



#### **IDENTIFICATION**

<b>Department</b>	<b>Position Title</b>	
Justice	Case Management Supervisor	
<b>Position Number</b>	<b>Community</b>	<b>Division/Region</b>
82-4007	Yellowknife	Corrections/ NSCC

#### **PURPOSE OF THE POSITION**

The Case Management Supervisor is responsible for case management support and supervision services in order to address needs and assist in the rehabilitation and reintegration of persons in custody, who are subject to institutional based court sanctions to promote the principles of restorative justice through community development and partnerships within departmental guidelines of the Northwest Territories.

The Case Management Supervisor is responsible for maintaining the high standards of case management and sentence administration services delivered within the North Slave Correctional Complex (NSCC) for adult and youth to ensure specific risks are addressed to reduce the risk to the public upon release. As part of the Divisional team, this position will ensure the ongoing provision and evaluation of policy and services which supports the Corrections Mission, Vision and Value statement.

#### **SCOPE**

The Case Management Supervisor, NSCC reports to the Assistant Warden and is located in Yellowknife. This position will supervise three (3) Case Managers and one (1) Territorial Sentence Administrator.

The incumbent oversees the sentence administrative process for the adult and youth units at NSCC and will oversee the processing of 40-50 persons in custody per week (2000-2500 per year). Oversees the overall function and processes of Admissions/Discharge of the NSCC.

The incumbent will manage the Case Management services in the adult and youth units and is responsible for a caseload of up to 25 adult persons in custody. The incumbent maintains a system of quality assurance of the case management processes at the NSCC and maintains ongoing communication with the Program Supervisor to ensure appropriate programs are being delivered to meet assessed needs of persons in custody.

A significant portion of case management will occur at the facility level however the incumbent may conduct community assessments/visits in off-site locations i.e.: work release and early release programs. The incumbent will also liaison with other government and community agencies (Facilities, Crown, RCMP, Correctional Services of Canada (CSC), Social Services and counseling resources) in order to effect the proper supervision of persons in custody.

Delegated spending authority (for escorts and persons in custody travel) on a travel budget of \$150,000.00 to \$170,000.00 per year.

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 the entire complex to ensure compliance with established standards.**

- Provides case management mentoring and support to case managers.
- Review and evaluate case plans for quality assurance.
- Ensures Case Managers maintain accurate and comprehensive case management files in accordance with recognized case management practices (Corrections Offender Management System (COMS)).
- 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.
- Participate in or facilitate relevant staff training.
- Supervises and mentors staff to competently perform case management role.
- Manages and distributes case load for each Case Manager to maintain a workload balance.
- Monitoring Case Management plans in order to ensure systematic progress.
- Conducts reviews of the current non-compatible listing for relevancy.

**2. Monitors and is accountable for the delivery of case management services and procedures within departmental guidelines to ensure persons in custody are prepared for reintegration into society.**

- Collects information through assessments and interviews with persons in custody, their 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.
- Conducts and audits the 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 agencies when required.
- 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.
- 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.
- Ensures persons in custody awareness and adherence to procedure and protocol pertaining to judicial orders.
- Completes risk/need assessment and makes referrals to appropriate offender program placement and evaluates persons in custody participation.
- Communicates with community corrections staff colleagues to ensure coordinated case management.
- Conducts preliminary review, documentation and makes recommendation to Regional Manager 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.
- Maintaining statistics and record keeping.
- Responsible for the internal placement and Risk Management Assessment of all persons in custody admitted to the Correctional Complex.

**3. Supervision of the sentence administration process within the complex**

- Responsible for the overall sentence management of sentenced and remanded persons in custody.
- Perform regular audits of sentence calculations.
- Ensures compliance to sentence administration process.
- Liaises with the Manager Sentence Administration and Systems located at Corrections Headquarters to ensure the most current procedures are in place for the monitoring of the sentence Administration process.

- Maintaining statistics and record keeping.
- Assisting in planning, developing and monitoring of Correctional Centre programs and Case Management policies, and programs.
- Acting as a resource to all staff for Case Management functions
- Responsible for the internal placement and Risk Management Assessment of all persons in custody admitted to the Correctional Complex.
- Assisting in planning, developing and monitoring of NSCC Case Management functions, policies and programs.
- Participates in the selection of volunteers to the NSCC.
- Reviews volunteers involved with programming at the NSCC.
- Liaison with the Program Supervisor as required.
- Supervising and coordinating the sentence management process in order to ensure inmate sentences are being effectively managed.
- Responsible for the supervision of case managers and case management services.
- 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 custody.
- Monitors and evaluates persons in custody behavior 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 institutional, probation and CSC staff, to ensure consistent approach to case management processes and competency in the provision of services.
- Identifies and informs Deputy Wardens and Assistant Warden 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.
- Manages institutional case management meetings.
- Completes monthly statistical reports in a timely manner. Completes and reviews persons in custody risk assessments.
- Reviews Temporary Absences/Release applications.
- Coordinates and assists with the transfer of persons in custody to and from other Correctional Centres and Federal Penitentiaries.
- Arranging "Administrative" transfers.
- Under the direction of the Assistant Warden, this position may be involved with disciplinary hearings.

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

- Liaises with government and non-government agencies 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 needs based on those identified in risk assessments (employability, skills, apprenticeship, recreation, chaplaincy, elder program etc.).
- Responsible for the development and oversight of persons in custody reintegration case plans.

**5. Responsible for staff management, within established guidelines, to ensure effective, efficient and motivated staff provides a safe and secure working environment.**

- Manages and approve employee leave to ensure effective facility operations.
- Facilitates meetings to provide staff with clear communications and appropriate direction relevant to policy and procedures.
- Ensures timely and accurate completion of Workers Compensation Board safety reports.
- Performs personal observations of staff job performance, reviews staff reports, and advises on appropriate training.
- Ensures timely and regular staff appraisals that are accurately completed and signed off.
- Addresses performance issues in a constructive manner and applies progressive discipline as required.
- Mediates staff and offender disputes as necessary and ensuring overall morale is maintained.
- Communicates with other Supervisors, Deputy Wardens and Management on personnel issues to ensure group involvement and knowledge is solicited.

**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**

- Strong supervisory skills.
- Proven labour relations ability and ability to manage staff.
- 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.
- Proven ability to lead a team as a role model for expected behaviour.
- Strong theoretical understanding of corrections programming.
- Strong ability to teach in classroom and practical setting (mentoring).
- Strong mentorship skills.
- 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 4 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. two years supervisory experience

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

**ADDITIONAL REQUIREMENTS**

**Position Security**

- ☐ 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**

- ☐ 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:** Choose a language

- ☐ Required
- ☐ Preferred