

NON-MANAGEMENT JOB DESCRIPTION  
POINT RATING EVALUATION PLAN

Working Title Stockkeeper		Name All OS2 Staff in (Stores, Property, & Warehouse)	
Position Number	Reports to Position No., Class & Level	Division, Branch/Unit Correctional Service	Ministry Justice and Solicitor General
Present Class OS2		Requested Class OS4	
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).

A Stockkeeper at Edmonton Remand Centre provides secure, accurate, reliable material management service to staff, and to inmates. This is accomplished through the issuance of inmate clothing and consumable supplies, receiving, cataloguing, safekeeping, retrieval and reissuance of inmate personal property (valuables, clothing, cell effects), monitoring and responding to requirements for supplies and consumables used throughout the Centre, issuance and recording of uniform, clothing and related supplies to Centre staff.

A Stockkeeper also functions as a focal point for information and requests from Centre staff, management, inmates, and the public. This position exercises sound judgement and exhibits professionalism when delivering support services and administration of property on a continuous 24/7 rotating shift basis in a potentially volatile 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)

- Maintains all aspects of Inmate Stores Operations.
  - Receive, store, safeguard, and catalogue inmate property as set out in policy and procedures ensuring the Centre does not become liable for lost, damaged or destroyed third party property by:
    - Documenting and tracking inmate property received upon admission to the Centre and released upon discharge from the Centre, or when released to the inmate or to other specified individuals,
    - Verifying inmate identity when admitted and when released,
    - Storing, maintaining custody of and safeguarding inmate property and personal effects,
    - Resolving issues with Offender Records and Correctional Administration (ORCA) as they arise and bringing serious issues to the attention of ORCA trainers,
    - Prioritizing job responsibilities, exercising sound judgement.
  - Contribute to the effective, efficient and accurate transfer of inmate property ensuring inmate property is traceable and can be accounted for in accordance with property management principles by:
    - Liaising with staff at other provincial and federal institutions regarding the status of inmate property,
    - Coordinating the preparation of daily inmate transfers with Admission and Discharge staff,

**RESPONSIBILITIES AND ACTIVITIES** The first of the job is broken down into several sections and activities. Each section is followed by the job responsibilities which are normally divided into four categories: Forensic and Personal Property, Inmate Property, Inmate Valuable Property and Inmate Accounts. The following table provides a summary of the activities and responsibilities for each section. (See Appendix A, Page 10-11)

- Responding in a timely and professional manner to inquiries from the public, from staff and from inmates regarding the status of inmate property,
- Gathering information regarding missing and disputed property, to locate misplaced property, or determine its most likely location or status,
- Responding to requests by security staff and police to access inmate personal property, ensuring accountability and procedural compliance at all times,
- Receiving, scanning, and searching inmate property pursuant to an inmate request or property exchange,
- Storing, safeguarding, and verifying the contents of all inmate bulk property received by the Centre. Ensuring procedural compliance when allocating bulk items to the appropriate area,
- Responding to the expectations of unit officers and inmates in regards to recently transferred inmates and the timely arrival of inmate's cell effects and property,
- Responding to requests from AHS regarding prostheses and medical devices kept in inmate stores.
- Maintains supply levels ensuring new admission processes can continue uninterrupted by:
  - Communicating with Laundry staff to ensure the periodic and regular flow of clothing and supplies between Stores and Laundry,
  - Condemning and replacing items that have reached the end of their useful life or that are in unusable condition,
  - Ensuring condemned inventory is prepared for repair or properly disposed of,
  - Communicating with Warehouse staff to ensure Warehouse held supplies are kept at adequate levels.
- Maintains all aspects of Inmate Valuable Property Operations.
  - Receive, store, safeguard, and catalogue inmate-valuable property as set out in policy and procedures ensuring the Centre does not become liable for lost, damaged or destroyed third party property by:
    - Inspecting and verifying property received from outside agencies, such as: the Edmonton Police Service, Royal Canadian Mounted Police, Sheriffs,
    - Verifying the accuracy of any documentation accompanying the valuable property, noting and clarifying variances as required,
    - Completing documentation in respect of receipt and release of inmate valuable property,
    - Ensuring compliance with protocols for transfer of property between agencies and institutions.
    - Maintaining custody of valuable property at all times.
  - Managing valuable property
    - Responding to inquiries from other provincial and federal institutions regarding the status of inmate valuable property.
    - Following appropriate channels and protocols and exercising sound judgement when resolving deficiencies or inaccuracies,
    - Coordinating with A and D staff daily transfers and court attendees,
    - Coordinating with Inmate Accounts, the safe storage of high value items, and recording of negotiable currency and cheques,

