

NON-MANAGEMENT JOB DESCRIPTION POINT RATING EVALUATION PLAN

Working Title Correctional Service Worker		Name	
Position Number	Reports to Position No., Class & Level	Division, Branch/Unit Correctional Services Division, Custody Operations Branch	Ministry Public Safety and Emergency Services
Present Class Correctional Service Worker 1-2		Requested Class	
Dept ID	Program Code	Project Code (if applicable)	

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*, related Federal and Provincial legislation, Divisional Policy as well as Standing Operating Procedures, the Correctional Service Worker provides for the custody and care of adults in remand and Correctional Centres. Each Correctional Service Worker creates a better Alberta by supporting, guiding and inspiring adults to make positive, sustainable and lawful choices. In addition to being designated as a Peace Officer, the Correctional Service Worker delivers a broad range of effective case work, programming and support services to offenders in effort to affect positive offender behavior change. Utilizing evidence-based practices the Correctional Service Worker develops a case plan and is responsible for referrals to appropriate programs using assessment tools and incorporating collateral contacts such as; Court ordered assessments and reports (i.e.: Presentence Reports, Gladue Reports, cultural assessments). Correctional Service Workers are responsible for taking into consideration the adults criminogenic needs to reduce recidivism.

The Correctional Service Worker is required to collaborate with both internal and external stakeholders to develop a comprehensive case plan to address adult risk, need, behaviors and supports required for successful reintegration into the community. The Correctional Service Worker works in partnership with community stakeholders and adults in custody to develop a meaningful and collaborative release plan, focusing on areas of need and required supports.

These functions in conjunction with providing supervision and security of adults are implemented in a twenty-four hour operation in a challenging and potentially hostile environment.

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. Develops case and transition/reintegration plans to provide opportunities for adults to address offending behaviour patterns and/or issues by:

- gathering information through offender self-disclosure, documentation and collateral information so as to develop an initial case plan collaboratively with adults;
- obtaining and utilizing Court ordered assessments and reports (i.e.: Presentence Reports, Gladue Reports, cultural assessments and FASD assessments) for the purpose of developing effective case plans;
- referring adults to appropriate in-centre programs to address identified criminogenic needs and/or

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behaviour, including medical and psychological concerns;

- monitoring and updating case plans in Offender Records and Correctional Administration (ORCA) through interviews, conferences, family/guardian contact, program progress reports, as well as other sources of information and to document changes;
- preparing reports for the Courts, as required, and providing testimony as ordered by the Court;
- ensuring that case plans evolve to emphasize release/reintegration planning, which includes appropriate referrals to community programs and services for support;
- complete Service Planning Instrument (SPIn) assessments as required;
- complete Temporary Absence (TA) and Parole application packages and waivers when required;
- complete Freedom of Information and Protection of Privacy (FOIP) Section 32 referrals and packages as required;
- completing documentation on fine option and community service orders and makes arrangements for their completion.

2. Maintains effective relations to promote positive behaviours by:

- responding to questions, concerns, complaints and problems by offering guidance, explaining rules and making appropriate referrals;
- utilizing a system of rewards and reinforcement;
- role modeling appropriate interactions;
- resolving conflicts between adults in custody and others;
- responding to immediate individual adult crisis issues, such as family conflict and suicidal ideation and ensuring appropriate referrals are made;
- providing stimulation packages to adults;

assists adults on an ongoing basis to help with adjustment problems within the centre and/or to liaise between the adult and stakeholders to provide support.

3. Classifies and places adults to ensure appropriate and safe housing of adults by:

- assessing admissions to determine classification and placement, as required;
- completing Security Risk Assessments (SRAs);
- assigning adults to appropriate housing units and cell placements;
- completing Placement Assessment Tool (PATs) as required;

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- referring and/or assigning adults to programs or work placements;
- completing/updating appropriate intake and admission records, data bases and other related placement documentation;
- liaison with other provincial correctional centre staff for the purposes of placement and housing;
- knowledge of Administrative Segregation and policies surrounding case work and Correctional Service Worker responsibilities.

4. Participates in the administration of the unit and centre to ensure good order in the operational routine and function by:

- maintaining a good working knowledge of Divisional Policy and Procedures, Centre Standard Operating Procedures and Emergency Procedures, 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 adult behaviour, and observation reports
- providing background for disciplinary hearings; investigations and making recommendations for discipline;
- working collaboratively with Correctional Peace Officers to ensure essential operational security;
- acting as the Hearing Adjudicators Assistant, when operationally required.

