide offenders with case management and support to facilities, communities, while supervising and developing offenders who are subject to institutional based court sanctions/interventions, promote the principles of restorative justice, safety and reintegration of offenders through community development and partnerships within departmental guidelines of the Northwest Territories. As part of the division team, this position will ensure the ongoing provision and enforcement of policy and services within the Corrections Mission, Vision and Value.

SCOPE

- Reporting to the Deputy Warden.
- Working with supervisors and managers to adhere and maintain operational priorities and objectives.
- Caseload and location will vary dependent upon the facility to which the worker is assigned – up to 40 offenders per caseload.
- Management of offenders who are under the authority of Territorial and Federal conditional releases, acts or judicial sanctions.
- Completes offender risk assessments.
- Completes Temporary Absences/Release applications.
- A significant portion of the offender case management will occur at the facility level however incumbent will conduct community assessments/visits in off-site locations (ie: Salvation Army, work release and early release programs).
- Coordinates the transfer of offenders to and from other Correctional Centres and Federal Penitentiaries.
- Liaises with other government and community agencies, (ie. Facilities, Crown, RCMP, Social Services, counseling resources), in order to effect the proper management of offenders.

- Is a Peace Officer while on duty.
- Work is directed by legislation (Federal-Corrections Conditional Release Act, Corrections Conditional Release Act, Prison and Reformatories Act, Criminal Code of Canada, Youth Criminal Justice Act, Young Offenders Act, Canadian Charter of Rights and Freedoms and Territorial GNWT Corrections Act, Public Service Act, Access to Information Privacy Protection Act); and specific policies (Corrections Service Directives, Territorial Safety Acts and Legislation and the HR Manual).

RESPONSIBILITIES

1. Accountable for Case Management services within their facility.

- Follows and maintains institutional security procedures.
- Provides case management and guidance to offenders who are subject to warrants of committal, probation orders, conditional sentence orders, federal conditional releases (Parole), pre-adjudication releases, custody and community supervision orders and other related court orders.
- Attends court (Justice of the Peace Court, Youth Justice Court, Territorial Court, Supreme Court) as a subject matter expert to provide assessments of offenders given situation, community resources, etc.
- Reviews and interprets court documents to ensure the proper and lawful detention of offenders.
- Monitors and evaluates offender behaviour and reports and intervenes when appropriate to ensure compliance to the sentence/caseplan.
- Participates in the informal and formal disciplinary action of offenders.
- Maintains on-going communication with other institutional and probation staff to ensure consistent approach to case management processes and competency in the provision of services to offenders.
- Identifies and informs supervisors of challenges, developments and concerns.
- Researches, evaluates and recommends processes/standing orders based on legislation, acts and environmental influences, and recommends changes to directives and standing orders.
- Participates in institutional case management meetings.
- Maintains accurate and comprehensive case management files in accordance with recognized case management practices (Corrections Offender Management System (COMS)).
- Verifies collected information to ensure accuracy and reliability by conducting further interviews and examining existing records.
- Completes monthly statistical reports in a timely manner.
- Assists staff in assessing, managing and evaluating offenders' behaviour.
- Participate in or facilitate relevant staff training.
- Mentors staff to competently perform case management role.
- Adheres to staff dress and deportment to reflect professional standards and adherence to health and safety regulations.

2. Accountable for the delivery of case management services and facility processes and procedures within departmental guidelines to ensure the safety of society and to prepare offenders for reintegration into society.

