



IDENTIFICATION

Department	Position Title	
Justice	Senior Probation Officer	
Position Number	Community	Division/Region
82-13677	Hay River	Corrections Service/ South Slave

PURPOSE OF THE POSITION

The Senior Probation Officer reports to the Regional Probation Manager (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 Officers 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 Justice Act, Youth Justice Act and Territorial Government of the Northwest Territories (GNWT) Corrections Act, Corrections Regulations, 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.

- Consult with and take direction from the Regional Manager regarding assignment of personnel, workload, 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 consult 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.
- 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 the 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, 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.
- 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 of 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 and give feedback and recommendations to the Regional Manager.
- Monitor Corrections Offender Management System (COMS) reports and support staff in completing 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 the Regional Manager.
- Review court orders, warrants of apprehension, breach and allegation reports to ensure adherence to legal and operational standards.
- Initiate partnerships with community stakeholders and other GNWT departments to coordinate the delivery and development of community-based services to enhance community safety and services.
- May assist with special projects as determined by the Regional Manager, such as review of Standing Orders, Intimate Partner Violence Treatment Options Court, contingency/safety planning, and programs facilitation.
- Attend regional meetings and fulfill the role of acting Regional Manager when required.

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 members are 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 many of the communities may be required by small plane, boat, and by vehicle on gravel or ice roads.

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.

Travel to isolated communities may be required for up to 10 days, every month.

KNOWLEDGE, SKILLS AND ABILITIES

- Leadership and mentoring skills.
- Ability to develop and implement programs and procedures in a Community Corrections context.
- Understanding of human behaviour and offender issues.
- Ability to assess and evaluate human behaviour.
- Ability to develop staff in both experiential and formal learning approaches.
- Problem solving and decision-making skills.
- Interpersonal skills.
- Ability to effectively communicate orally and in writing.
- Understanding and application of Legislation, Corrections Service policies, Directives and procedures, and the justice system.

- Ability to interpret legal documents.
- 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.
- 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 diploma in Social Sciences or related field and three years of community corrections experience.

Equivalent combinations of education and experience will be considered.

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