

Correctional Service Worker – Subsidiary 3

APS Benchmark Listings

Sub.No.	Bench- mark	Department	Working Title Job Title	Know-How				Creativity/ Problem Solving		Responsibility		Total Points
				Prof./Comp. Cont.Div.	H.R. Skills	Points	%	Points	Profile	Points		
Correctional Service Worker 3 (Point Range 439 - 518)												
003	038CS05	Public Safety and Emergency Services	Supervisor, Correctional Service Worker	E+	I	3	264	33	87	R1	100	451
003	038CS06	Public Safety and Emergency Services	Senior Probation Officer	E+	I	3	264	33	87	R1	100	451
Correctional Service Worker 2 (Point Range 314 - 370)												
003	036WC03	Public Safety and Emergency Services	Correctional Service Worker	E-	I	3	200	33	66	R2	87	353
003	036WC04	Public Safety and Emergency Services	Probation Officer	E-	I	3	200	33	66	R2	87	353

Last Reviewed: January 2023

Subsidiary 3

Benchmark Evaluation – 038CS05

Identification Section

Working Title:	Supervisor, Correctional Service Worker
Department:	Public Safety and Emergency Services
Division, Branch/Unit:	Correctional Services Division, Custody Operations Branch
Reports To:	Manager
Levels to D.M.:	5
Job Description:	038CS05
Minimum Recruitment Standards:	See the Minimum Recruitment Standards for Correctional Service Worker
Pay Grade:	038CS – Correctional Service Worker 3

Comments on Role

The position is a designated Peace Officer as per the *Alberta Corrections Act*, responsible for the supervision and administration of at least one living unit within a correctional centre. The position supervises Correctional Service Workers, oversees the overall function and order of the living unit(s) and monitors casework and documentation processes, thereby contributing to the delivery of services that provide for the care and custody of inmate/young persons.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
E+ I 3 264	33% 87	R1 100	451

Comments on Evaluation

- **Knowledge:**

Professional/Content Knowledge:

The position requires in-depth theoretical knowledge of case management practices, cultural diversity, community awareness, and offender management typically obtained through a related diploma or degree and significant related experience. Supervisory skills are required to provide supervision, guidance, and training to subordinate staff and oversee offender management. The position requires working knowledge of administration and operational functions of the living unit, programs, and a knowledge of security operations of the centre. Working knowledge of legislation, divisional policies, and centre specific standing operating and emergency procedures, rules, and regulations to provide direction and interpretation to subordinate staff and overseeing/responding to offender management activities. The depth of program related content knowledge and additional breadth of administrative, security and supervisory knowledge support the push (+) on the rating.

- **Complexity and Diversity:**

This is a full supervisory position organizing, coordinating, reviewing, monitoring, training, and directing staff. The position also has ongoing responsibility for the coordination and administration of living unit(s) within a correctional centre.

- **Human Relations Skills:**

Position has ongoing oversight and supervision of offenders within their assigned living unit(s) and exercise the highest level of human relations skills to continually assess their behaviors, influence and motivate long-term behavior changes, to prepare the offenders to re-enter the community. This position goes beyond supervision of staff, typically reflected in a rating of 2 for HR Skills.

- **Creativity/Problem Solving:**

Reporting to a manager, the position has considerable independence in supervising and administering a living unit and programs and services delivered within the centre. Work is guided by legislation and established framework, policies, procedures, and standard operating procedures. The position encounters differing and variable problems/issues and must assess situations presented and develop appropriate responses, and/or course of action using professional judgement and experience to resolve and/or de-escalate the matter.

The position was not rated at 38% as it is not responsible for the development of new procedures and it has limited latitude to go beyond established parameters.

- **Responsibility:**

Although the position is a designated Peace Officer, the main purpose and intent of the role is delivery of programs and services to offenders, including supervision of staff, which support the R1 rating.

Last Reviewed: January 2023

Subsidiary 3 Benchmark

Job Description – 038CS05

Purpose

(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.)

Working under the authority of the *Youth Criminal Justice Act, Corrections Act*, related federal and provincial statutes and legislation, divisional policy, as well as Standing Operating Procedures, the Supervisor, Correctional Service Worker, supervises and administers a living unit within a correctional centre. In addition to being designated as a Peace Officer, the incumbent supervises Correctional Service Workers, oversees the overall function and order of a living unit, as well as monitors casework and documentation processes, thereby contributing to the delivery of services that provide for the care and custody of inmate/young persons.

