



IDENTIFICATION

Department	Position Title	
Justice	Program Delivery Officer	
Position Number	Community	Division/Region
82-1712	Fort Smith	Corrections/FSCC

PURPOSE OF THE POSITION

The Program Delivery Officer will provide programs and case management support to offenders on behalf of the facilities and communities, while supervising and developing offenders who are subject to institutional based court sanctions/interventions, promote the principles of restorative justice, safety and reintegration of offenders 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 offenders in an individual or group setting in facility/ community.
- Working with supervisors and managers to adhere and maintain operational priorities and objectives.
- Completes offender risk assessments as required.
- Delivers minimum of 5 programs per year, programs may last upwards of 9 weeks.
- Individualized counseling or groups up to 10 offenders.
- Offender need and program levels will include low, medium and high-risk offenders.
- May manage a caseload of offenders, up to 12 as backfill to Case Managers.
- Supervises offenders 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, Young Offenders Act*, Canadian Charter of Rights and Freedoms and

Territorial GNWT *Corrections Act, 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).

RESPONSIBILITIES

1. Responsible for program delivery services within their assigned area.

- Follows and maintains established health, safety and security procedures.
- Monitors, records and reports offender'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 offender behavior in relation to safety and security, intervenes when appropriate.
- Counsels and supports offenders as required.
- Applies informal and formal disciplinary measures to offenders when required.
- Escorts and transports offenders 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 offender progress and court reports, and recommendations on assigned offender 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 offender 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 offenders.
- 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 offenders 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 offender behavioural change.
- Researches, develops, implements, facilitates and evaluates programs for special needs offenders.
- Screens, interviews and identifies suitable offender - candidates.
- 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 offender progress and performance within program areas.
- Provides individual and group learning sessions for offenders in which the incumbent is trained and competent.
- Provides and coordinates lectures, discussion topics, structured learning of social skills through role-play.
- Liaisons with staff as to offender 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 offenders in all facets of the institutional programming.
- Identifies, initiates and participates in the development of community based programming to meet offender's dynamic needs.
- Researches, implements and evaluates offender program need based on those identified in risk assessments (employability, skills, apprenticeship, recreation, chaplaincy, elder program etc.).
- Participates, as necessary, in the development of offender reintegration case plans.

4. Provide back-fill for Case management/Correctional Officers, within established guidelines, in order to prepare offenders for reintegration into society.

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

WORKING CONDITIONS

Physical Demands

Threat of physical confrontation with offenders, 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 offenders.

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, offender groupings/gangs).

Mental Demands

The incumbent will be required to interact with offenders 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 offenders and is completely responsible for the individual while in custody.

Physiological after-affects (counselling on a day-to-day basis absorbing offender 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 offender issues
- Skilled in the evaluation and assessment of offender behavior
- Ability to work independently with limited supervision.
- High degree of adaptability to match offender learning needs and functioning
- Excellent verbal, written and presentation skills
- Excellent interpersonal skills
- 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.

Typically, the above qualifications would be attained by:

A Diploma in a related field combined with 2 years of progressively more responsible experience with demonstrated skill in current case management/ program facilitation practices in the Corrections/ Social Services field, or an equivalent combination of education and experience.

In both aspects of qualifications, 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.

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