



## **IDENTIFICATION**

<b>Department</b>		<b>Position Title</b>	
Justice		Corrections Supervisor	
<b>Position Number(s)</b>	<b>Community(s)</b>	<b>Division/Region(s)</b>	
82-Various	Various	Corrections/Various	

## **PURPOSE OF THE POSITION**

The Corrections Supervisor manages the frontline operations and administration of the facility, within departmental guidelines of the Northwest Territories, in accordance with operational standards established in the Corrections Division, in order to provide safe and secure custody, rehabilitation and reintegration of sentenced and remanded Offenders. As part of the facility management team, the incumbent will ensure the ongoing provision and enforcement of policy and services within the Corrections Mission, Vision and Value statement.

## **SCOPE**

- This position reports to the Deputy Warden and will be responsible for the facility in the absence of the Manager or as directed.
- Supervises shift workers on given reporting period (Day, Afternoon and Night shifts).
- Operates in relative autonomy, supervising facility offender population on a shift for security, safety and rehabilitation purposes.
- Is a Peace Officer while on duty.
- Direct Supervision of up to 20 Officers on a shift.
- Oversees orientation training of new employees and/or casuals.
- Work is directed by legislation (Federal-Corrections Conditional Release Act, Corrections Conditional Release Act, Prison and Reformatory Act, Criminal Code of Canada, Youth Criminal Justice Act, Young Offenders Act 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. Responsible to ensure staff are providing a safe and secure setting that contributes to a healthy living and therapeutic working environment while ensuring the safety of society, offenders and staff.**

- Provides Manager with various reports on recommendations of security, safety, personnel issues, incidents, accidents, inmate progress and other operational issues as requested or required.
- Plans, direct and monitor regular unit inspections for the purpose of identifying and resolving safety, security and health concerns.
- Monitors and enforces compliance with security and safety standards.
- Distributes tetra-pack (bubble pack) medication as per Nurse/ Pharmacist instructions.
- Monitors safety and security reports delivered by the Corrections Officers ensuring their accuracy, interprets the data and takes appropriate action where necessary.
- Coordinates and monitor facility frisks and searches to maintain contraband control and ensure Centre security and integrity is maintained.
- Assists managers in the planning, development and implementation of annual, periodic and daily operational priorities, objectives and strategies.
- Investigates and interview in response to offender requests, complaints or allegations, and exercises decision-making authority in these matters where appropriate.
- Oversees and approve the appropriate delegation of informal and formal disciplinary measures for inmates.
- Maintains knowledge in interpreting legal documents and offender finances (warrant of committals, fine defaults, remand warrants etc.) to ensure adherence to the intake/ release process, policy and procedure.
- Coordinates the recording, reporting and transporting of offender movements, escorts, contractor, and supporting agency staff within and outside the facility and takes appropriate action when necessary.
- Participates in regularly scheduled offender meetings, observing and assessing offender behavior and intervenes when appropriate.
- Assists with crisis intervention in all areas of critical incident management of the facility. In adult facilities this includes the use of Oleoresin capicum spray (pepper spray) as directed by supervisor.
- Supports the Manager by assuming delegation of responsibility of facility management.
- Follows, develops and maintains institutional security procedures.

### **2. Supports case management and programs, within established guidelines, in order to prepare offenders for reintegration into society.**

- Provides input into the case plan, progress of offenders and release process in all facets of institutional programming and work programs.
- Ensures that frontline staff completes initial risk assessment.
- Ensures staff complete reports in a timely manner.

- Reviews offender incidents and ensures disciplinary process is administered in accordance to policy and operating procedures.
- Reviews case records to develop an understanding of offenders prior to addressing sensitive situations.
- Provides feedback and makes recommendations to case plan with respect to offender progress.
- Assists staff in case management responsibilities to ensure compliance with policy and procedures.

**3. Responsible for staff management, within established guidelines, to ensure effective, efficient and motivated staff provides a safe and secure working environment.**

- Ensures the Center's daily staff complement provides for adequate and effective levels of supervision and arranging for appropriate coverage and overtime as required.
- Manages and approve employee leave to ensure effective facility operations.
- Facilitates supervisory, team or individual meetings to provide staff with clear communications and appropriate direction relevant to policy and procedure covering safety, security, health and operational matters.
- Ensures timely and accurate completion of Workers Compensation Board safety reports.
- Leads and directs staff in emergency situations or critical incidents in accordance to contingency plans.
- Performs personal observations of staff job performance, reviews staff reports, leave management and overtime forms, recommends appropriate training.
- Ensures timely and regular staff appraisals that are accurately completed and signed off.
- Addresses performance issues in a constructive manner and applies progressive discipline as required.
- Mediates staff and offender disputes as necessary and ensuring overall morale is maintained.
- Communicates with other Supervisors, Case Managers and Senior Management on personnel issues to ensure group involvement and knowledge is solicited.
- Participates or facilitates relevant staff training.
- Mentors staff to competently perform frontline and supervisor role.
- Participates as a member of recruitments/hiring panels as designated.
- Ensures staff dress and deportment reflect professional standards.

**4. Assists in the management of offender and facility services within departmental guidelines.**

- Timely completion of monthly statistical reports.
- Assists in developing budget preparation and projection.
- Assists in strategic operational and staff resource planning for the Correctional Centre.
- Identifies issues and provides expert advice to Warden with respect to challenges

developments and concerns in facility.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Proven leadership and team building skills.
- Strong management skills and sound financial practices including financial reporting.
- Ability to supervise staff and motivate people/teams to develop their full potential.
- Ability to think strategically to plan and implement actions that achieve future goals.
- Ability to manage a diverse set of responsibilities and coordinate multiple activities.
- Ability to work in a diverse environment.
- Ability to respond under pressure, to lead and direct during Crisis situations.
- Demonstrated theoretical understanding and ability to assess human behavior and offender issues.
- Sound problem solving and decision making skills.
- Strong interpersonal skills with the ability to effectively communicate orally (negotiate, mediate and arbitrate issues) and in writing.
- Demonstrated understanding of corrections policies and procedures.
- 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 court documents (i.e. warrant of committals, fine defaults, remand warrants etc.).
- Proven labour relations ability and ability to manage staff.
- Knowledge of and ability to use MS Operating Systems, MS Office, Internet and E-mail applications.
- Knowledge of Occupational Health and Safety (WHMIS).

### **Typically, the above qualifications would be attained by:**

A Post secondary Diploma in a Social Sciences related field with 5 years of progressively responsible corrections experience, including 2 years experience in corrections and 3 years of current Corrections supervisory/ management practices or an equivalent combination of education and experience.

Previous supervisory experience of staff in an operational setting is required, as is recent experience in the direct supervision of staff. Experience in coordinating shifts. Awareness of cultural diversity, specifically, northern Aboriginal traditions and values would be an asset.

Incumbent must be First Aid and CPR Certified and possess a Class 4 driver's license.

### **WORKING CONDITIONS**

#### **Physical Demands**

Physical confrontation with clients, who are high risk, who may be highly emotional or agitated due to mental, physical stress or under influence of substances, occurs

approximately 3 times per month for a high degree of intensity.

### **Environmental Conditions**

The incumbent works in a secure environment where there may be exposure to communicable diseases, this rate of exposure increase when the incumbent is engaged in direct intervention 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 (ie. illegal substances, searches, inmate groupings/gangs).

### **Mental Demands**

The incumbent will be required to interact with clients who are agitated and are the subject of a variety of court-imposed conditions resulting in potentially 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 direct disruptions to family life during off-duty hours.

## **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