Correctional Service Worker Supervisors create a better Alberta by supporting, guiding, and inspiring our clients to make positive, sustainable and lawful choices. Correctional Service Workers are to guide and support clients, both in custody and within the community through responsive measures and evidence-based practices to reduce their interactions with the criminal justice systems and ensure strong communities across Alberta.

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.)

Supervises staff to ensure appropriate professional development and training needs, as well as performance goals and standards are maintained by:

- Providing direction, coaching-counselling and ongoing feedback.
- Providing effective performance management by completing written performance objectives and performance evaluations.
- Identifying training needs and providing on-the-job as well as in-service training and guidance.
- Reviewing and recommending disciplinary measures to ensure appropriateness and effectiveness.
- Identifying recruiting needs and assisting in recruiting.

Performs and oversees administrative responsibilities to ensure good order in the operational routine and function of the unit and centre by:

- Maintaining a good working knowledge of divisional policy and procedures, centre Standing and Emergency Procedures, as well as rules and regulations, and is able to interpret and disseminate same to subordinates.
- Organizing and facilitating team meetings, as well as attending a range of meetings and musters as required.
- Contributing to the development and maintenance of a positive workplace.
- Writing, reviewing, monitoring, and providing feedback on reports and documentation relative to the unit/centre.
- Forwarding/completing reports and documentation on inmate/young person's behaviour and observation reports.
- Participating in Behavioral Incident Reviews, as well as providing feedback on Disciplinary Review Hearings, investigations and making recommendations for meaningful consequence.
- Participating in the classification and appropriate placement of inmate/young persons.

Monitors the development and implementation of case and transition/reintegration plans to ensure inmate/young person's inmate/young persons are provided with opportunities to address offending behaviour patterns and/or issues by:

- Providing input to and, where appropriate, support to the referral of inmate/young persons to in-centre programs.
- Writing/reviewing court reports to ensure standards are met prior to submission to the court.
- Conducting file and casework reviews and audits to ensure standards are consistently met.
- Attending and, as needed, chairing case conferences; completing all casework functions, as required, in the absence of the Living Unit Officer.

Performs, models and oversees a variety of security and supervision functions designed to ensure the care, and custody of inmate/young persons by:

- Providing guidance and training to subordinate staff to ensure appropriate completion of inmate/young person's monitoring and inmate/young person's counts.
- Monitoring and modelling searches of the physical plant and inmate/young persons to ensure thorough and systematic standards are met.
- Maintaining practical use and modelling same of all static security systems and equipment.
- Approving/providing input to ensure the use of effective disciplinary responsive measures to ensure the application of accepted principles.
- providing support and feedback to staff who coordinate and supervise recreational leisure and work activities and programs.
- Maintaining an ongoing awareness of the mood of individuals as well as groups of inmate/young persons to identify and implement approaches to deal with issues.

Provides support to programs and identifies program needs to ensure inmates/young persons' behaviour and issues are addressed by:

- Maintaining an understanding and awareness of inmate/young person's patterns with the goal to identify program needs.
- Providing support to existing programs and/or recommending changes thereto to ensure the programs target desired results.
- Providing support and maximizing the use of in-centre, as well as community programs, by ensuring inmate/young persons are appropriately referred.
- Initiating/facilitating programs through available resources to ensure program delivery.
- Submitting recommendations for program development as needs are identified.

Requests and attends training to maintain a high standard of professional development by:

- Attending and participating in formal in-service training.
- Attending and participating in technical and emergency response training to maintain a high degree of readiness and/or to conduct on-the-job training.
- Providing assistance and training to new staff, volunteers and field placement students.

Scope

(List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Under the direction of a manager, the incumbent has considerable independence in making decisions related to the supervision of subordinate staff and the administration of a living unit. This position carries a significant degree of responsibility requiring that incumbents contribute to having an impact on the safe and effective operation of their areas of responsibility as well as the centre.

Knowledge, Skills and Abilities

(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; and specific training, occupational certification/registration required for the job.)

Qualifications:

- Typically requires a related degree or diploma, professional certification, and experience.

Knowledge:

- Supervisory knowledge and skills.
- Knowledge of casework processes and related skills.
- Security knowledge and skills.
- Knowledge of organized crime/gang behaviour.
- Knowledge of legislation, divisional policies and Standing Operating Procedures.
- Awareness of indigenous culture and cultural diversity.

