



## IDENTIFICATION

Department	Position Title	
Justice	Manager, Specialized Courts	
Position Number	Community	Division/Region
82-14738	Yellowknife	Court Services/HQ

## PURPOSE OF THE POSITION

The Manager, Specialized Courts, is responsible for the operation and administration of the Specialized Courts section within the Court Services Division of the Department of Justice. Specialized Courts includes the Wellness Court and the Domestic Violence Treatment Option (DVTO) Court and the programs that support these Courts. Both the Wellness Court and the DVTO Court are judicially supervised alternatives aimed at providing comprehensive support for offenders. Wellness Court focuses on offenders with mental health issues, addictions or cognitive challenges. DVTO Court allows offenders who have used domestic violence to take responsibility for their behaviour and to participate in therapeutic programs that address domestic abuse issues.

This position is essential to building community capacity and partnerships to support, inform and implement the principles of restorative justice and reintegration for offenders to enhance public safety. This position works collaboratively within the justice system with and leads interdisciplinary teams that include Corrections Service, Department of Health, Department of Education, Culture and Employment, NWT Housing Corporation, Yellowknife Health and Social Services Authority, community partners, Aboriginal organizations, self-government organizations and non-government organizations to ensure an integrated case management approach that enhances, supports and drives best practices when working with offenders in the community.

The Manager, Specialized Courts reports to the Director of Court Services. This position is integral in assisting with reviewing, developing, informing and enforcing policies and program information within Court Services.

## SCOPE

The Manager's scope of work includes:

- Independently exercise statutory authority with little or no direct supervision;
- Must conduct oneself at all times (including outside office hours) in a manner that will not cause the administration of justice to be or be seen to be in disrepute;
- Must at all times ensure that the independence of the judiciary is upheld;
- Balances the delivery of a public service with receiving direction from the Court;
- Must understand the independence of the judicial branch of government and actively work to support the judicial function;

- Provides direct support, monitoring and intensive supervision to offenders;
- Is appointed as a Probation Officer under the *Corrections Act* and is a conditional sentence supervisor pursuant to section 742 of the *Criminal Code*;
- Is an Officer of the Court;
- Leads the work of and manages the various Specialized Courts Teams (teams include Crown, Defence, psychologist, service providers, etc.) and ensures appropriate membership;
- Conducts research for, advises and makes recommendations to the Chair of the Wellness Court Steering Committee (Chief Judge of the Territorial Court);
- Conducts research for, advises and makes recommendations to the Chair of the DVTO Court Steering Committee (Chief Judge of the Territorial Court);
- Direct supervision and mentoring of 5 positions that provide support to offenders;
- Responsible for the administration of a budget of approximately \$872,000;
- Plays a key leadership role in the formation and development of specialized courts in the NWT.

## **RESPONSIBILITIES**

### **1. Responsible for all aspects of offender management for all offenders referred to or accepted into the Specialized Courts Programs**

- Provides guidance, supervision and fundamental support to offenders, and staff who supervise offenders, as they progress through the Specialized Courts programs;
- Assesses and determines changes to clients' reporting conditions while released on court orders;
- Assigns caseloads to workers and carries a caseload;
- Meets frequently with offenders who have had a high level of contact with the criminal justice system, and typically have complex mental health issues, addictions or cognitive challenges in order to supervise and monitor progress in the programs;
- Review and approve case management objectives established for offenders participating in DVTO Court and Wellness Court Programs;
- Conduct suitability assessments to determine if clients are eligible for the Wellness Court and DVTO Court programs;
- Makes decisions on whether to initiate breach charges under the *Criminal Code* for offenders following assessment of compliance with court orders. Public safety and personal deterrence must be weighed against client progress in the program;
- Regularly assess and make recommendations for clients regarding release conditions, programming needs, etc.;
- Maintain a client-centric, solution-focused, therapeutic approach to case management in all areas of Specialized Courts;
- Maintain on-going communication with all members of the Wellness Planning Team;
- Develop individualized wellness plans and monitor offender progress against these plans in collaboration with clients when necessary;
- Facilitate client access to services identified as integral to their wellness plan;
- Identify personal growth, education, training, and healing opportunities to clients;
- Deliver informal one on one counseling and advice to clients to assist them with their wellness plan;
- Collect information through assessments and interviews with the client, their family, employers, teachers, counselors and other collateral sources to provide insight in order to address the client's needs;

