

## Update

Ministry

Public Safety and Emergency Services

### Describe: Basic Job Details

#### Position

Position ID

Position Name (30 characters)

Probation Officer

Current Class

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

#### Employee

Employee Name (or Vacant)

### Organizational Structure

Division, Branch/Unit

 Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

### Design: Identify Job Duties and Value

#### Changes Since Last Reviewed

Date yyyy-mm-dd

2024-02-01

Responsibilities Added:

Community Corrections Branch has adopted Effective Case Management and has shifted from a risk management to a risk reduction model, therefore, the wording of the job description has been amended to support these changes. Duties and responsibilities have been updated to include Effective Practices in Community Supervision (EPICS), as well as the Branch's mission and vision statements.

Responsibilities Removed:

None.

### Job Purpose and Organizational Context

Why the job exists:

Working as Peace Officers designated under the authority of the Corrections Act, Probation Officers provide a broad range of community corrections programs and services to adult and youth clients including Probation, Fine Options, Alternative Measures/Extrajudicial Sanctions, Pre-trial Supervision, Deferred Custody and Supervision, Community or Conditional Supervision, Conditional Sentences, Temporary

## Absences, and Provincial Parole.

Probation Officers conduct investigations, prepare reports, attend Court, facilitate and complete all elements of effective case management while supervising clients within applicable federal and provincial legislation, divisional policies and procedures, and relevant operational manuals to maintain correctional and rehabilitative programs.

Probation Officers work with individuals from a diverse range of cultural backgrounds. Clients may display a range of needs and behaviours including hostility, emotionality, manipulation, resistance, addiction, trauma, mental health concerns, and may require culturally sensitive intervention.

### Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

#### 1. Investigate and prepare factual reports for adult and youth clients:

- Complete Pre-Sentence Reports to provide information and assist the Court in determining appropriate sentences for adult and youth clients
- Conduct Community Investigations to assist in developing release plans for offenders in custody
- Complete thorough and accurate risk/needs/strengths assessments to provide effective case management and enable appropriate case planning
- Complete client violation and progress reports for Court as required
- Complete a variety of investigative reports that may include travel for home visits and/or field visits
- Conduct personal interviews with the client and/or supportive individuals in their life (ie. family, friends, employers, etc), as well as personal or telephone contact with collateral sources to obtain information for reports

#### 2. Provide Effective Case Management services:

- Consider information obtained from the client and collateral sources, Pre-Sentence Report, and/or file documentation to complete branch supported risk/needs/strengths assessments at initial, case review, transfer, and termination as required
- Facilitate client reporting at a designated office or in the community, as required
- Create and continually review Case Plan objectives based on results of ongoing risk/need/strengths assessments to address client's criminogenic needs through the use of targeted interventions, and set targets for change to assist in measuring outcomes
- Develop Case Plans in collaboration with the client
- Complete case notes to provide an accurate and permanent file record of offender interactions and progress towards Case Plan objectives
- Participate in case conferences with community partners and collateral contacts
- Complete regular Case Reviews and Termination Summaries and update risk/needs/strengths assessments to accurately reflect client's progress towards Case Plan objectives and adherence to Court-ordered conditions
- Refer clients to appropriate community treatment or counselling programs to address identified needs and/or meet Court or program conditions, and monitor progress and attendance
- Utilize effective interviewing skills and evidence-based practices to target criminogenic needs and assist in motivating clients to make lifestyle and attitude changes with the goal of having the client develop more pro-social and non-criminal behaviour
- Address non-compliant behaviour in relation to the risk level of the client and in conjunction with the severity of the non-compliant behaviour
- Utilize available technologies, programs, resources, or community partners to monitor and enforce client conditions such as house arrest/curfew and residence confirmation

#### 3. Monitor compliance and initiate action in accordance with divisional policy to enforce legal requirements:

- Report violations of conditions of legal orders or programs by completing appropriate documentation and reporting through designated process (eg. Probation Violation Report) and submit to Crown Agent
- Prepare suspension reports to advise of a violation of custodial release program and submit to the correct authority. Direct client to closest correctional centre or notify the centre that warrants are

