IDENTIFICATION

Department	Position Title	
Justice	Program Delivery Officer	
Position Number	**Community**	**Division/Region**
82-1712	Fort Smith	Corrections Service / Fort Smith Correctional Complex – Women's Unit

PURPOSE OF THE POSITION

The Program Delivery Officer will provide programs and case management support to persons in custody on behalf of the facilities and communities, while supervising and developing persons in custody who are subject to institutional based court sanctions/interventions, promote the principles of restorative justice, safety and reintegration of persons in custody through community development and partnerships within departmental guidelines of the Northwest Territories. As part of the division team, this position will ensure the ongoing provision and enforcement of policy and services within the Corrections Mission, Vision and Value statement.

SCOPE

- The incumbent reports to the Deputy Warden.
- Delivers specialized rehabilitative programs to persons in custody in an individual or group setting in facility/community.
- Works with supervisors and managers to adhere to and maintain operational priorities and objectives.
- Completes persons in custody risk assessments as required.
- Delivers a minimum of five programs per year.
- Individualized counseling or groups up to ten persons in custody.
- Persons in custody's need and program levels will include low, medium and high-risk.
- May manage a caseload of up to 12 persons in custody, as backfill to Case Managers.
- Supervises persons in custody in off site locations (e.g. wellness counseling, work release and early release programs).
- Is a Peace Officer while on duty.
- 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, Canadian Charter of Rights and Freedoms and Territorial GNWT Corrections Act, Corrections Regulations Youth Justice Act, Public Service Act, Access to Information Privacy Protection Act); and specific policies *(Corrections Service Directives, Territorial Safety Acts* and Legislation and the HR Manual).

RESPONSIBILITIES

1. **Responsible for program delivery services within their assigned area.**
   - Follows and maintains established health, safety and security procedures.
   - Monitors, records and reports persons in custody's movements within and outside the facility.
   - Interprets/submits safety and security reports and takes appropriate actions where necessary, while following and maintaining established health, safety and security procedures.
   - Observes and assesses persons in custody behavior in relation to safety and security, intervenes when appropriate.
   - Counsels and supports persons in custody as required.
   - Applies informal and formal disciplinary measures to persons in custody when required.
   - Escorts and transports persons in custody on visits, community outings, legal appearances, etc. as required.
   - Prepares written reports as required upon completion of programs, to submit recommendations for case management.
   - Assists in writing persons in custody progress and court reports, and recommendations on assigned persons in custody for court and community workers.
   - Programs may run half days, with the other half devoted to daily evaluation and preparation.
   - Develops yearly program plan and persons in custody program schedules.
   - Completes monthly statistical reports in a timely manner.
   - Maintains on-going communication with other institutional and probation staff to ensure consistent approach to program and case management processes and competency in the provision of services to persons in custody.
   - Participates in institutional program/case management meetings.
   - Obtains formal accreditation at required training and follow up refresher course as designated by the Division.
   - Liaises with other government and community agencies for the purpose of treatment and program planning (CSC Parole, Probation Services etc.).
   - Maintains quality control of specialized program content and materials.

2. **Responsible for the delivery of program services and facility processes and procedures within departmental guidelines to ensure the safety of society and to prepare persons in custody for reintegration into society.**

- Maintains quality control of specialized program content and delivery.
- Coordinates, facilitates and evaluates a variety of specialized program activities which provide opportunities for positive persons in custody behavioural change.
- Researches, develops, implements, facilitates and evaluates programs for special needs persons in custody.
- Screens, interviews and identifies suitable persons in custody.
- Gathers information through file reviews, interviews and contact through community resources which may include, when relevant, information that relates to psychological testing.
- Monitors and provides formal evaluations to case officers and/or community agencies on persons in custody's progress and performance within program areas.
- Provides individual and group learning sessions for persons in custody in which the incumbent is trained and competent.
- Provides and coordinates lectures, discussion topics, and structured learning of social skills through role-play.
- Liaisons with staff as to persons in custody's needs and application of program learning goals.
- Maintains accurate and comprehensive files in accordance with recognized program/case management practices (Corrections Offender Management System (COMS).
- Participate in or facilitate relevant staff training including staff awareness sessions/workshops on programs as required.
- Mentors staff to competently perform delivery role.
- Adheres to staff dress and deportment to reflect professional standards and adherence to health and safety regulations.

