



IDENTIFICATION

Department	Position Title	
Justice	Assistant Director Facility Operations	
Position Number	Community	Division/Region
82-2579	Yellowknife	Corrections Service

PURPOSE OF THE POSITION

The Assistant Director of Facility Operations (Assistant Director) is responsible for advising and supporting the Director in the management of the Corrections Service. The incumbent is responsible for the planning, project management and execution of corporate projects, and initiatives.

The Assistant Director provides broad leadership and counsel for the development and advancement of strategic planning and corporate priorities. The Assistant Director has direct responsibility for the day to day operations at the Division's four (4) correctional facilities.

SCOPE

Reporting to the Director of Corrections, the Assistant Director Facility Operations is one of two Assistant Directors who will be required to act in the Director's position in the absence of the Director of Corrections who manages approximately 450 employees. The overall Corrections Service budget is \$40 million with the facility portion of the budget at \$29.9 million. The Assistant Director must be knowledgeable of global operational constructs and political variables to identify priorities and recommend actions that impact the entire Corrections Service and which connect to broader Departmental and Government of the Northwest Territories (GNWT) priorities. The Assistant Director responds to complex, conflicting and highly sensitive situations, often requiring creative and strategic solutions. The incumbent cooperates with Wardens and other Headquarters staff in prioritizing, implementing and integrating new and ongoing initiatives, as well as providing guidance and support towards achieving optimal performance.

The Assistant Director directly manages four staff (Wardens in Yellowknife, Hay River and Fort Smith). Responsibility includes oversight of four Correctional Facilities in three communities with approximately 350 staff and 250 inmates under supervision. The Assistant Director will develop and assess plans, policies, documents and reports concerning corporate initiatives and Correctional Facilities. The Assistant Director will also travel to the communities as required to conduct evaluations, site inspections and to meet with staff. The Assistant Director also works collaboratively with managers in other GNWT Departments as well as other agencies, including community groups and federal departments, to support an integrated approach to service delivery and policy development.

The Assistant Director advises the Director in the integration of operations and administration of corporate services, in accordance with established legislation and standards. Uniform practices are followed in accordance with developed policy, which encompasses the Values, Mission and Goals of the Corrections Service. The Assistant Director advises the executive management regarding resource allocation, expenditures, initiatives, forecasts and audits, and makes recommendations on budget decisions.

Work is directed by legislation (i.e. *Federal Corrections Conditional Release Act, Prison and Reformatories Act, Criminal Code of Canada, Youth Criminal Justice Act, Young Offenders Act and Territorial Corrections Act, Public Service Act, Territorial Safety Act, Access to Information Privacy Protection Act*); and specific policies (i.e. Corrections Service Directives, and the Human Resource Manual).

RESPONSIBILITIES

Corporate Services – The Assistant Director develops, implements and integrates short and long-term corporate strategies with existing facility operations. The Assistant Director advises the Director while managing projects that significantly impact facility operations including: corporate communications, facility, business and research plans, information management, standardized policy and procedures, staff advancement, and offender program design. The Assistant Director assists the Director in ensuring the Service operates within acceptable financial, legal, labour and safety regulations. It is the responsibility of the Assistant Director to provide these services while ensuring the protection of the public, staff and offenders.

- Manages the establishment of areas of responsibility and definitive standards of professional competencies within the Division.
- Assists the Director in managing administration, information technology, research, special needs, finance, and Access to Information and Privacy Protection Act.
- Will have delegated authority to represent the interests of the Corrections Service as well as the Department and Government at inter-governmental, interdepartmental, national meetings and in the Director's absence.

- Determines and evaluates the functions of division organizational patterns in the development of the division's structure.
- Reviews and evaluates organizational effectiveness, goal determination, and strategic planning, etc., synthesizes complex or diverse information and makes recommendations for improvement.
- Monitors and evaluates security and service delivery at the North Slave Correctional Centre, North Slave Young Offender Facility, Fort Smith Correctional Complex and the South Mackenzie Correctional Centre.
- Conducts regular site visits to correctional facilities to ensure safe, secure and efficient operation.
- Conducts and/or coordinates investigations of complaints, responds to ministerial inquiries, and offender complaints in accordance with established practices.
- Collects and researches data, manages and prepares position papers, legislative briefing notes, decision and option papers and reports on Corrections and other Justice issues.
- Recommends resolution to operational and policy issues while building capacity to establish organizational best practices.
- Reviews, evaluates and monitors exchange of service agreements with other jurisdictions.
- Provides guidance and support to Wardens and staff in optimizing operational efficiencies.
- Develops reviews, evaluates and recommends planning, monitoring and control systems and practices respecting full time and relief staff positions, budget performance, commitments, assets, workspaces, safety and contracted services for Service-wide application.
- Manages operational reviews of all sections of the Corrections Service to ensure that operational, program and financial processes are adhered to and there is consistent application of the Acts, regulations, directives and administrative procedures and policies.
- Provides guidance and direction to Wardens with respect to political and operational implications of decisions/activities/issues.
- Remains current on issues (municipal, federal, provincial and territorial governments as well as private sector), laws, policies, economics and cultural influences and advises at various levels of the department on the impact and potential responses from the perspective of the Corrections Service.
- Ensures consistency in support of adult and youth operations.