## required

- Prepare Court Reviews at the Court's request to assist in reviewing community sentences

## 4. Engage in continuous learning and development:

- Complete formal and on-the-job training
- Maintain an up-to-date working knowledge of all applicable division/branch policies, visions and values, procedures, and relevant acts and legislation
- Continue working towards skill development in current and future Branch policy, programs and initiatives
- Collaborate with supervisor/manager to create yearly performance agreements to support professional development and career growth
- Stay informed of training opportunities and utilize developmental resources to ensure ongoing learning and development

## 5. Additional responsibilities including:

- Contribute to Community Corrections' positive involvement and profile within the community through supporting criminal justice initiatives that align with the mandate of or are supported by Public Safety and Emergency Services
- Provide liaison and appropriate training to Youth Justice Committees and other community agencies as required
- Participate in public education and information programs as required by supervisor and act as a role model/ambassador within the community
- Attend other community corrections offices and Court as required to support and liaise with Judges, Court clerks, and Crown Prosecutors to provide evidence and speak to reports
- Complete administrative forms and reports with respect to the administration of community corrections programs (eg. Fine Option Program waivers, AMP and EXJS agreements)
- Provide assistance with training new staff and supervising volunteers and students from approved post-secondary institutions
- Foster and support a diverse and inclusive work environment

## Problem Solving

### Typical problems solved:

Probation Officers have considerable independence in making decisions, often critical and timely, related to the supervision of clients and maintenance of their caseload. Through the use of evidence-based practices and effective case management Probation Officers must make decisions and act as change agents to address client risk and needs in order to reduce recidivism and help keep communities safe.

### Types of guidance available for problem solving:

To address emerging issues and aid in decision making and problem solving, Probation Officers may utilize:

- Consultation and open dialogue with the Senior Probation Officer, Manager, other members of the office team, and/or community partners
- Branch policy and procedures
- Evidence-based practices and past experiences
- Department's Mission Statement and Vision
- Knowledge of the criminal justice system
- Criminal Code of Canada and other relevant legislation
- Strong communication and investigative skills
- Internet and other informational sources

### Direct or indirect impacts of decisions:

Decisions made at the Probation Officer level can impact clients and members of the general public, as well as possibly affect community partners and agencies.

## Key Relationships

### Major stakeholders and purpose of interactions:

#### Internal Partners:

Senior Probation Officer - Daily contact to case conference, receive direction and feedback, inform and

support

Manager - Daily/weekly contact to conference, inform, receive direction and feedback

Other POs - Daily/weekly contact to conference, and to ensure consistency across offices and province

Indigenous Program Coordinators - Contact as required to liaise, consult, and case conference

Courts - Contact as required to liaise, respond to concerns, problem solve, and conference

Correctional Centres - Contact as required to liaise, respond to concerns, problem solve, and conference

Crown Counsel - Contact as required to liaise, respond to concerns, problem solve, and conference

ORCA/IT - Contact as required to discuss concerns, problem solve

**External Partners:**

Clients - Daily contact to direct, supervise and problem solve

Police/RCMP - Weekly/monthly contact to share information, liaise, consult, and maintain positive relations

Government and Community Partners (AHS, Children and Family Services, etc) - Weekly/monthly contact to share information, liaise, consult, and maintain positive relations

Client Collateral Contacts/General Public - Contact as required to listen, inform, assist, educate and problem solve

**Required Education, Experience and Technical Competencies**

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)	Arts		

If other, specify:

Job-specific experience, technical competencies, certification and/or training:

CSW I: Two-year diploma in a related field plus two years related experience; or a related one-year certificate and one year of related experience. Directly related education or experience considered on the basis of one year of education for one year of experience; or one year of experience for one year of education. Must be physically able to perform position duties and must hold a valid driver's license.

CSW II: University graduation in a related field plus 2 years related experience; or a two year diploma in a related field plus 4 years related experience; or completion of the in-service Criminal Justice Certificate plus 5 years related experience (applicable only to employees who have completed the certificate prior to it being discontinued on December 31, 2017). Must be physically able to perform position duties and must hold a valid driver's license.

