



IDENTIFICATION

Department	Position Title	
Justice	Manager of Programs, Training and Development	
Position Number	Community	Division/Region
82-10039	Yellowknife	Corrections Service / North Slave

PURPOSE OF THE POSITION

The Manager of Programs, Training and Development (Manager) provides leadership, strategic advice, research, analysis and counsel to the Assistant Director and Director of Corrections for divisional program requirements for inmates and offenders including the development and advancement of strategic program priorities.

The Manager directly supports all core correctional program activities and is responsible for advising and providing expert knowledge in the management of Corrections Service programs. The Manager is responsible for the planning, development and execution of program initiatives and ensures performance assurance and compliance to support these objectives.

The Manager is responsible for the oversight of the uniform practices and development of training for all Corrections staff. The Manager ensures that departmental operations and standards are achieved and maintained through appropriate training, evaluation and staff development in accordance with the established legislation, standards, goals and objectives of the Corrections Service. The Manager is responsible for the direct supervision of the Training Officer and provides support to trainers located in correctional facilities and community corrections. The Manager directly supports core correctional activities by providing oversight, expertise and administrative and business insight into all training functions.

This position is a manager position and is critical to the overall delivery of inmate and offender programs and services that impact directly on the rehabilitation and reintegration of those incarcerated and those who receive community sentences. The Manager provides program innovation, design, development, deployment and maintenance.



SCOPE

The Manager is one of seven headquarters staff and reports to the Director of Corrections and is the principal resource for programs and the training and development of corrections service staff. The Manager must be knowledgeable of global operational and political variables to identify priorities and recommend actions that impact the entire Corrections Service.

The Manager is the lead on the development and implementation of programs in the Corrections Service to support the rehabilitation and reintegration of inmates and to support the success of offenders being supervised in the communities. The Manager liaises with Wardens and Regional Probation Managers in prioritizing, implementing and integrating new and ongoing initiatives, as well as providing guidance and support towards achieving optimal performance.

The Manager is responsible for overseeing all aspects of program enhancements and business-based integration. The Manager provides the Director of Corrections with professional planning options and recommendations. The Manager also provides divisional briefing notes and leadership in the administration of programs services and training and development for the Corrections Service Division. The Manager is responsible for the direct supervision of the Training Officer.

The Manager has a direct training impact on approximately over 300 employees. The Manager is responsible for overseeing an approximate \$600,000 annual training budget. The Manager oversees multiple ongoing training, learning and development projects for the Corrections Service. The Manager has a direct impact on the processes for the hiring, training and retention of correctional staff. The Manager is the principal liaison with other Corrections Jurisdictions in respect of Corrections training and staff development.

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, Youth Justice Act, Canadian Charter of Rights and Freedoms and Territorial Government of the Northwest Territories (GNWT) Corrections Act, Corrections Regulations, Public Service Act, Access to Information Privacy Protection Act*); and specific policies (Corrections Service Directives, *Territorial Safety Acts* and Legislation and the Human Resources Manual).

There is one formal full-time position that reports directly to the Manager of Programs and Training and Development. Additionally, the Manager will supervise contractors, term and casual employees. In addition to staff, the Manager is expected to provide oversight and direction to Program Delivery Officers and Corrections Trainers using a team-based approach.



Delegated to this position are the powers and duties under the *Financial Administration Act* to \$50,000 and the management of a budget which may exceed \$490,000.

RESPONSIBILITIES

1. Develops a program framework that will outline the guiding principles and key elements of corrections programming:

- Responsible for ensuring that Correctional Programs are continuously maintained.
- Conduct research respecting best practices in other Canadian or international jurisdictions and ensuring that research results are, where appropriate, included/considered in planning activities.
- Developing a communications plan to ensure that internal and external stakeholders are kept informed of progress/difficulties and encountered/solutions identified.
- Directing the implementation of each programming plan according to each plan's priority, timetable and budget availability.
- Liaise with Program Delivery Staff throughout the Corrections Service.
- Develop and maintain GNWT Corrections program delivery officer standards.
- Provides program expertise to the following positions: Correctional Psychologists, Program Delivery Officers and Deputy Wardens.
- Provide direction to Program Delivery Officers on the program framework; ensure that staff maintains program integrity.
- Ensure program descriptions exist for all Corrections Programs.
- Conduct operational reviews of Corrections Service Program Delivery.