Finance, Policy and Planning – The Assistant Director provides input and implements organizational policies and measurable goals that set the strategic direction of the organization implementing systems, financial practices, procedures, and policy that guide Wardens to ensure the Corrections Service meets its operational mandate:

- Prepares documents including briefing notes, strategic plans, position papers and FMB submissions.
- Provides input in the completion of financial exercises, preparation of FMB submissions and monitoring of expenditures for the Division.
- Ensures compliance of legislation and policies for corrections programs which are compatible with the goals and objectives of the GNWT.
- Makes recommendations to Director, ADM-Solicitor General, and Director of Policy and Planning, on matters relating to policy development and supervises the completion of policy changes.
- Manages the coordination and completion of operational audits which include compliance with federal agencies as it impacts facility operations.

Project Management – The Assistant Director anticipates complex situations, identifies and proposes innovative resolutions:

- Plans, develops and coordinates one or more large, complex projects.
- Evaluates plans and directs operational, financial and administrative activities of the Division.
- Monitors, interprets and creates innovative and adaptive strategies and projects based upon strategic thinking, changing Canadian Corrections landscape, cultural and economic issues, and relevant laws.
- Manages research projects in support of operations and programs.
- Establishes priorities in the expenditures of project resources.
- Manages and assigns projects/work requests to staff in support of managerial decision-making.
- Maintain effective public relations and foster community awareness.

Staff Resource Management – The incumbent requires significant interaction with the Justice Directorate and the Department of Human Resources to ensure an effective, efficient and motivated workforce while maintaining a safe and secure working environment.

- Manages correctional facility human resource priorities and outcomes through liaison with Department of Human Resources including planning and implementation of effective recruitment and promotion strategies within the division and to support training initiatives to meet organizational goals.
- Assists in the implementation of succession planning and recruitment within correctional facilities.
- Identifies and supports developmental opportunities that reflect strategic goals and operational needs of the Corrections Service.
- Assists in the development of short and long-term internal human resource goals, processes, plans and outcome objectives in conjunction with Human Resource Department.
- Coordinates divisional staffing requirements by overseeing staffing processes.
- Conducts compliance reviews, surveys or research projects as required.
- Advises ADM, Director and Wardens on staffing and disciplinary matters and issues.
- Supervises subordinate personnel including: hiring, determining workload and delegating assignments, training, monitoring and evaluating performance, and initiating corrective or disciplinary actions.
- Coordinates assigns and monitors work plans of wardens to ensure an effective and efficient flow of workload in support of division projects.
- Conducts performance appraisals and audits divisional appraisals for quality assurance.

KNOWLEDGE, SKILLS AND ABILITIES

- Self-motivated with the ability to work independently, and capable of supporting a multi-task-oriented environment.
- Demonstrated knowledge and understanding of government including the functions of individual agencies, departments and operations and the relationship between the legislative, judicial, and executive branches of government.
- Ability to analyze organizational and system trends.
- Demonstrated understanding of corrections policy, procedures and security operations.
- Practical knowledge of offender issues and corrections practices is crucial while also having extensive knowledge and experience in the use of various legislation, statutes, policies and procedures.

- Strategic thinking ability, including the ability to manage complex issues that may have political, cultural, and legal implications.
- Demonstrated knowledge and understanding of principles, theories and practices of personnel/ human resource management.
- Detailed knowledge of offender management, correctional centre operations, offender programs, project management, institutional crisis management, labour relations, staff training, budget management and financial practices, workspace layout, program development and evaluation.
- Proven organizational and time management skills to balance multi-tasking.
- Proven supervisory skills and the ability to influence positive change using interpersonal, leadership and teambuilding skills.
- Proven theoretical understanding of human behavior, cross-cultural awareness, and public relations skills.
- Excellent analytical and problem solving skills.
- Ability to exercise judgment and discretion in developing, implementing and interpreting policies and procedures.
- Able to communicate complex information to a wide audience for understanding and to gain acceptance of new ideas and process.
- Ability to deal with the public and difficult people in a multi-faceted and stressful environment with tact and discretion in a clear and concise manner.
- Communicate effectively with the Directorate, Division, and staff within and outside the GNWT in order to gain their compliance, receive/disperse information and/or persuade for changes to policies or strategic direction.

TYPICALLY, THE ABOVE QUALIFICATIONS WOULD BE ATTAINED BY:

A Bachelor's Degree in Social Sciences or a related field with ten (10) years of progressively more responsible corrections services experience, including seven (7) years direct experience with operational management. Awareness of Northern Aboriginal traditions and values would be an asset.

Experience in developing strategic and operational plans, media relations, coordinating budgets and dealing with labour relations 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

No unusual demands

Environmental Conditions

No unusual demands

Sensory Demands

No unusual demands

Mental Demands

No unusual demands

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

French language (check one)

- French required
- French preferred
- French not required