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- Ensuring adherence with proper protocols during the process of transferring inmates and their valuable property,
  - Responding in a timely manner to varied inquiries regarding valuable property while managing stakeholder expectations,
  - Safeguarding restricted property and adhering to the appropriate safety and security protocols when managing restricted property.
  - Receiving and maintaining documentation in regard to restricted mail added to valuable property,
  - Gathering information regarding missing and disputed property so as to establish responsibility and to locate property, or determine its most likely location,
  - Adhering to safety and security protocols in regards to medication and prescriptions held in the valuable property vault and responding to requests from Alberta Health Services staff regarding medications and prescriptions.
  - Receiving and responding in a timely and professional manner to ad-hoc requests by phone and in writing from inmates, staff, Correctional Peace Officers, and managers in respect of issues relating to valuable inmate property.
- Maintain all aspects of the Warehouse Operations.
    - Receiving and verifying shipments according to accepted procedures,
    - Distributing supplies to the units observing all security protocols,
    - Communicating with Correctional Peace Officer 3's in order to ensure adequate supply levels on each pod,
    - Exercising good judgement when stock levels of supplies and uniforms fall below thresholds required to ensure timely replenished and availability to users,
    - Handling dangerous and hazardous materials in compliance with appropriate safety protocols at all times,
    - Ensuring pod storage rooms are kept in an orderly and tidy state,
    - Ensuring Centre records are disposed of in a safe, secure, and timely manner,
    - Responding in an appropriate and timely manner to staff requests regarding issuance or repair of uniforms and duty gear,
    - Maintaining complete and accurate records of uniforms and duty gear issued to staff.
    - Ensuring all inmate property to be shipped is assembled in the warehouse and registered for shipment to the appropriate correctional institution.
  - Performs sundry duties related to inmates stores ensuring the units' smooth operation by:
    - Conducting daily spot checks to identify areas requiring corrective action,
    - Taking action to correct identified problems and deficiencies, referring problems to supervisor where required,
    - Assisting the duty driver when necessary.

**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).

This position provides services in the Edmonton Remand Centre (ERC); the busiest and largest correctional institution in Canada, housing up to 1,952 inmates of all security classifications and both genders. Reporting to the Stockkeeper Supervisor, the position is responsible for the secure storage and precise accounting of third party and government property. Services are provided in an operational environment in which timeliness is required and is complicated by the overall scope of the operation and the unpredictable and sometimes dangerous behaviour of inmates.

Services are provided to inmates, staff, outside agencies, members of the public and to other institutions. Requests for services are complicated by this position's need to work autonomously and as part of a team in responding to competing demands from parties whose agendas are typically not coordinated. Service provision and problem solving is often done in real-time with a service recipient standing at the service window.

Adherence with policies and procedures is a key factor towards ensuring the Centre does not become liable for financial claims and staff and inmates are kept safe.

**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).

This position requires:

- Knowledge of ERC standard operating procedures and Adult Centre Policies and Procedures in order to provide services in a safe way that aligns with overall Centre and Branch operations,
- Knowledge of and ability with Offender Records and Correctional Administration (ORCA) computer software for use in recording the receipt and disposal of inmate belongings during inmate admission, discharge and transfer processes,
- Knowledge of Freedom of Information and Privacy Protection Act to ensure confidentiality is maintained when dealing with members of the public,
- Communication and documentation skills to capture and record details of requests and enquiries while maintaining a professional demeanor during interactions that can at times be stressful,
- Able to exercise sound judgement and to prioritize job responsibilities in a demanding and high volume setting,
- Able to maintain accuracy and procedural compliance in a demanding and high volume setting.

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

- Daily contact with Correctional Peace Officers throughout the Centre, and with sentence administration, to coordinate job tasks and to share information,
- Periodic contact with management and ORCA trainers in working to resolve issues and improve operations,
- Periodic contact with security and programs staff in the provision of employer furnished uniforms and equipment,
- Daily contact with Edmonton Police Service, RCMP, Sheriff's, Canada Border Security Agency and other correctional agencies in the processing of inmates and their belongings,
- Frequent contact with Inmate Accounts staff in the processing of high value inmate assets and negotiable currency,
- Periodic contact with staff from SNC Lavalin in resolving infrastructure issues and deficiencies,
- Periodic contact with suppliers and delivery personnel in requesting and receiving supplier provided items,
- Daily contact with inmates of all security levels and both genders in the processing of new admissions, transfers, discharges and property requests,
- Frequent contact with members of the public in processing property exchanges and releases.

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

- Although the Stockkeeper has no direct supervisory responsibilities, the task of training new staff largely and consistently falls upon the Stockkeeper.

**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)

- Implementation of ORCA.
- Delivery of all cell effects to the units.
- Written receipts for accounts.
- Size and capacity of Warehouse/Stores/Property.
- Stockkeepers are required to maintain a working and operational knowledge of all three areas (Warehouse/Stores/Property).
- As per policy changes, AHS staff are no longer providing inmates with future appointment dates, these letters are being forwarded to Property to be added to the inmate's valuables.
- Cheques, bank drafts, money orders were once dropped in the safe to be sent up to Accounts. Stockkeepers have now taken a larger workload and must place all these items in the inmates valuable property. Stockkeeper is then responsible for providing these monetary notes to accounts as per inmate requests and must at times summon inmates from their units to endorse cheques that are later deposited to the drop safe for retrieval by Inmate Accounts.
- Supplies for units are no longer picked up by CPO's, operational services staff are responsible to deliver all these items to each pod.
- Occasionally the Stockkeeper is tasked with filling in for the centre duty driver.