Knowledge of applicable legislation including: Criminal Code of Canada, Corrections Act, Youth Criminal Justice Act, and CCB policies and procedures.

Knowledge of trends and responsibility factors relating to the Criminal Justice System and Alberta offender population, specifically an awareness of; Indigenous culture, domestic violence, organized crime and gang behaviour, cultural diversity, addictions, trauma and mental health issues, and patterns and types of offences for adolescents and adults, as well as the different strategies required for supervision.

Knowledge and understanding of effective intervention and client supervision including:

- Client Service, which entails supporting clients through evidence-based case management strategies to address criminogenic needs and decrease the likelihood of further criminal activity
- Framework for Effective Case Management (ECM)
- Core Correctional Practices (Relationship skills, anti-criminal modeling, effective reinforcement, effective disapproval, and effective use of authority)
- Risk, Needs and Responsivity Principle (RNR)
- Effective Practices in Community Supervision (EPICS) structured model for client sessions
- Interventions based on cognitive and social learning theories including Behavioural Chain, Cognitive Restructuring, Cost-Benefit Analysis, Structured Skill Building/Problem Solving, and Graduated Rehearsal
- Other evidence-based practices including motivational interviewing (MI)

Probation Officers must also display the following technical competencies:

1. Effective Case Management - The Probation Officer understands the framework for effective case management and has the ability to utilize the framework in their day to day dealings with clients.
2. Client Service - The Probation Officer understands the importance of risk reduction and encourages use of evidence based practices.
3. Organizational Skills - The ability to prioritize competing workload pressures in an effective manner and contribute to the organization's goals.
4. Investigation - Gathering information from varied sources by engaging in critical thinking process to gather, analyze, and interpret information to formulate reports and make decisions related to case planning.
5. Self-Management - The Probation Officer understands and is conscious of the implications of their interactions with others.
6. Purposeful Writing - Communicating ideas and information with appropriate professional and objective tone. Is able to write clearly and succinctly in a variety of communication settings and styles.
7. Interviewing - Communicating with others using a broad range of communication styles including motivational interviewing techniques to: Convey information in a respectful tone and manner, gather relevant information, ensure compliance with supervision and case management, and secure information for case management and reports.
8. Interpersonal Skills - The set of abilities enabling a Probation Officer to interact positively and work effectively with others.

### Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level A B C D E	Level Definition	Examples of how this level best represents the job
Systems Thinking	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Observes and understands larger impact of role:</p> <ul style="list-style-type: none"> <li>• Sees impact of work on organization; anticipates change in own area based on activities in other areas</li> <li>• Considers how own work impacts others and vice versa</li> <li>• Ask questions to understand broader goals</li> <li>• Aware of how organization adds value for clients and stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>- Working to reduce recidivism, increase public safety, and improve client success</li> <li>- Supporting collaborative case planning with stakeholders and prioritizing case plan actions</li> <li>- Making file decisions impacting courts, community partners, and other stakeholders</li> </ul>
Creative Problem Solving	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Is open to new ideas and breaks problems down to identify solutions:</p> <ul style="list-style-type: none"> <li>• Breaks down problems into small parts</li> <li>• Constructively questions and challenges the norm</li> <li>• Open to other's perspectives and aware of own</li> <li>• Contributes ideas for improving processes, and</li> </ul>	<ul style="list-style-type: none"> <li>- Finding programs and creative solutions for hard-to-reach clients and unique situations in case management</li> <li>- Using critical thinking to offer fresh perspectives to help solve common problems</li> <li>- Recognizing the need for information from multiple sources for effective decision</li> </ul>