2. Research, plan, develop and monitor the delivery of correctional programs aimed at offender assessment and rehabilitation.

- Leads the process for consultation with management and employees to identify program and program staffing needs, linking them to service requirements.
- Leads the planning and implementation process for new programs or initiatives.
- Researches and maintains expertise in the area of offender programming and makes recommendations regarding future needs.
- The Manager is required to remain on the cutting edge of programming offered in a Correctional environment to ensure that the GNWT Corrections Service is meeting the Industry standard.
- Ensure programs are effectively implemented and supported including tools and advice given as needed.
- Ensure programs are monitored and evaluated against goals and objectives.
- Oversee the development and maintenance of program policies, guidelines and procedures to increase the effectiveness of programs.
- Oversee the development of tools and resources for programs and initiatives.



- Lead the implementation of the Corrections Service functional assessment tool and evaluate results.

3. As part of the Corrections Management team the Manager will contribute to the establishment, maintenance and evaluation of a corporate learning culture for the Corrections Service.

- Participates in strategic planning for operations, staffing and policy.
- Prepares the annual corrections training plan, and training calendar.
- Coordinates and develops plans for management development.
- Provides subject matter expertise in situations concerning corporate Crisis Management and Situation Management.
- Participates in the preparation of training, learning and development information for the Director.
- Strategic planning coordination and maintenance of cyclical territorial training budget.
- Manages the tracking and approval of financial expenditures for training and development.
- Participates in identifying and justifying budget expenditures.
- Identifies training resource needs and purchases and manages the training stores inventory.

4. Responsible for the development, implementation and evaluation of staff training, development programs and procedures that establish the standards for Corrections Service practices.

- Directs all standardized territorial training programs.
- Directs territorial programs and professional development sessions as required.
- Identifies training needs and response in consultation with supervisors, facility and senior managers, training officer and as assigned.
- Interpret national and territorial government training, learning and development initiatives, policy and acts and implements standards, best practices and resources for the Corrections Service.
- Analyzes and evaluates training and development programs and the delivery of services on a continuous basis to improve the corporate culture of the Corrections Service.
- Provides quality assurance by training, monitoring and providing certification for instructors.
- Reviews and recommends policy across the Corrections Service to ensure consistency of interpretation.
- Evaluation and determination of training equivalencies as required.
- Completes and reviews ePerformance appraisals.
- Manages attendance and overtime.
- Provides guidance to instructors and recommendations to Warden's, Manager's and Human Resources with respect to staff progressive discipline within the training environment.



5. Represent the NWT on Territorial and inter-jurisdictional stakeholder groups

- Maintains representation on Youth Criminal Justice Cost Sharing and Programs Committee.
- Maintains representation on Coordinating Committee of Senior Officials – Youth Justice.
- Coordinates and prepares Youth Justice Cost Sharing documents and Claims.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of how community correctional facilities and corrections headquarters operate.
- Understanding of Corrections Service operations, policies, procedures, programs as well as the Federal and Territorial Acts and regulations that govern the Corrections Service activities.
- Able to communicate complex information to a wide audience for understanding and to gain acceptance of new ideas and processes.
- Ability to think strategically and to plan and implement actions that achieve future goals.
- Ability to manage a diverse set of responsibilities and coordinate multiple Projects.
- Ability to supervise staff and motivate people/teams to develop their full potential.
- Theoretical understanding of human behavior and offender management issues.
- Interpersonal skills with the ability to effectively communicate orally and in writing.
- Communicate with the Directorate, Corrections Division, and staff within and outside the NWT to receive/disperse information and/or make changes to policies or strategic direction.
- Ability to use MS Operating Systems.



- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

A post secondary education in social sciences with 5 years of relevant experience including 1-year relevant supervisory experience.

Equivalent combinations of education and experience will be considered.

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 applicable)

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

Indigenous language: Select language

Required
 Preferred