- Collects information through assessments and interviews with the offender, the offender's family, employers, teachers, counsellors and other collateral sources to provide insight and address offender's dynamic and static needs in the development of case management plan.
- Verifies collected information to ensure accuracy and reliability by conducting further interviews and examining existing records.
- Timely completion of the risk management assessment tools to identify an offender's specific risk factors and formulate a therapeutic treatment plan/caseplan to address these concerns and shares with offender as appropriate.
- Integrates obtained information into a comprehensive and detailed assessment, which is then shared with relevant Justice System participants.
- Initiates Temporary Absence/Release process and follow-up presenting their cases for decision with recommendations regarding the suitability of offenders for community releases to the Temporary Absence Board.
- Participates in planning (i.e. penitentiary placement, temporary absence, etc.) with both Territorial and Federal corrections and makes recommendations regarding retention under the exchange of services agreement in order to facilitate the offender's integration from a custodial setting to the community.
- Completes documentation and coordinates the transfer of offenders to and from other Correctional Centers and Federal Penitentiaries.
- Ensures offender awareness and adherence to procedure and protocol pertaining to judicial orders.
- Maintains accurate and comprehensive case management files in compliance with recognized case management practices using the Corrections Offender Management System (COMS/ offender files).
- Completes risk/need assessment and makes referrals to appropriate offender program placement and evaluates offender participation.
- Makes case management decisions as required.
- Communicates with community corrections staff colleagues to ensure coordinated case management.
- Conducts preliminary review, documentation and makes recommendation for Territorial Director Reviews as required.
- Attends and testifies as an officer of the court as required.
- Coordinates visits and/or escorts and transports offenders in custody on visits, community outings, legal appearances, etc.

3. Accountable for Community Projects, programming and policy in support of opportunities for rehabilitation and community level initiatives.

- Liaises with inter-agency groups to coordinate the delivery and development of community-based services to enhance community safety and service.
- Identifies, initiates and participates in the development of facility/community based culturally relevant/ therapeutic programming to meet offender's dynamic needs.

- Researches, implements and evaluates offender program need based on those identified in risk assessments (employability, skills, apprenticeship, recreation, chaplaincy, elder program etc.).
- Participates, as necessary, in the development of offender reintegration case plans.

KNOWLEDGE, SKILLS AND ABILITIES

- Proven theoretical understanding of human behaviour and offender issues.
- Proven ability to assess and evaluate human behaviour.
- Proven knowledge of practical corrections techniques with the ability to exercise sound judgment in application (use of restraints, non violent crisis intervention, suicide intervention).
- Ability to interpret legislation, policy and court documents (i.e. warrant of committals, fine defaults, remand warrants etc.).
- Proven leadership skills and team building skills.
- Proven conflict resolution and negotiation skills.
- Ability to work in a diverse environment.
- Ability to work independently with limited supervision.
- Strong theoretical understanding of corrections programming.
- Ability to develop community members (volunteers and agencies), in both experiential and formal learning approaches.
- Ability to solve complex problems.
- Proven interpersonal skills with the ability to effectively communicate orally and in writing.
- Proven understanding of corrections policies and procedures and security operations.
- Knowledge of and ability to use MS Operating Systems, MS Office, Internet and E-mail applications.

Typically, the above qualifications would be attained by:

A Diploma in a Social Science related field combined with 2 years of current case management experience in the Corrections/ Social Services field, or an equivalent combination of education and experience. Recent experience working with offenders in a case management capacity is required.

Incumbent must successfully meet qualification for current risk assessment tool within six months of employment. Failure to meet qualification within this period may result in termination.

A Class 4 driver's license is required. Awareness of cultural diversity, specifically, northern Aboriginal traditions and values would be an asset.

WORKING CONDITIONS

Physical Demands

Threat of physical confrontation with offenders, who are high risk, who may be highly emotional or agitated due to mental, physical stress or under influence of substances, occurs approximately 1-2 times per month for a high degree of intensity.

Environmental Conditions

The incumbent works in an office where there is exposure to communicable diseases, this rate of exposure increases when the incumbent is engaged in direct intervention/case management with the offenders.

Sensory Demands

The incumbent must use the combined senses of sight, touch, smell and hearing to maintain an awareness of their working environment to prevent potentially disruptive and dangerous incidents from occurring (i.e. illegal substances, offender groupings/gangs).

Mental Demands

The incumbent will be required to interact with offenders who are agitated and are the subject of a variety of court imposed conditions. Potential for hostile and unpredictable behaviour that poses a significant safety risk. Further, the incumbent works in a secure environment that, isolated by its nature, results in exposure to high-risk situations. Incumbent may be subject to phone calls and unplanned community contacts from hostile offenders or family members during off duty hours.

May provide escort services for offenders and is completely responsible for the individual while in custody.

Physiological after-effects (counselling on a day-to-day basis absorbing offender problems, which at time can be very emotional.

ADDITIONAL REQUIREMENTS

Position Security

- ☐ No criminal records check required
- ☒ Position of Trust – criminal records check required
- ☐ Highly Sensitive Position – requires verification of identity and a criminal records check