

Working Title Correctional Service Worker 1-2	Name
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Position Number	Reports to Position No., Class & Level Correctional Service Worker 3	Division, Branch/Unit Correctional Services Division / Young Offender Branch	Ministry PSES
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Present Class Correctional Service Worker 1-2	Requested Class
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Dept ID	Program Code	Project Code (if applicable)
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**PURPOSE:** Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see Non-Management Job Description Writing Guide [Pages 7-8](#)).

Working under the authority of the *Corrections Act*, *Youth Criminal Justice Act*, and related federal and provincial legislation, divisional policy as well as Standing Operating Procedures the Correctional Service Worker 1-2 provides for the care, custody and safety of young persons in a young offender centre with the goal of effective rehabilitation and reintegration. The Correctional Service Worker 1-2 provides security, supervision and support services for young persons including casework functions within the young offender centre. These functions are provided in a 24 hour operation with rotating shifts in a challenging work environment. The Correctional Services Worker utilizes a trauma-informed approach in all interactions, programming, and procedures with youth, families, co-workers, and external partners to promote positive outcomes for youth and a culture of health and safety for all. The Correctional Service Worker 1-2 is designated as a Peace Officer.

**RESPONSIBILITIES AND ACTIVITIES:** The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3-6 activities should be described (see Writing Guide [Pages 9-10](#)).

1. Performs a variety of security and young person supervision functions designed to ensure the physical and emotional safety of young persons and co-workers to prevent breaches of security, disturbances and other emergency situations by:
  - Controlling and monitoring young person movements.
  - Conducting formal and informal counts of young persons.
  - Conducting searches of young persons and the environment in a manner that is trauma sensitive and respectful of the person’s rights and dignity.
  - Maintaining practical skills in the use of security equipment.
  - Escorting young persons to approved community outings, appointments, activities, interviews or treatment.
  - Assisting in the co-ordination and supervision of recreational leisure and work activities and programs.
  - Conducting rounds to interact with individuals and groups of young persons and responding to notable sudden or unusual changes.
  - Participating as a member of the centre response team as required and /or otherwise responding to emergency situations as they arise.
  - Consistently using trauma-informed approaches to minimize the need for restrictive interventions.
  
2. Builds and maintains trusting and collaborative relationships with youth to promote positive behaviours by:
  - Engaging in consistent, supportive interactions with youth.
  - Responding to questions, concerns, complaints and problems by communicating transparently, offering guidance, clearly explaining rules and procedures, and making appropriate referrals.
  - Role modeling appropriate interactions.
  - Helping to resolve conflicts between young persons and others.
  - Responding to immediate individual young person crisis issues, such as family conflict and suicidal ideation.
  - Assists young persons on an ongoing basis to help with adjustment problems and/or to liaise between the

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young person and stakeholders to provide support.

3. Classifies and places young persons to ensure appropriate and safe housing of young persons by:
  - Assessing admissions to determine classification and placement as required.
  - Assigning young persons to appropriate housing units and cell placements.
  - Referring and/or assigning young persons to programs or work placements with consideration for the youth's self-identified needs, strengths, and goals.
  - Completing/updating appropriate intake and admission records, population boards, data bases (Offender Records and Correctional Administration (ORCA)) and other related placement documentation.
4. Develops case and transition/reintegration plans to provide opportunities for young persons to address concerning behaviour patterns and/or issues by:
  - Gathering information through collaborative discussions with youth, documentation and collateral information so as to understand youth's needs, strengths, and goals to develop an initial case plan.
  - Referring young persons to appropriate in-centre programs to address identified issues and/or behaviour, including medical and psychological concerns, ensuring consideration of gender and culture needs.
  - Monitoring and updating case plans through interviews, conferences, family/guardian contact, program progress reports, as well as other sources of information and to document changes.
  - Preparing reports for the Youth Justice Courts, as required, and providing testimony as ordered/requested by the Court.
  - Ensuring that case plans evolve to emphasize release/reintegration planning, which includes appropriate referrals to community programs for support.
  - Completing records and updating casework documentation to reflect case/transition plans and changes thereto.
  - Completing calculations on fine option and community service orders and made arrangements for their completion.
5. Participates in the administration of the unit and centre to ensure good order in the operation routine and function by:
  - Maintaining a good working knowledge of Young Offender Branch Centre Policy, Standing Operating Procedures and Security Standing Orders as well as rules and regulations.
  - Attending and participating in meetings and musters.
  - Completing a range of reports and documentation of the unit and/or centre.
  - Submitting reports on young person behaviour, and observation reports.
  - Providing background for Behavioural Incident Reviews, investigations and making recommendations.
6. Attends training to maintain a high standard of professional development by:
  - Attending and participating in formal in-service training.
  - Attending and participating in technical training.
  - Attending and participating in various emergency and response team training.
  - Providing assistance and on-the-job training to new staff, volunteers and field placement students.