3. **Responsible for Community Projects, programming and policy in support of opportunities for rehabilitation and community level initiatives.**
   - Provides case managers/ probation officers with formal evaluations and input on case plan (including suitability for community release) and monitors the progress and performance of persons in custody in all facets of the institutional programming.
   - Identifies, initiates and participates in the development of community based programming to meet persons in custody's dynamic needs.
   - Researches, implements and evaluates persons in custody program needs based on those identified in risk assessments (employability, skills, apprenticeship, recreation, chaplaincy, elder program etc.).
   - Participates, as necessary, in the development of persons in custody reintegration case plans.

4. **Provide back-fill for Case Management/Corrections Officers, within established guidelines, in order to prepare persons in custody for reintegration into society.**

- Completes persons in custody risk assessments and makes appropriate recommendation within the Centre.
- Interprets court documents to ensure the proper and lawful detention of persons in custody.
- Maintains case plans and summaries, and evaluates the progress of persons in custody in all facets of institutional programming.
- Monitors and evaluates progress of persons in custody and writes reports when required.
- Assists Corrections Officers in assessing, managing and evaluating persons in custody's behaviour.

WORKING CONDITIONS

Physical Demands

Threat of physical confrontation with persons in custody, who are high risk, who may be highly emotional or agitated due to mental, physical stress 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 area where there is exposure to communicable diseases, this rate of exposure increases when the incumbent is engaged in direct intervention/program delivery with the persons in custody.

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. illegal substances, searches, persons in custody groupings/gangs).

Mental Demands

The incumbent will be required to interact with persons in custody who are agitated and are the subject of a variety of court-imposed conditions resulting in potentially hostile and unpredictable behaviour that poses a significant safety risk. Further, the incumbent works in a secure environment that, isolated by its nature, results in exposure to high-risk situations. Incumbent may be subject to phone calls and direct disruptions to family life during off-duty hours.

May provide escort services for persons in custody and is completely responsible for the individual while in custody.

Physiological after-affects (counselling on a day-to-day basis absorbing persons in custody problems, which at time can be very emotional).

KNOWLEDGE, SKILLS AND ABILITIES

- Proven leadership skills and team building skills.
- Proven knowledge of practical corrections techniques with the ability to exercise sound judgment in application (use of restraints, non-violent crisis intervention, suicide intervention).
- Ability to work in a diverse environment.
- Proven understanding of corrections programming and criminogenic issues.
- Proven understanding of human behaviour and adult persons in custody issues.
- Skilled in the evaluation and assessment of persons in custody behavior.
- Ability to work independently with limited supervision.
- High degree of adaptability to match persons in custody learning needs and functioning.
- Excellent verbal, written and presentation skills.
- Excellent interpersonal skills.
- Awareness of cultural diversity, specifically, northern Indigenous traditions and values.
- Proven conflict resolution, problem solving, decision making and negotiation skills.
- Proven understanding of corrections policies and procedures and security operations.
- Knowledge of and ability to use MS Operating Systems, MS Office, Internet and E-mail applications.
- 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 a related field combined with two years of experience.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

The incumbent will be expected to participate and maintain certification in specialized program areas.

The Program Delivery Officer will be required to obtain and maintain certification in specialized program areas. Incumbent must successfully meet qualification for current program modules within six months of employment. Failure to meet qualification within this period may result in termination. Formal training and refreshers will be provided to suitable candidates by the Corrections Division.

A Class 4 driver's license is required. Awareness of cultural diversity, specifically, northern Aboriginal traditions and values would be an asset.

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