



IDENTIFICATION

Department	Position Title	
Justice	Deputy Warden of Operations	
Position Number	Community	Division/Region
82-223	Yellowknife	Corrections/NSCC

PURPOSE OF THE POSITION

Reporting to the Assistant Warden of the North Slave Correctional Complex, the Deputy Warden of Operations manages the frontline operations of the facility in accordance with the *NWT Corrections Act*, other Federal and Territorial Legislation and operational standards established in the Corrections Division, in order to provide safe and secure custody, rehabilitation and reintegration of sentenced and remanded inmates. As part of the facility management team, on day, afternoon or night shifts, the incumbent will ensure the ongoing provision of services within the spirit and intent of the Corrections Mission, Vision and Value statement.

SCOPE

The Deputy Warden of Operations is, in the absence of the Warden and Assistant Warden the manager of the Complex and is responsible for the day-to-day operations related to the provision of security, programs and services connected with facility operation. While working shifts, these managers are accountable for all that takes place in the facility during their shift as well as activities related to the general management of staff and resources. They may be assigned to be responsible for maintaining records of staff overtime usage, control of all keys, facility maintenance or security intelligence to name a few examples:

- The facility is a \$45,000,000.00 physical asset.
- Total facility budget in excess of \$16,000,000.
- 130 -150 inmates resident at any given time.
- 20 - 30 staff on duty at any given time including up to 20 direct reports.
- One of eight such Managers.

RESPONSIBILITIES

1. **Manages the delivery of security and other services to ensure the safety of the general public, inmates and staff.**



- Acts as a Peace Officer in the performance of duty.
- Directs all staff engaged in supervising inmates.
- Indirectly supervises (relative to facility security maintenance) food service, maintenance and program staff on duty and directly supervises all such individuals in the absence of their direct supervisors to ensure that appropriate services are delivered to inmates and that such services are delivered in accordance with policy.
- Implements and directs facility contingency plans in response to emergency situations.
- Is accountable for the health, safety and security of all inmates of the facility.
- Ensures compliance with institutional security procedures, standing orders, policies and directives by both staff and inmates.
- Observes and assesses inmate behavior and directs intervention when appropriate (including use of force and deployment of pepper spray).
- Directs the reporting of activities and incidents by subordinate staff.
- Reviews and reacts to safety and security reports.
- Researches and develops standing orders based on headquarters directives and recommends changes to directives.
- Manages the processes for inmate visits, escorts and transports.
- Manages the process of recording and reporting inmate movements within and outside the facility.
- Maintains on-going communication with all facility staff, including carrying out routine tours of the facility, to ensure staff competency in and compliance with Standing orders, policies and directives.
- Ensures lawful custody of offenders by interpreting Warrants, Court Orders and reviewing inmate release information.
- Provides the Warden with various reports on security, safety, personnel issues, incidents, accidents, inmate progress and other operational issues as requested or required.
- Plans, directs, and monitors regular unit inspections for the purpose of identifying and resolving safety, security and health concerns.
- Distributes tetra-pack (bubble pack) medication as per Nurse/Pharmacist instructions.
- Directs, reviews/approves appropriate application of informal and formal disciplinary measures for inmates in conformance with established Inmate Disciplinary Board protocols.
- Participates in regularly scheduled offender meetings, observing and assessing offender behavior and intervenes when appropriate.
- Arranges for facility maintenance, using appropriate methods and in accordance with extent of need.
- Assists the Warden in capital and O&M planning.
- Completes statistical reports as required and in a timely manner.
- Assists the Warden in strategic operational and staff resource planning for the correctional facility.



- Identifies issues and provides advice to the Warden with respect to challenges, developments and concerns in the facility.
 - Expends public funds appropriately and in keeping with accepted financial practices.
- 2. Monitors and provides direction/assistance in the management of facility programming of inmates in order to contribute to the provision of opportunities for rehabilitation and reintegration into society.**
- Directs the interaction of security staff with inmates as they provide assistance to the Case Management process.
 - Participates, as necessary, in the development of inmate case plans.
 - Ensures the frontline staff completes initial risk assessment tasks.
 - Reviews offender incidents and ensures disciplinary process is administered in accordance to policy and operating procedures.
 - Review case records to develop an understanding of offenders prior to addressing sensitive situations.
 - Recommends the training of security staff in support of programs.
- 3. Manages human resources within departmental guidelines to ensure an effective, efficient and motivated staff and a safe and secure working environment.**
- Recommends training and education for staff and delivers training where appropriate (on an ad-hoc or planned basis).
 - Completes Performance Appraisals.
 - Using the progressive discipline process, administers or recommends disciplinary action as appropriate.
 - Contributes to long term HR planning as requested.
 - Assists the Warden in the identification of staffing requirements and acts as a member of hiring committees in the staffing process for subordinate staff.
 - Manages and approves employee leave and overtime requirements to ensure cost effective and safe facility operations.
 - Ensures timely and accurate completion of Workers Safety and Compensation Commission accident reports.
 - Facilitates supervisory, team or individual meetings to provide staff with clear communication avenues and appropriate direction relevant to policies and procedures covering safety, security, health and operational matters.
 - Leads and directs staff in emergency situations or critical incidents in accordance with contingency plans/standing orders/Divisional Directives.
 - Mediates staff and offender disputes as necessary and works to ensure that overall morale among staff and inmates is maintained.



WORKING CONDITIONS

Physical Demands

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 time per week for a high degree of intensity. The Deputy Warden of Operations is required to walk up and down stairs frequently during each shift to effectively manage what is taking place in a large corrections facility.

Environmental Conditions

The incumbent works in a secure environment where there can be exposure to communicable diseases. This rate of exposure increases when the incumbent is engaged in direct intervention with offenders which happens from time to time. Inmates suffering from AIDS, TB and Hepatitis are often admitted to the facility.

Sensory Demands

The incumbent must use the combined senses of sight, touch, 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 behavior that poses a significant safety risk. There is a constant risk in such an environment that any staff member might be the object of a physical attack. Further, the incumbent works in a secure environment that, isolated by its nature, results in exposure to high-risk situations.

The incumbent may be subject to phone calls and direct disruption to family life during off-duty hours.

KNOWLEDGE, SKILLS AND ABILITIES

- Verbal and written communication skills.
- Leadership, problem solving and team building skills.
- Management skills.
- Ability to supervise staff and motivate people/teams to develop their full potential.
- Ability to manage a diverse set of responsibilities and coordinate multiple activities.
- Ability to work in a culturally diverse environment.
- Ability to respond under pressure, to lead and direct during crisis situations.
- Theoretical understanding and ability to assess and evaluate human behaviour and offender issues.



- Interpersonal skills.
- Understanding of corrections policy, procedures and security operations.
- Knowledge of practical corrections techniques with the ability to exercise sound judgment in application (use of restraints, non-violent crisis intervention, suicide intervention, etc.).
- Ability to interpret court documents (i.e. warrants of committals, fine defaults, remand warrants, etc.).
- Knowledge of and the ability to use MS Operating Systems, MS Office, Internet and E-mail applications.
- Knowledge of Occupational Health and Safety (Workplace Safety, WHMIS) issues and processes.
- Knowledge of job specific technical equipment/measures (use of restraint equipment, non-violent crisis intervention, PPCT, fire suppression techniques and pepper spray).
- First Aid and CPR certification.
- Knowledge of suicide intervention and crisis intervention techniques.
- 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:

Completion of but not limited to a secondary school education with 5 years of related experience including 1 year of supervisory experience.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Incumbent must be First Aid and CPR certified.

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