



## IDENTIFICATION

Department	Position Title	
Justice	Senior Probation Officer	
Position Number	Community	Division/Region
82-10156	Fort Smith	Corrections/South Slave

## PURPOSE OF THE POSITION

The Senior Probation Officer reports to the Regional Manager Probation (Regional Manager), the incumbent supports the Regional Manager and the frontline operations of Community Corrections, within departmental guidelines of the Northwest Territories. This position will provide expertise and support directly to the Regional Manager on the day-to-day operations of Probation Services including supervision of up to 14 Probation Officer in various communities. The Senior Probation Officer will work collaboratively and under the direction of the Regional Manager to ensure the implementation of standards, policies, procedures and legislative requirements are met and maintained. The position will also help to promote the principles of restorative justice and reintegration of offenders through community development and partnerships in accordance with program standards established in the Corrections Division.

## SCOPE

Report directly to the Regional Manager.

Provide support, mentoring and supervision for up to 14 full-time staff members located in 5-13 communities under the direction of the Regional Manager.

Administer supervision and provide direct case management for up to 25 offenders.

Function as a Peace Officer and an Officer of the Court.

Understand, adhere and enforce compliance with legislation (*Federal-Corrections Conditional Release Act, Corrections Conditional Release Act, Prison and Reformatories Act, Criminal Code of Canada, Youth Criminal Just Act, Young Offenders Act and Territorial Government of the*

*Northwest Territories (GNWT) Corrections Act, Public Service Act, Access to Information Privacy Act*); and specific policies (Corrections Service Directives, HR Manual, Collective Agreement, Financial Administration Manual).

## **RESPONSIBILITIES**

### **1. Provide supervision, support, mentoring, guidance and training to Probation Officers as directed by the Regional Manager.**

- Confer with and take direction from the Regional Manager regarding assignment of personnel, work load, employee performance, and day-to-day operations including issues as they arise.
- Supervise up to 14 Probation Officers across various NWT communities within the region, as assigned by the Regional Manager. Participate in regional, divisional and/or departmental committees, taskforce and staff meetings and confer with other Senior Probation Officers regarding departmental policies, procedures, and programs, as directed by Regional Manager.
- Review and evaluate court reports for accuracy, thoroughness, conformity to policy, legality and soundness of recommendation.
- Work in conjunction with and under the direction of the Regional Manager to participate in staffing including completion of interviews, conducting reference checks and other related duties as directed.
- Identify, monitor, implement and enforce attendance management.
- Monitor and perform quality assurance measures such as file audits that include a thorough review of the Corrections Offender Management System (COMS) files, risk assessments, hard files, case management and other related documents.
- Provide orientation, training and mentoring of new employees and/or casuals.
- Ensure staff is familiar with policies and procedures associated with the Department of Justice; specifically as they relate to Probation Services and Corrections Service.
- Other duties as directed by the Regional Manager.

### **2. Ensure adherence with legislation and corporate protocol to support and build best practices in all areas including policy, procedural and financial.**

- Report to the Regional Manager respecting case management, safety, personnel issues, incidents, accidents, offender progress and other operational issues.
- Assist in the development and maintenance of regional budgets with respect to the operations of the region including organizing, tendering, awarding and monitoring of community service contracts and rental agreements.
- Assist with the completion of month end and variance reports.
- Plan, develop, and implement annual, periodic and daily operational priorities, objectives and strategies.
- Monitor and report statistics respecting parole supervision for federal/territorial reimbursement purposes.
- Research and make recommendations respecting the development and revision of divisional and regional policy.

- Liaise with other Senior Probation Officers to ensure a consistent approach to operational processes and to share best practices.
- 3. Support the day-to-day operations; including delivery of case management services, community development, regional processes and procedures to support rehabilitation and reintegration offenders that promote a safer society.**
- Monitor assigned caseloads of staff and assist staff with case management plans.
  - Provide direct supervision and case management for offenders dealing with multiple, complex issues.
  - Monitor case management objectives established for clients, provide feedback and recommendations to the Regional Manager.
  - Monitor and evaluate Corrections Offender Management System (COMS) reports and ensure and support staff complete reports in a timely manner.
  - Complete file audits on a continuous basis to ensure compliance with Regional Standing Orders and Corrections Service Directives and report any deficiencies to Regional Manager.
  - Review court orders, warrants of apprehension, breach and allegation reports to ensure adherence to legal and operational standards.
  - Initiate partnerships with stakeholders (GNWT, Aboriginal governments, RCMP, non-government organizations) to coordinate the delivery and development of community-based services to enhance community safety and service.
  - May assist with special projects as determined by the Regional Manager such as review of Standing Orders, Domestic Violence Treatment Options (DVTO) Court, contingency/safety planning, program facilitation.
  - Attend regional meetings and fulfill the role of acting Regional Manager at times.
- 4. Under the direction of the Regional Manager, provide support to regional staff to ensure and maintain a safe, effective, and efficient workplace.**
- Participate in the development of succession plans and human resources strategies for the Division.
  - Assist with the facilitation of supervisory, team or individual meetings to provide staff with clear communication and appropriate advice, relevant to policies and procedures respecting case management, security, health and safety.
  - Participate in staff training activities as necessary, or as assigned to ensure that staff is trained and competent in all areas of Community Corrections.
  - Mentor Probation Officers as necessary.

## **WORKING CONDITIONS**

### **Physical Demands**

Threat of physical confrontation with clients, who are high risk, may be highly intoxicated or under influence of substances, occurs approximately 1-2 times per month for a high degree of intensity.

### **Environmental Conditions**

The incumbent works in an office where there is exposure to communicable diseases, this rate of exposure increases when the incumbent is engaged in direct case management with the offenders.

Travel to isolated communities may be required for up to 10 days, every month. Travel to many of the communities may be required by small plane, boat and by vehicle or gravel or ice road.

### **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 (i.e. signs of impairment can increase risk to probation officers).

### **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. There is potential exposure to hostile and unpredictable behavior that poses a significant safety risk. The incumbent deals with offenders/victims of compounded trauma. This may include violence, sexual abuse, mental health issues, multiple losses, traumatic cultural issues such as loss of cultural identity and residential school impacts, etc.; and is at risk of vicarious trauma. Further, the incumbent works in a community-based environment that, isolated by its nature, results in exposure to high-risk situations. Incumbent may be subject to phone calls, threats and direct disruptions to family life when working within isolated community structure during off duty hours. From time to time, provide 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.

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

- Proven leadership and mentoring skills.
- Proven ability to develop and implement programs and procedures in a Community Corrections context.
- Proven understanding of human behaviour and offender issues.
- Proven ability to assess and evaluate human behaviour.
- Proven ability to develop staff in both experiential and formal learning approaches.
- Proven problem solving and decision making skills.
- Proven interpersonal skills.
- Proven ability to effectively communicate orally and in writing.
- Proven understanding and application of Legislation, Corrections Service policies, directives and procedures and the justice system.
- Proven ability to interpret legal documents.
- Proven conflict resolution and negotiation skills.
- Leadership: initiative, self-directed

- Ability to act as a role model for other staff by demonstrating a high level of professional and ethical conduct.
- Able to effectively deal with crisis.

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

A Degree in Social Sciences or related field plus two years of community corrections experience, or a Diploma in Social Sciences or related field plus four years of community corrections experience.

Previous supervisory experience of staff in a case management setting would be an asset. Awareness of northern Aboriginal traditions and values would be an asset.

**ADDITIONAL REQUIREMENTS**

A Class 5 driver's license is required.

**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