- Collaborate with addictions and mental health professionals, appropriate cultural supports, supportive family and community members, and other community support as required;
  - Communicate and correspond, where appropriate, with victims and be knowledgeable and sensitive to victims' issues.
- 2. Develops plans and processes for the Specialized Courts programs to achieve the objectives of program delivery.**
- Create, implement, maintain and revise directives, policies, procedures and manuals for ongoing program administration as required;
  - Assist in the creation of an evaluation framework and in the evaluation of programs and services that support the Specialized Courts;
  - Researches, identifies and implements options for program expansion within the Northwest Territories.
  - Develop, organize and coordinate systems for record keeping, maintain court statistics and case management conferences;
  - Prepares briefing notes, decision papers and options papers as required;
  - Review monthly financial expenditure reports, identify unusual items, changes to projections and follow up as required;
  - Provide input into the preparation of budgets and other financial activities;
  - Represent the Director at meetings on an as-needed basis;
  - Exercises spending authority and confirms expenditures;
  - Responsible for contract management, i.e. evaluating proposals, monitoring performance, etc.
  - Timely completion of variance and monthly statistical reports;
- 3. Actively foster and maintain excellent working/collaborative relationships with internal and external agencies that are fundamental to the effectiveness of the services being delivered to clients.**
- Actively seek, establish and maintain partnerships with appropriate community resources to develop ways to meet identified program needs;
  - Maintain positive working relationships with front line staff and managers within the Departments of Justice, Health and Social Services, Education, Culture and Employment, the NWT Housing Corporation, counsel, service providers and others;
  - Build collaborative relationships/partnerships with outside agencies to ensure continued and coordinated delivery of targeted services; some main stakeholders outside the GNWT are the RCMP, non-governmental agencies providing community supports, the Defence Bar and the Public Prosecution Service of Canada;
  - Provide updates on the operations to each of the court steering committees;
  - Ensure efficient communication of decisions and progress associated with the Specialized Courts to the Steering Committees;
  - Regularly deliver information sessions on the Specialized Courts Programs to stakeholders and members of the public.
- 4. Manage and be accountable for the programs and services that support the Specialized Courts. This includes working with other government departments, agencies, non-government agencies and service providers.**
- Is decision maker with respect to admissibility of clients to the DVTO Court program;

- Work with the specialized court teams, identify and implement long-term program needs for clients participating in the Wellness and DVTO Courts;
- Oversee supervision of court orders – bail orders, probation orders, undertakings, conditional sentence orders, etc.;
- Decide if breach of recognizance/undertaking charges under the *Criminal Code* will be initiated (on own volition or on the recommendation of case managers);
- Research, evaluate and create guidelines and policies based on legislation, environmental influences and client and program needs;
- Identify and/or respond to safety or operational concerns of staff and clients in a timely manner;
- Define and implement the goals, objectives and priorities of the Specialized Courts;
- Plan and facilitate the effective operation of the Wellness and DVTO Courts Steering Committees and working groups. Identify issues to bring forward and coordinate communication between members;
- Plan, facilitate, and chair Wellness and DVTO pre-court meetings and attend court as required to facilitate the smooth operation of program processes;
- Develop written protocols, guidelines, procedures, forms, training, literature and brochures and ensure that they are in place, updated regularly and adhered to;
- Participate in planning and information meetings with the Judiciary, government officials, administrative staff, technical personnel, lawyers and public related to the Specialized Courts;
- Monitor and evaluate assessment practices to ensure integrity;
- Provide critical incident debriefing of staff;
- Approve individualized wellness plans developed by case managers as the chair of the Wellness Planning Team;
- Attend court as subject matter expert (e.g. community resources, programs, verbal reports, etc.);
- Mentor staff to competently perform frontline role.

##### **5. Provide Human Resource Management and Administration.**

- Participate as a member of hiring committees;
- Identify and substantiate need for staff;
- Identify individual staff training needs and arrange for the provision of necessary training;
- Identify and develop general training requirements and arrange for the provision of necessary training;
- Facilitation of specialized staff training relating to the duties of a Sheriff's Officer;
- Develop and assess employee performance measures;
- Deal appropriately with employee performance/disciplinary issues;
- Identify appropriate equipment and uniform standards and ensure that standards are met;
- Develop and publish up to date procedures/standing orders for Sheriff's Office functions;
- Identify and arrange for the use of fee for service bailiffs and monitor/supervise their work and performance;
- Ensure standardized performance indicators are developed, implemented and monitored for all fee for service bailiffs;
- Schedule staff efficiently and effectively to minimize costs and ensure fairness;

- Lead by example in dealing with clients, co-workers, the judiciary, supervisors and others to foster a harmonious working environment and encourage the best possible service delivery.