**SCOPE:** List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide [Pages 11-12](#)).

The Correctional Service Worker 1-2 works with youth from diverse backgrounds who often have complex needs. Many youth in custody have experienced significant trauma, which can result in profound physical, emotional, behavioural, spiritual, and cognitive impacts. Youth who have experienced trauma may face challenges regulating emotions, have difficulty demonstrating socially appropriate behaviours, and may engage in high-risk behaviours. As such, challenging situations may arise that require collaborative problem solving, trauma-informed de-escalation skills, and crisis management skills.

Under the direction of a Correctional Service Worker 3 and/or Correctional Peace Officer 3 the incumbent has considerable independence in making decisions related to day to day operations and casework functions. They are responsible to directly supervise and manage the activities of individual or groups of young persons in keeping with Young

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Offender Branch Centre Policy, Standing Operating Procedures and Security Standing Orders.

**KNOWLEDGE, SKILLS & ABILITIES:** Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 12-14](#)).

- Correctional Service Worker 1 – University graduation in a related field or two-year diploma in a related field plus two years related experience
- Correctional Service Worker 2 – University graduation in a related field plus two years related experience or two-year diploma in a related field plus four years related experience.
- Ability to observe and assess behaviours.
- Ability to develop a case plan and provide guidance, direction and advice to young persons.
- Security knowledge and skills.
- Basic computer skills.
- Excellent verbal and written skills.
- Excellent interpersonal skills, including abilities to demonstrate compassion, respect, and developmental sensitivity. Awareness of Indigenous Culture and history (colonization, the residential schooling system, and intergenerational trauma).
- Awareness of Acknowledgement, understanding and respect for cultural diversity.
- Self-reflective skills.
- Knowledge of trauma and its impact on development and behaviour is an asset.
- Knowledge of trauma-informed practice is an asset.
- Knowledge of organized crime/gang behaviour.
- Understanding of adolescent development and behaviour principles.
- Physical fitness.
- Valid driver's license.
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- Security knowledge and skills derived through on the job training and from participation in Correctional Services Induction Training – Youth.
- First Aid/CPR.

**CONTACTS:** Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide [Pages 14-15](#)).

**SUPERVISION EXERCISED:** List position numbers, class titles, and working titles of positions directly supervised (see Writing Guide [Page 15](#))

This position has no direct supervisory responsibilities of other employees.

**CHANGES SINCE LAST CLASSIFICATION REVIEW:** Identify significant changes, that have impacted the responsibilities assigned to your position since the last review (see Writing Guide [Pages 15-16](#)).

N/A

**ORGANIZATION CHART:** An organization chart that includes supervisor, peers and staff **MUST** be attached (see Writing Guide [Page 17](#)).

*This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any*

**questions about the collection of this information, contact the Job Evaluation Unit, 6<sup>th</sup> Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 780/408-8400 or contact your Ministry Human Resource Office.**

**Signatures**

The signatures below indicate that the incumbent, manager and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned (see Writing Guide **Page 16**)

**Incumbent**

\_\_\_\_\_

Name

Signature

Date

**Manager**

\_\_\_\_\_

Name

Signature

Date

**Division Director/ADM**

\_\_\_\_\_

Name

Signature

Date