		<p>adapts existing practice to address problems</p>	<p>making.</p> <ul style="list-style-type: none"> <li>- Comparing information and input from various sources when making decisions.</li> <li>- Understanding the limits of discretion and decision making authority.</li> <li>- Applying legislation, policies and procedures when identifying problems and possible solutions.</li> <li>- Assessing probable consequences of decisions, and being able to explain rationale for decisions as required.</li> <li>- Re-framing situations in order to solve problems or create alternative solutions.</li> </ul>
Agility	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> <li>• Takes opportunities to improve work processes</li> <li>• Anticipates and adjusts behaviour to change</li> <li>• Remains optimistic, calm and composed in stressful situations</li> <li>• Seeks advice and support to change appropriately</li> <li>• Works creatively within guidelines</li> </ul>	<ul style="list-style-type: none"> <li>- Adapting to constant changes in policy, messaging, office dynamics, and community partners</li> <li>- Quickly adjusting in response to unforeseen circumstances</li> <li>- Remaining flexible and being able to prioritize tasks</li> <li>- Demonstrating adaptability and embracing change</li> <li>- Adapting to changes in client risk and needs</li> </ul>
Drive for Results	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Actively sets goals and remains open to advice on reaching them:</p> <ul style="list-style-type: none"> <li>• Sets goals and prioritizes work</li> <li>• Identifies and corrects areas for improvement</li> <li>• Suggests actions; asks for advice when lacking information or multiples priorities</li> <li>• Operates within APS value system</li> </ul>	<ul style="list-style-type: none"> <li>- Maintaining a good understanding of policy and implementing changes</li> <li>- Working under pressure to meet case work demands and achieve personal, office and branch goals</li> <li>- Asking for and implementing feedback</li> <li>- Completing effective Performance Agreements and striving to achieve goals</li> <li>- Holding self accountable</li> </ul>

			to set goals and achieve desired outcomes
Develop Networks	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Maintains collegial internal relationships and understands external network:</p> <ul style="list-style-type: none"> <li>• Seeks to understand perspectives and needs of others</li> <li>• Follows through, has integrity and respect for others</li> <li>• Helps and follows through</li> <li>• Keeps key stakeholders informed; is professional and respectful</li> </ul>	<ul style="list-style-type: none"> <li>- Building and maintaining positive working relationships with various other staff, GOA departments and external agencies for collaboration and information sharing (ie. Children and Family Service, local police, AHS, etc)</li> <li>- Networking to support case management and decision-making processes</li> <li>- Engaging in committees, meetings, and liaising with partners and stakeholders</li> <li>- Establishing support networks with peers and supervisors</li> </ul>
Build Collaborative Environments	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works in an open honest manner with colleagues:</p> <ul style="list-style-type: none"> <li>• Creates sharing opportunities</li> <li>• Actively shares, accepts and listens to others</li> <li>• Recognizes conflict, respects and discusses opinions openly</li> <li>• Supports group even to learn from mistakes</li> <li>• Recognizes differing interpretations</li> </ul>	<ul style="list-style-type: none"> <li>- Contributing to a safe and healthy worksite by displaying the APS Core Values</li> <li>- Consider diverse, cross-cultural perspectives, professional situations and working styles.</li> <li>- Respect and support the unique abilities and practice styles of colleagues.</li> <li>- Contribute positively by sharing information and listening to others' points of view.</li> <li>- Accept and provide feedback in a constructive manner.</li> <li>- Demonstrate accountability to the team and its purpose and goals by following through on commitments.</li> </ul>
Develop Self and Others	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Develops own career and reduces barriers for others:</p> <ul style="list-style-type: none"> <li>• Creates development plan with supervisor and seeks feedback</li> <li>• Reflects on performance to identify areas of improvement</li> </ul>	<ul style="list-style-type: none"> <li>- Setting personal and professional goals and monitoring own progress</li> <li>- Completing regular performance agreements</li> <li>- Participating in continuous training and skills development</li> <li>- Staying updated on</li> </ul>

		<ul style="list-style-type: none"><li>• Offers knowledge and insight to others</li><li>• Supports career development of direct reports</li></ul>	<p>policies, processes and best practices</p> <ul style="list-style-type: none"><li>- Seeking personal and professional opportunities for growth.</li><li>- Accepting and implementing feedback</li></ul>
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