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

- Ability to build and sustain effective working relationships and work collaboratively with media, stakeholders, department, Aboriginal governments and non-government organizations;
- Proven case management experience in a social work or community supervision environment;
- Demonstrated working knowledge of courtroom and registry services, practices and procedures;
- Demonstrated understanding of the independence of the judicial branch of government;
- Excellent oral, written and electronic communication skills; as well as the ability to adapt communication styles to accommodate different needs with tact and diplomacy;
- Demonstrated ability to work effectively and efficiently as part of a multi-disciplined judicial team;
- Demonstrated understanding of cultural diversity, specifically northern Aboriginal traditions and values;
- Demonstrated ability to develop programs and procedures and control their implementation;
- Demonstrated strong analytical, critical thinking, leadership and problem-solving skills;
- Experience in delivering presentations and public speaking;
- Experience in writing and editing documents for people at all educational levels;
- Demonstrated ability to effectively supervise and manage human resources;
- Demonstrated ability to motivate independent development, facilitate teamwork and achieve buy-in from clients, other government departments and external agencies;
- Display strong interpersonal, mediation and negotiation skills in order to appropriately interact with clientele, partners and public;
- Demonstrated time management and effective prioritizing skills;
- Self-motivated and able to work independently and as a team player;
- Sound knowledge of Microsoft Word, Excel, Power Point, E-mail and Internet;
- Working knowledge and experience in budgeting along with financial and administrative processes as required for approving and processing payments and monitoring and analyzing expenditures.
- Demonstrated knowledge of financial practices including budget and variance reporting.

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

A Bachelor's Degree in a Social Sciences or a related field with 5 years of progressively responsible experience working in a justice or social services setting. A minimum of 3 years' experience supervising employees. A minimum of 3 years' experience supervising offenders in a case management capacity.

Various combinations of education and experience may be considered.



## **WORKING CONDITIONS**

### **Physical Demands**

The incumbent has direct interaction with clients who are high risk/high needs and under court order, in the office and in the community. The incumbent will be dealing with multiple complex issues across departments and outside agencies (e.g. NWT Housing Corporation, Yellowknife Health & Social Services Authority, Salvation Army, Tree of Peace and the Departments of Justice, Health & Social Services and Education, Culture & Employment). Due to the type of work, threats of physical confrontation with clients who are high risk, may be highly intoxicated or under the influence of substances or dealing with mental health issues occurs approximately 3-4 times per month for a high degree of intensity and may last anywhere from 15 minutes to an hour. Potential exposure to hostile and unpredictable behaviour poses a significant safety risk.

### **Environmental Conditions**

The incumbent is required to engage in direct interaction with clients. They will be required to conduct assessments, provide supports, develop a wellness plan, set goals, and work within a multi-disciplinary team to provide daily client case management. The diverse client base will include multiple complex clients dealing with justice and social issues (criminal matters, homelessness, mental health, addictions, cognitive challenges and income security). There is a risk of exposure to communicable disease and the unpredictability and nature (criminal matters, homelessness, mental health, addictions, cognitive challenges and income security) of the clientele may pose a health and safety risk. This will occur daily during business hours.

### **Sensory Demands**

The incumbent must always use 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 (e.g. mental health issues, signs of impairment, substance use can increase safety risk) as they are working daily with high needs clients who are dealing with justice and social issues (criminal matters, homelessness, mental health, addictions, cognitive challenges and income security). This will occur daily during business hours.

### **Mental Demands**

The incumbent will be required to interact with high risk/high needs clients who are agitated and dealing with justice and social issues (criminal matters, homelessness, mental health, addictions, cognitive challenges and income security). Incumbent will work directly with high need clients across disciplines and may be perceived as an authoritative influence by community members and subject to verbal abuse from irate clients, family members and others. The incumbent will be frequently exposed to information of trauma and dysfunction that may include stories of physical and/or sexual abuse, homelessness and violence. The potential for mental stress and demands is considerable. Potential exposure to hostile and unpredictable behaviour poses a significant safety risk. This will occur daily during business hours and outside of regular working hours.

Court sittings may require the incumbent to work extended hours with little or no advance notice. This may occur once per month.

## **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

### **Official Language Considerations (check one)**

- ☒ Not required
- ☐ Bilingual required (state language):\_\_\_\_\_