Skills and Abilities:

- Basic computer skills.
- Excellent verbal and written skills.
- Excellent interpersonal skills.
- Inmate/young person's management skills.
- Physical fitness.
- Valid driver's license.
- Time management and problem-solving skills.
- 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)).

Contacts

(The main contacts of this position and the purpose of those contacts.)

This position requires that the incumbent must guide and motivate staff under their supervision. This position requires contact with outside agencies, members of the public, as well as ongoing liaison with in-centre staff and management.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

This position supervises Correctional Services Workers.

Subsidiary 3

Benchmark Evaluation – 038CS06

Identification Section

Working Title:	Senior Probation Officer
Department:	Public Safety and Emergency Services
Division, Branch/Unit:	Correctional Services Division, Community Corrections Branch
Reports To:	Manager
Levels to D.M.:	5
Job Description:	038CS06
Minimum Recruitment Standards:	See the Minimum Recruitment Standards for Correctional Service Worker
Pay Grade:	038CS – Correctional Service Worker 3

Comments on Role

The Senior Probation Officer is responsible for the supervision of probation officers. Depending on geographical location, responsibilities may include administration of district offices and the supervision of administrative support staff. In addition to office administration and staff supervision, the Senior Probation Officer directly delivers a broad range of community correctional programs and services to adult and youth offenders, including probation, fine option, alternative measures/extrajudicial sanctions, pre-trial supervision, deferred custody and supervision, community or conditional supervision, and conditional sentence. The Senior Probation Officer is responsible for a complex case load of medium to high-risk clients and conducts investigations, prepares reports, attends court, completes related case management activities, and supervises offenders within applicable federal and provincial legislation, divisional policies, and procedures to maintain correctional and rehabilitative programs. The position is a designated Peace Officer under the *Alberta Corrections Act*.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
E+ I 3 264	33% 87	R1 100	451

Comments on Evaluation

- **Knowledge:**

- **Professional/Content Knowledge:**

- The position requires in-depth theoretical knowledge of case management practices, interviewing, counselling and investigative techniques, and principles of offender management, in addition to knowledge of probation and community programs and services delivered to culturally diverse offenders, acquired through graduation from a post-secondary program and considerable on the job

experience. Position requires a working knowledge of legislation, justice system, court documents, policies, standards, procedures, and processes. As a trainer, facilitator and coach of probation officers, the position has considerable in-service training in specialized tools and practice. The position also requires knowledge of supervisory practices and skills, office administration, and act as the “go to”/Subject Matter Expert, which support the push (+) on the E rating.

Complexity and Diversity:

The position requires an understanding of community probation programs and services within the justice system. As a supervisor, the position plans, organizes, assigns, trains, and directs subordinate staff for effective service delivery.

Human Relations Skills:

The position manages a complex caseload of clients requiring the highest level of interpersonal skills applying motivational and behavioral principles and approaches to effectively motivate and influence long-term behavior changes of offenders to make lifestyle and attitude changes towards non-criminal behavior. As a supervisor, position is directly involved with escalated cases requiring assessment of the issues and determination of best approach to influence long-term client behavior.

▪ **Creativity/Problem Solving:**

As a supervisor, position exercises critical thinking skills to direct staff (and/or when conducting offender/case management) encountering differing and variable complex and/or unusual situations. Position applies professional knowledge, practice, and experience to determine the appropriate approach to develop resolutions, recommendations and/or appropriate course of action. The position identifies the need and makes recommendations for new and/or revision to programs or policies, as well as assists with the development and implementation of policy change.

Position is not rated 38% as solutions are known and found within its body of knowledge and experience. Reporting to a manager, position is guided by a diverse framework of legislation, court orders, established policies, procedures, and precedents.

▪ **Responsibility:**

Although the position is a Peace Officer and performs senior probation officer responsibilities for a complex case load, the main purpose and intent of the role is supervising the delivery of programs and services, supporting the R1 rating.

Last Reviewed: January 2023

Subsidiary 3 Benchmark

Job Description – 038CS06

Purpose

(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.)

