

## New

Ministry

### Describe: Basic Job Details

#### Position

Position ID

Position Name (30 characters)

Requested Class

Job Focus

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

#### Job Purpose and Organizational Context

Why the job exists:

Working as Peace Officers designated under the authority of the *Corrections Act*, Correctional Service Workers provide community corrections programming and services to community corrections clients bound by electronic monitoring conditions.

Primary functions of the Correctional Service Worker will include administrative and case work tasks and responsibilities, as well as onboarding and policy adherent supervision of those clients with electronic monitoring conditions. Correctional Service Workers will be responsible for the management of the electronic monitoring technology, including creating offender/client profiles and supervision parameters, administering electronic monitoring court-ordered conditions and facilitating a timely response to non-compliance. Additionally, Correctional Service Workers will be responsible for case file monitoring of clients on the electronic monitoring program, which includes interpreting and responding to data from the electronic monitoring solution and client case-files, addressing and completing risk assessments and completing case-planning activities. Correctional Service Workers will assess files and will refer to a Probation Officer (CSW I/II) for casework beyond the scope of the Central Monitoring Unit.

This position follows applicable federal and provincial legislation, divisional policies and procedures and relevant operational manuals to maintain public safety. This position will follow shift work (including days,

evenings and night shifts) to cover the 24/7 operations of the Central Monitoring Unit.

## Responsibilities

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

### Case File monitoring:

- Client contact/reporting as required including to assess compliance.
- Review electronic monitoring court-ordered conditions with clients and reiterate expectations and consequences of non-compliance.
- Complete case notes in Offender Records and Correctional Administration (ORCA) database. These case notes must be accurate as they form permanent file record of the client's involvement with and progress while on community supervision.
- Complete supplemental case work and providing effective case management as required, including responding to client and stakeholder needs during and outside of regular business hours.
- Gather information and updates on clients to assist the local assigned Probation Officer.
- Monitor and identify changes in client behavior, and case conference with Manager, Supervisor, or Probation Officer. Document any changes in ORCA.
- Have a comprehensive working knowledge of risk assessments (Spousal Assault Risk Assessment, Service Planning Instrument, Pre-Trial Risk Assessment) and the ability to identify changes and update risk assessments.
- Identify when clients need to be redirected to a Probation Officer (CSWL/II) for further assistance or intervention.
- Identify when breach action may be required and report violations of conditions to appropriate authorities.
- Where required, report violations of conditions of legal orders by completing appropriate documentation and reporting the violation through designated process e.g. completes Probation Violation Report and submits to Crown Agent.
- Attend court to provide evidence for non-compliance issues and breaches as required.
- Respond to requests for information from stakeholders, including a court, in accordance with policies and legislation.
- Addressing and completing risk assessments and completing case-planning activities.

### Manage electronic monitoring solution:

- Gather and enter client personal information and demographics. This may include address, contact information, ethnic origin or Indigenous background, physical description, employment/education status, etc.
- Create, update and terminate client profiles on the electronic monitoring solution
- Provide clients with an overview of how to use the electronic monitoring device, and ensure proper functioning of the device.
- Set parameters of exclusion/inclusion zones and data, review data incoming to the electronic monitoring solution, analyze and respond to patterns of information.
- Review, analyze, and interpret the data or information contained in the electronic monitoring solution to determine suitable next steps for client supervision.

- Assist with the installation of electronic monitoring equipment including the device, ankle bracelet/straps and chargers providing technical and system support.
- Maintain inventory of electronic monitoring equipment, determining the need for new equipment, the replacement and/or return of existing equipment.

#### Application & Removal of Ankle Bracelet Device:

- Attend in person to correctional centres and community corrections offices, as required to orientate clients to the electronic monitoring program.
- Conduct installation of ankle bracelet devices on individuals' ankles, ensuring proper fit and functionality.
- Review onboarding documents, such as the Client Enrollment Form with clients
- Conduct removal of ankle bracelet devices, as required

#### Additional Responsibilities:

- Case conference with Manager, Supervisor, or Probation Officer regarding client needs, breach action, electronic monitoring condition compliance or other aspects related to policy and procedural guidelines.
- Communicate professionally with colleagues, clients, stakeholders, members of the public, and Justice partners including but not limited to Judiciary, Crown Prosecution Services, Court Services and Police.
- Work with CMU colleagues to foster a collaborative team environment.
- Liaise with Correctional Planning and Innovation's Business Transformation Unit regarding technology updates.
- Provide assistance with training new staff and supervise volunteers and students from approved post- secondary institutions.
- Maintain the integrity, vision and values of the Community Corrections Branch and Alberta Public Safety and Emergency Services
- Maintain an up to date working knowledge of all applicable Divisional/Branch policies and procedures and relevant Acts and Legislation
- Support the division by working with clients and stakeholders in correctional settings.
- Complete formal and on-the-job training, including Correctional Services Induction Training - Community (CSIT-C).
- Maintain confidentiality of information in accordance with privacy legislation.
- RCMP Canadian Police Information Centre (CPIC) data entry as required as well as conducting urgent or after hours CPIC queries and to send secure messaged to police agencies on request.

Other tasks require knowledge of program-specific databases as well as knowledge of Microsoft Office products (Word, Excel, Outlook).

#### **Problem Solving**

Typical problems solved:

Correctional Service Workers have considerable independence in making decisions, often critical and timely, related to the supervision of clients and their related electronic monitoring requirements. Correctional Services Workers respond to client queries, EM alerts and communications from other corrections staff, stakeholders and members of the public requiring responsiveness to a variety of

problems with public safety implications.

Types of guidance available for problem solving:

To address emerging issues and aid in decision making and problem solving, Correctional Service Workers may utilize:

- Consultation and open dialogue with the Supervisor, Manager, other members of the office team, and/or community partners
- Branch policy and procedures
- Evidence-informed 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 Correctional Service Worker level can impact clients and members of the general public, as well as possibly affect community partners and agencies.

Client experience with Community Corrections and the Electronic Monitoring program is impacted by decisions of CMU staff. CMU staff decisions can have public safety implications.

## Key Relationships

Major stakeholders and purpose of interactions:

### Internal Partners:

Supervisor - Daily contact to case conference, receive direction and feedback, inform and support.

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

Other Correctional Service Workers and Probation Officers - Daily/weekly contact to conference, and to ensure consistency across offices and the province.

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 and 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 (Sheriffs, 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.

EM solution vendor - Contact as required to discuss concerns and problem solve.

### Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation

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, must have access to a vehicle 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, must have access to a vehicle and must hold a valid driver's license.

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

Knowledge of trends and responsivity 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)
- Other evidence-based practices including motivational interviewing (MI)

Correctional Service Workers must also display the following technical competencies:

1. Effective Case Management - The Correctional Service Worker 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 Correctional Service Worker 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 Correctional Service Worker 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.

## Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
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>	
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 adapts existing practice to address problems</li> </ul>	
Agility	<input type="radio"/>	<input checked="" 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>	
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</p>	

		<p>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>	
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>	
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>	
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> <li>• Offers knowledge and insight to others</li> <li>• Supports career development of direct reports</li> </ul>	