



IDENTIFICATION

Department	Position Title	
Justice	Manager Correctional Performance & Planning	
Position Number	Community	Division/Region
82-10430	Yellowknife	Corrections Service

PURPOSE OF THE POSITION

The Manager Correctional Performance & Planning (Manager) will develop and implement corporate performance and accountability measures, which includes research and analysis to the Director of Corrections. This position manages the corporate performance measures and reporting, risk assurance, reviews and accountability targets. This position will support the Corrections Service business areas in continuous improvement of the operations and service delivery of the Corrections Service.

This position is one of seven headquarters staff that provides oversight of divisional operations. The Manager will address a wide range of analytical, strategic and functional knowledge requirements throughout Corrections with regard to policies and programs and will represent the Corrections Service in supporting the operational requirements of the Department.

The Manager is an advisor to the Director regarding the performance assurance strategy of the Corrections Service and is relied upon by the Director to recommend strategic approaches and prioritizes work surrounding services, efficiencies, technology and best practices.

SCOPE

The Manager reports to the Director and is the principle resource, providing key details with regard to performance assurance. The information captured, maintained, and delivered through this position provides input in the overall strategic direction of the Corrections Service on performance assurance and accountability processes.

The Manager is involved in the planning and execution of the development of operational statistics and policy directives surrounding both existing and new processes. The Manager also provides divisional briefing notes; and developmental activities, conducts trend analysis, and develops resource plans.

The Manager provides leadership and administration of the Performance, Assurance and Accountability Framework for the Corrections Service Division. The framework is designed to measure and enhance the overall compliance in core correctional program areas related to governing legislation, directives, standing orders, operational and departmental objectives. The Manager will also be responsible to liaise with all territorial facilities, courts and other jurisdictions as required.

The Manager oversees territory-wide continuous improvement processes, through regular contact with front-line users and their supervisors at Headquarters, in Community Corrections, and at youth and adult correctional facilities. Analyzing Corrections Service processes, while assessing the efficiency and effectiveness of operational activities, policies, procedures, and systems.

RESPONSIBILITIES

1. The Manager Correctional Performance & Planning assists in the preparation of divisional priorities, participates in divisional decision making, change management, project management, risk management, mitigation, reviews, investigations and submissions. The Manager charts progress, manages and negotiates priorities and enforces program delivery within the area of performance assurance.

- Administers and maintains the Performance Assurance and Accountability Framework.
- Participates in and tracks compliance audits.
- Tracks core Corrections Service metrics and determines ROI of business processes and initiatives (including analyzing the financial relationship to outcomes); proactively takes action to facilitate improvements.
- Develops and maintains monitoring systems that target critical success factors and monitor areas of high risk.
- Develops and directly participates in reporting mechanisms to enhance management information and decision making.
- Ensures accurate data capture and reporting systems integrity.
- Acts as a catalyst for change and improvement in relation to performance and quality assurance for the division.
- Establishes Divisional expectations for sound performance management practices including identification and implementation of performance measures and targets.
- Strategic advisor to the Director through forecasting, system evaluations, risk management, and application management.

- Identification and dissemination of effective practices based on knowledge, experience and specific training.
 - Delivers internal training to the management team or delegates regarding performance assurance.
 - Ensures effective use of resources with regard to the coordination of effective planning groups, integration groups, and internal training seminars.
 - Ensures effective creation, monitoring and follow-up of action plans.
 - Identifies risk areas, performs ongoing risk analysis and recommends appropriate mitigation strategies for the division.
 - Identifies objectives to maximize achievement of divisional goals.
 - Advises on matters relating to performance assurance, risk management, business integration, application compliance, data capture and statistical review.
 - Guides the development and maintenance of an integrated business planning culture considering the interrelationships, dependencies and collaborative relationships of key strategic and operational planning activities.
 - Efficiently issues, researches, and analyzes data and supporting documents to assist in the drafting and finalizing of detailed review reports or investigative reports for Senior Management and decision makers.
2. **Oversees and manages the Corrections Service Internal policy procedures and implementation of approved Corrections Service Directives and subsequent Standing Orders:**
- Researches and drafts internal Corrections Service policy to be approved by the Director and adopted by the Corrections Service.
 - Ensures Directives meet standardized formatting.
 - Uploads and keeps current all Directives contained on the Corrections Service SharePoint for access by all Corrections Service employee's and Executive Management.
3. **Responsible for the preparation of the Corrections Service annual work-plans and ensuring that work-plan items are kept on schedule through regular follow-ups with delegated OPI (Officer of Primary Contact).**
- Contributes to setting the annual vision and strategy for the Corrections Service; generates organizational development strategies to achieve the long range goals for the Corrections Service.
 - Ensures work-plan items are all encompassing of the Corrections Service offices and facilities.
 - Engages Senior Management in determining overall corporate goals and objectives.

- Coordinates Departmental & Divisional briefing notes, including receiving policy and planning briefing note requests, drafting/updating briefing notes and reviewing content with relevant stakeholders, before final approval by the Director.
- Responds to inquiries from the Legislature with Director approval.

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

Usually located in office environment, but travel to Community Corrections offices (14) and correctional facilities (5) located across the territory is required. Visits to correctional facilities can result in face-to-face contact with persons in custody. Travel includes winter driving conditions.

Environmental Conditions

Normal office environment with no unusual demands, exposure to arctic climates during travel is possible.

Sensory Demands

High level of focus, concentration, observation, analysis, and communication is required for extended periods of time.

Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

The Manager Correctional Performance & Planning is the division's business and process enabler with proven management skills, training, experience and abilities.

- A sound knowledge of acts, regulations and policies related to the Corrections Service.
- Ability to design reporting cycles, as well as develop reporting dashboards.
- Effective oral and written communication skills, including presentations.
- Aptitude to translate data (qualitative and quantitative) into information relevant to specific audiences useful to decision makers.
- Exercise good judgment while being proficient with regulations and investigation methods
- A sound knowledge of cross cultural awareness and northern community resources available to persons in custody is necessary.

- Ability to identify and analyze performance measures and metrics, practical knowledge of policies and procedures associated with correctional institutions and community corrections is necessary.
- The Manager must have strong interpersonal skills.
- Capacity to manage complex projects.
- Possess a strong working knowledge of risk assessment systems and the relationship to corrections case management practices.
- Ability to design and implement projects that include all elements of the organizational learning cycle (needs assessment, design, development, delivery and evaluation).
- Proven computer skills, particularly in research, collection of statistical information, file management and word processing.
- The Manager must also be familiar with Departmental, NWT Courts and GNWT regulations and legislation, including but not limited to, the ATIPP, Court Services and NWT Corrections Acts and Regulations, Youth Criminal Justice Act of Canada, Prison and Reformatory Act, Corrections and Conditional Release Act Canada, Criminal Code of Canada, Court documents for purposes of sentence calculation, and any other applicable legislation.

Typically, the above qualifications would be attained by:

A relevant post-secondary Bachelor's degree and 5 years' related management experience. An equivalent combination of education and experience may 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

Aboriginal language: To choose a language, click here.

- ☐ Required
- ☐ Preferred