



IDENTIFICATION

Department	Position Title	
Justice	Regional Probation Manager	
Position Number	Community	Division/Region
82-10041	Yellowknife	Corrections Service

PURPOSE OF THE POSITION

The Regional Probation Manager is one of the three positions responsible for the implementation, direction and management of community-based Corrections programs within all 33 communities in the Northwest Territories. This includes the day-to-day operations as well as the administration of Community Corrections; including enforcement of community based sentences for both adults and youth in accordance with Federal and Territorial legislation as well as department policies and guidelines.

This positions is integral to building community development and partnerships to support, inform and implement the principles of restorative justice and reintegration for offenders to enhance public safety. This position works collaboratively with Corrections Service, the justice system, community partners, Aboriginal organization, self-government organizations and non-government organization to ensure an integrated case management approach that enhances supports and drives best practices when working with offenders and the community.

The Regional Probation Manager reports to the Assistant Director Community Corrections (Community). This position is an integral component in assisting with reviewing, developing, informing and enforcing directives and policies within Community Corrections.

SCOPE

The Regional Probation Manager's scope of work includes:

- Reports to the Assistant Director Community Corrections
- Responsible to manage a budget of approximately \$2,000,000.00. Accomplishes financial objectives by forecasting requirements; preparing an annual budget; planning and approving expenditures; analyzing variances; and adjusting priorities.
- Provides direct supervision of up to 16 full-time staff members located in 5-13 communities.
- Accomplishes staff results by communicating job expectations; planning, monitoring, and appraising job outcomes; coaching, enforcing adherence to discipline directives; developing, coordinating, and enforcing human resource policies, procedures, and productivity standards.
- Maintains and supports staff by recruiting, selecting, orienting, and training employee; maintaining a safe, secure, and legal work environment; developing personal growth opportunities.
- Is a Peace Officer and Officer of the Court while on duty.
- This position works within a legislation and policy framework and carries out its responsibilities in accordance with the *Federal-Corrections Conditional Release Act, Corrections Conditional Release Act, Prison and Reformatory's Act, Criminal Code of Canada, Youth Criminal Justice Act, Young Offenders Act, Canadian Charter of Rights and Freedoms* and Territorial Government of the Northwest Territories (GNWT) *Corrections Act, Public Service Act, Access to Information Privacy Protection Act*; and specific policies (Corrections Service Directives, *Territorial Safety Acts* and legislation, Human Resources Manual, Code of Ethics and the GNWT Code of Conduct.

RESPONSIBILITIES

- 1. Is responsible for day-to-day Community Corrections services and budget within their assigned region of the NWT.**
 - Develops and maintains a budget with respect to the operations of the region including organizing, tendering, awarding and monitoring of community service contracts and rental agreements.
 - Develops budget projections and completes variance reports.
 - Responsible for increasing delivery efficiency, establishing best practices and reducing costs through partnerships with communities, Aboriginal

organizations and institutions, nongovernment organizations and the private sector to improve program delivery within a co-management context.

- Negotiates procedures and protocol in the management and reintegration of federal offenders.
- Monitors and reports parole supervision for federal/territorial reimbursement purposes.
- Develops, maintains and manages the O&M plans.
- Ensures the timely completion of monthly statistical reports.
- Provides direct supervision and management of senior probation officers, probation officers/parole supervisors, youth workers, conditional sentence supervisors and administration as well as special project staff (i.e. Integrated Case Management).
- Maintains ongoing communication with all field staff, including routine community visits, to ensure competency in the provision of services to offenders and the community.
- Monitors compliance with departmental and legal protocol. Ensures procedures are followed and legal clarification requested when required. Researches, evaluates and develops standing orders based on directives, legislation, acts and environmental influences, and recommends changes to directives.
- Identifies issues and provides expert advice to corrections headquarters with respect to projected and current resource requirements, challenges, developments and concerns in the region.
- Participates in regional interdepartmental meetings with Wardens and Managers at the regional level.
- Liaises with Corrections Manager/Wardens and other partners to ensure a consistence approach to operational processes.
- Responsible for the overall maintenance and safety of all GNWT vehicles and probation offices within their respective regions.

2. Manages and is accountable for the delivery of case management services and regional processes and procedures within departmental guidelines to ensure the safety of society and to prepare offenders for reintegration into society.

- Responds to after hour calls to deal with legislative requirements that arise from breaches of legal court orders and other emergency responses as they relate to offenders.

- Assigns workload and carries a caseload in exceptional circumstances.
- Reviews and approves case management objectives/plans established for offenders.
- Maintains and ensures compliance to procedure and protocol pertaining to judicial orders and Corrections directives and policies.
- Facilitates the monitoring and evaluation of risk assessments to ensure compliance to principle/rules and in support of the integrity of the service.
- Facilitates regular file audits within the regional offices to ensure compliance with legislation and Corrections Service policy and directives.
- Monitors and evaluates Corrections Offender Management System (COMS) reports.
- Reviews and approves court ordered reports, warrants of apprehension breach and allocation reports.
- Works with other provinces and territories to ensure a coordinated approach to supervision of offenders across jurisdictions.
- Assesses and determines acceptance of supervision federal offenders within the region.
- Conducts territorial reviews as required.
- Ensures the Corrections Service is represented in the courtroom as and where required.
- Ensures that youth in open custody are escorted to the appropriate custodial facility.
- Ensures staff is familiar with policies and procedures associated with correctional institutions.
- Provides critical incident debriefing of staff.