5. 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 practicum students;
- self identifying individual training needs and collaborating with your designated supervisor to meet these training needs.

6. Performs a variety of security and supervision functions designed to ensure the care, and custody of adults to prevent breaches of security, disturbances and other emergency situations

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by:

- guiding and monitoring adult movements;
- conducting formal and informal counts of adults;
- conducting searches of adults and the physical plant;
- maintaining practical skills in the use of security equipment;
- exercising effective disciplinary responsive measures through the enforcement of centre rules;
- escorting adults to approved community outings, appointments, activities, interviews or treatment;
- assist in the coordination and supervision of recreational leisure and work activities and programs;
- conducting rounds to observe behaviour and mood of individual and groups of adults and reporting notable sudden or unusual changes;
- participating as a member of the centre Response Team, as required and/or on a departmental Tactical team as selected.

Move

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](#)).

Under the direction of a Correctional Service Worker III and/or a Deputy Director of Programs the incumbent has considerable independence in making decisions related to day to day operations and delivery of case management services. They are responsible to directly supervise and manage the activities of individual or groups of adults in keeping with divisional policies and procedures and centre operating procedures. The Correctional Service Worker is responsible for connecting with related community partners, internal staff and external stakeholders to achieve a comprehensive wraparound approach to case management services, in addition to maintaining positive and professional working relationships. There is a significant degree of intuitive judgement required to recognize anomalies of adult behaviour that may, if not detected and addressed early, result in dangerous incidents.

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](#)).

- Ability to observe and assess behaviours.
- Ability to develop an effective and responsive case plan and provide guidance, direction and advice to offenders.
- Security knowledge and skills.
- Basic computer skills.
- Knowledge of Offender Records and Correctional Administration (ORCA) and Justice Online Information Network (JOIN).

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- Knowledge and understanding of the Service Planning Instrument (SPIn).
- Knowledge of Security Rating Assessment and Placement Assessment Tools.
- Knowledge and understanding of the Freedom of Information and Protection of Privacy (FOIP) Act.
- Excellent verbal and written skills.
- Excellent interpersonal skills.
- Knowledge and understanding of trauma and FASD informed principals and practice.
- Awareness of Indigenous Culture.
- Awareness of cultural and gender diversity.
- Awareness of community resources and supports.
- Knowledge of organized crime/gang behaviour.
- Offender management skills.
- Knowledge of Conditional Release Policies and Procedures.
- Excellent time management and problem-solving skills.
- Individual must be physically able to preform the job duties of the role
- Must possess valid and current first aid and CPR certificates.
- Possess a valid class 5 driver's license.
- Typically requires a related diploma or degree, professional certification and experience.
- Knowledge of Legislation and Departmental policies and Standing Operating Procedures.
- Must be able to wear Personal Protective Equipment (PPE's) and be clean-shaven** where the face piece of the equipment seal to the skin of the face (as per the Occupational Health and Safety Code, Section 250(2)).
- **Exemptions from being clean-shaven may be requested on medical or religious grounds.

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

Clients	Frequency	Nature and Purpose of Contact
Internal		
Departmental Managers and Senior Managers, supervisors	Daily/Weekly	Information is shared and provided to DDP/ Centre Director and operational managers as required.
Correctional Service Worker supervisors	Daily	Receives direction, leadership, supervision, coaching, oversight, mediation, support, identification of training needs and information sharing.
Correctional Centre staff	Daily	Work in collaboration with Correctional Peace Officers (CPO) and centre staff to ensure safety, and supervision of offenders. Work with CPOs and centre staff to achieve positive offender behavior change through effective case work and programming.
Adults in custody	Daily	Respond to concerns, shift operational tasks, Request for Interviews, Conditional Release needs and denials, all encompassing case management and program service functions.

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Community Corrections Offices/Attendance Centre	Daily/Weekly	Exchange information for case planning and general case management.
External		
Other correctional jurisdictions	Weekly/Monthly	Requests for information, transfers, collaboration for adult release planning.
Community partners/ Stakeholders and non-profit organizations/ members of the public	Weekly/ Monthly	Consult and participate in meetings, focusing on a collaborative nature to ensure effective program and case management delivery based on needs.

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](#)).

- In support of the Effective Case Management in custody initiative, this job description was reviewed to ensure Provincial standardization of the Correctional Service Worker position. In alignment with the ministry's goals of using responsive measures to achieve a reduction in recidivism, the areas of case management and programming have been clearly defined and an emphasis has been placed on evidence-based practices in corrections.
- Inclusion of PPE's as per the Occupational Health and Safety Code, section 250(2).

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, 6th 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