



## IDENTIFICATION

Department	Position Title	
Justice	Case Manager	
Position Number	Community	Division/Region
82-3819	Yellowknife	Corrections/NSCC

## PURPOSE OF THE POSITION

The Case Manager will provide persons in custody with case management and support to facilities, 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.

## SCOPE

- Reporting to the Case Management Supervisor.
- Working with supervisors and managers to adhere and maintain operational priorities and objectives.
- Caseload and location will vary dependent upon the facility to which the worker is assigned – up to 40 persons in custody per caseload.
- Management of persons in custody who are under the authority of Territorial and Federal conditional releases, acts or judicial sanctions.
- Completes persons in custody risk assessments.
- Completes Temporary Absences/Release applications.
- A significant portion of the persons in custody case management will occur at the facility level however incumbent will conduct community assessments/visits in off-site locations (e.g.: Salvation Army, work release and early release programs.).
- Coordinates the transfer of persons in custody to and from other Correctional Centres and Federal Penitentiaries.

- Liaises with other government and community agencies, (i.e. Facilities, Crown, RCMP, Social Services, counseling resources), in order to effect the proper supervision of persons in custody.
- 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 HR Manual).

## **RESPONSIBILITIES**

### **1. Accountable for Case Management services within their facility.**

- Follows and maintains institutional security procedures.
- Provides case management and guidance to persons in custody who are subject to warrants of committal, probation orders, conditional sentence orders, federal conditional releases (Parole), pre-adjudication releases, custody and community supervision orders and other related court orders.
- Attends court (Justice of the Peace Court, Youth Justice Court, Territorial Court, and Supreme Court) as a subject matter expert to provide assessments of persons in custody given situation, community resources, etc.
- Reviews and interprets court documents to ensure the proper and lawful detention of persons in custody.
- Monitors and evaluates persons in custody behaviour and reports and intervenes when appropriate to ensure compliance to the sentence/case plan.
- Applies informal and formal disciplinary action of persons in custody and participates in the review process.
- Maintains on-going communication with other institutional and probation staff to ensure consistent approach to case management processes and competency in the provision of services to persons in custody.
- Identifies and informs supervisors of challenges, developments and concerns.
- Researches, evaluates and recommends processes/standing orders based on legislation, acts and environmental influences, and recommends changes to directives and standing orders.
- Participates in institutional case management meetings.
- Maintains accurate and comprehensive case management files in accordance with recognized case management practices (Corrections Offender Management System (COMS)).
- Verifies collected information to ensure accuracy and reliability by conducting further interviews and examining existing records.
- Completes monthly statistical reports in a timely manner.
- Assists staff in assessing, managing and evaluating person in custody's behaviour.

- Participate in or facilitate relevant staff training.
- Mentors staff to competently perform case management role.

**2. Accountable for the delivery of case management 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.**

- Collects information through assessments and interviews with the persons in custody, the persons in custody's family, employers, teachers, counsellors and other collateral sources to provide insight and address persons in custody's dynamic and static needs in the development of case management objectives.
- Verifies collected information to ensure accuracy and reliability by conducting further interviews and examining existing records.
- Timely completion of the risk management assessment tools to identify a persons in custody's specific risk factors and formulate a therapeutic treatment plan/case plan to address these concerns and shares with persons in custody as appropriate.
- Integrates obtained information into a comprehensive and detailed assessment, which is then shared with relevant Justice System participants.
- Initiates Temporary Absence/Release process and follow-up presenting their cases for decision with recommendations regarding the suitability of persons in custody for community releases to the Temporary Absence Board.
- Participates in planning (i.e. penitentiary placement, temporary absence, etc.) with both Territorial and Federal corrections and makes recommendations regarding retention under the exchange of services agreement in order to facilitate the persons in custody's integration from a custodial setting to the community.
- Completes documentation and coordinates the transfer of persons in custody to and from other Correctional Centres and Federal Penitentiaries.
- Ensures persons in custody awareness and adherence to procedure and protocol pertaining to judicial orders.
- Maintains accurate and comprehensive case management files in compliance with recognized case management practices using the Corrections Offender Management System (COMS/ client files).
- Completes risk/need assessment and makes referrals to appropriate persons in custody program placement and evaluates persons in custody participation.
- Makes case management decisions as required.
- Communicates with community corrections staff colleagues to ensure coordinated case management.
- Conducts preliminary review, documentation and makes recommendation to Regional Supervisor for Territorial Director Reviews as required.
- Attends and testifies as an officer of the court as required.
- Coordinates visits and/or escorts and transports persons in custody on visits, community outings, legal appearances, etc.

### **3. Accountable for Community Projects, programming and policy in support of opportunities for rehabilitation and community level initiatives.**

- Liaises with inter-agency groups to coordinate the delivery and development of community-based services to enhance community safety and service.
- 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 need 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.

#### **WORKING CONDITIONS**

##### **Physical Demands**

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 increase when the incumbent is engaged in direct intervention/case management with the persons in custody.

##### **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, persons in custody groupings/gangs).

##### **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. Potentially to hostile and unpredictable behaviour that poses a significant safety risk. This risk is magnified given the availability of intoxicants and weapons within the community. 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.

Incumbent may be subject to phone calls and unplanned community contacts from hostile clients or family members during off duty hours.

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

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Proven theoretical understanding of human behaviour and persons in custody issues.
- Proven ability to assess and evaluate human behaviour.
- Proven knowledge of practical corrections techniques with the ability to exercise sound judgment in application (use of restraints, non-violent crisis intervention, and suicide intervention).
- Ability to interpret legislation, policy and court documents (i.e. warrant of committals, fine defaults, remand warrants etc.).
- Proven leadership skills and team building skills.
- Ability to work independently with limited supervision.
- Strong theoretical understanding of corrections programming.
- Ability to develop community members (volunteers and agencies), in both experiential and formal learning approaches.
- Ability to solve complex problems.
- Proven interpersonal skills with the ability to effectively communicate orally and in writing.
- 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.
- Proven conflict resolution and negotiation skills.

### **Typically, the above qualifications would be attained by:**

A Diploma in a Social Science related field combined with two years of current case management experience in the Corrections/ Social Services field, or an equivalent combination of education and experience. Recent experience working with persons in custody in a case management capacity is required.

A Class 5 driver's license is required. Awareness of 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

**Indigenous language:** Select language

Required

Preferred