3. Manages and is accountable for regional staff to ensure an effective, efficient and safe working environment.

- Participates in the development of succession and human resource strategies for the division and region.
- Ensures staffing requirement are met and initiates the staffing process.
- Develops and implements staff development plans.
- Evaluates and approves training and education for staff and supports training where appropriate.
- Ensures timely and accurate completion of Worker's Safety Compensation Commission reports.
- Manages and approves employee attendance.

- Facilitates and ensures annual employee Performance Evaluation is accordance with GNWT standards.
- Manages and complies with the GNWT standards for the progressive discipline process.
- Develops and supports staff training plans to ensure staff competencies.
- Supports and participates in divisional investigations, as required.
- Develops, implements and ensures adherence to operations safety procedures.

4. Manages and is accountable for community projects, programming and policy to support reintegration and rehabilitation of offenders and enhance community safety through partnerships.

- Facilitates, liaises and maintains partnerships with interagency groups, Aboriginal governments, non-government organizations and community partners to coordinate the delivery and development of community-based services to enhance community safety and deliver an integrated approach to offenders to meet the diverse needs of the communities (i.e. Language, services, cultural and traditional values).
- Liaises with provinces and territories to ensure Legislative compliance of the transfer and supervision of offenders throughout Canada.
- Ensures compliance with legal orders, risk assessments, COMS as well as the requirements of the court are met (i.e. Offenders supervision, court ordered reports).
- Identifies initiates and participates in the development of community-based programming to meet offender's dynamic needs.

KNOWLEDGE, SKILLS AND ABILITIES

- Demonstrated knowledge of human resource management techniques such as performance evaluation, succession planning, team and individual motivation skills and progressive discipline techniques.
- Proven knowledge of financial planning techniques and tools such as budget forecasting, variance analysis and spreadsheet work.
- Ability to develop programs and procedures and facilitate their implementation.
- Proven the ethical understanding of human behaviour and offender issues.

- Proven understanding and application of Legislation, Corrections Service policies, directives and procedures and the justice system.
- Demonstrated ability to develop staff and community members, in both experiential and formal learning approaches.
- Ability to solve complex problems, demonstrates strong time management skills, prioritize and address competing demands.
- Demonstrated ability to work in a cross cultural environment.
- Demonstrated ability to plan and achieve operational and strategic objectives.
- Demonstrated ability to respond and make sound decision during a crisis.
- Demonstrated ability to diffuse crisis situations.
- Demonstrated ability to adapt to changing environment conditions.
- Proven communication and interpersonal skills.
- Demonstrated leadership skills.
- Demonstrated conflict resolution and negotiation skills.
- Ability to interpret court documents (i.e. probation orders, prosecutor's information sheet, etc.)
- Knowledge of and ability to use MS Operating Systems, MS Office, Internet and E-mail applications.
- Ability to work with a wide range of community and special interest groups.
- Knowledge of government systems and experience in organizational effectiveness and operational management implementing best practices.

Typically, the above qualifications would be attained by:

A Bachelor's Degree in Social Sciences or a related field with five (5) years of progressively responsible corrections experience, including three (3) years' experience in community corrections and two (2) years of current corrections management practices.

A class 5 driver's license is required. Awareness of cultural diversity, specifically, northern Aboriginal traditions and values would be an asset.

WORKING CONDITIONS

*(Working Conditions identify the **unusual and unavoidable**, externally imposed conditions under which the work must be performed and which create hardship for the incumbent.)*

Physical Demands

Normal office demands. Threat of physical confrontation with offenders, who are high risk, may be highly intoxicated or under influence of substance, occurs only rarely, as this position carries a caseload only in exceptional circumstances.

Environmental Conditions

Generally, normal office conditions. There is some exposure to communicable diseases when the incumbent is engaged in direct case management with the offenders. The incumbent only carries a caseload in exceptional circumstances.

Sensory Demands

Generally, normal office conditions. The incumbent only carries a caseload in exceptional circumstances; when handling cases, the incumbent must use the combined senses of sight, touch, smell and hearing to maintain an awareness of the working environment to prevent potentially disruptive and dangerous incidents from occurring (i.e. signs of impairment can increase risk).

Mental Demands

Incumbent may be subject to phone calls, threats, and personal confrontations during off duty hours. Travel to other, sometimes isolated communities may be required.

When carrying a caseload, the incumbent will face potential exposure to hostile and unpredictable behaviour that poses a significant safety risk. The incumbent deals with offenders/victims of compounded trauma and is at risk of vicarious trauma. In exceptional circumstances, the incumbent provides supervision including care and control of a youth sentenced to a custodial facility. This will include transportation from one community to another to a secure custodial facility.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applies)

- French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) Intermediate (I) Advanced (A)

READING COMPREHENSION

Basic (B) Intermediate (I) Advanced (A)

WRITING SKILLS

Basic (B) Intermediate (I) Advanced (A)

- French preferred

Aboriginal language (Choose a language)

- Required
- Preferred