The Senior Probation Officer is the first line supervisor responsible for the supervision of probation officers. Depending on geographical location, this position may also include the administration of District Community Corrections Offices and the supervision of administrative support staff. In addition to office administration and staff supervision, Senior Probation Officer directly deliver a broad range of community correctional programs and services to adult and youth offenders, including probation, fine option, alternative measures/extrajudicial sanctions, pre-trial supervision, deferred custody and supervision, community or conditional supervision, and conditional sentence. The Senior Probation Officer conduct investigations, prepare reports, attend court, complete related case management activities, and supervise offenders within applicable federal and provincial legislation, divisional policies, and procedures to maintain correctional and rehabilitative programs.

Responsibilities and Activities

(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; and specific training, occupational certification/registration required for the job.)

Supervises probation officers and administrative support staff in district offices.

- Assists probation officers to develop effective offender supervision, case management and investigative and report writing skills.
- Assists direct reports in the completion of relevant performance excellence plans and agreements.
- Monitors staff performance and provides ongoing performance feedback.
- Works with Manager and Human Resources in the development of Performance Improvement Plans when necessary.
- Identifies training needs, provides on-the-job orientation and training, and ensures technical and formal training is provided through department resources.
- Provides supervision or assists probation officers in the orientation and evaluation of volunteers/students and associate probation officers (interns).
- Completes case notes, case summaries and termination reports to provide an accurate and permanent file record of offender involvement and progress towards case plan goals.
- Maintains regular personal contact in an office or in the community with offenders, collateral sources and partnering agencies.
- Participates in case conferences and makes client referrals to community agencies and resources.
- Utilizes effective interviewing skills to assist in motivating the offender to make lifestyle and attitude change with the goal of having the offender develop more pro-social, non-criminal behaviour.
- Monitors compliance and initiates action in accordance with divisional policy to enforce legal requirements.
- Reports 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.
- Prepares suspension reports to report violation of custodial release programs and submits the report to the correct authority. Ensures the offender is directed to the closest appropriate correctional centre or notifies the centre that warrants are required.

- Contributes 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 the Department.
- Provides liaison and appropriate training to Youth Justice Committees, community residential centres, treatment centres, or group homes and other community agencies as required.
- Participates in public education and information programs as required by supervisor and acts as a role model/ambassador within the community.
- Attends court as required, to liaise with judges, court clerks and Crown Agents and to provide evidence or speak to reports.
- Completes administrative forms and reports with respect to the administration of community corrections programs (e.g., Fine Option vouchers).
- Recruits and supervises volunteers, supervises students from approved programs at post-secondary institutions.
- Maintains up-to-date working knowledge of all applicable divisional policies and procedures and relevant acts and legislation.
- Completes formal and on-the-job training.
- Deploys staff to meet program and service needs and assists in developing the knowledge and skills of direct reports.
- Assists in the recruitment and selection of probation officers, assistant probation officers and administrative support staff as required.
- Attends to administrative requirements of all offices and sub-offices assigned, which may include expenditure officer responsibilities.
- Maintains accurate records of caseloads, investigative reports, and assignments
- Monitors all programs and services emanating from the District Office(s).
- Initiates and maintains contact with criminal justice and community agencies (e.g., judges, police officials, Crown Agents, other stakeholders).
- Ensures appropriate procedures are in place to verify compliance with and address any Occupational Health and Safety Concerns.
- Makes decisions with respect to various community corrections programs.
- Ensures probation officer casework/ documentation is completed in a timely and accurate manner and that offenders are supervised according to legal requirements, departmental classification and according to policy. Ensures files are routinely reviewed according to policy to monitor compliance.
- Completes quality assurance reviews on direct reports.
- Completes quality assurance reviews/audits relative to other probation officers/offices.
- Assists in the development and implementation of policy change.
- Reviews and approves all violation/variation reports, pre-sentence reports, community investigations and court reviews and files being transferred to another office.
- Reviews and approves young offender suspension reports for submission to Designated Managers for action.
- Ensures accuracy of legal documents prepared for court (e.g., Information).
- Approves the acceptance or rejection of clients from the Fine Option Program.
- Investigates and prepares factual reports under adult and young offender programs.
- Completes pre-sentence reports to assist the court in determining an appropriate sentence for adult and young offenders.
- Conducts community investigations to assist in developing release plans for offenders in custody.
- Completes offender histories to gather relevant social history information on offenders to assist in case planning.
- Completes a variety of investigative reports, which involve extensive community investigations that may include home visits, personal interviews with the offender or family members as well as personal or telephone contact with collateral sources.
- Prepares court reviews at the Court's request to assist the Court in reviewing community sentences.

- Provides effective case management services:
 - Completes case plans to identify offender issues and to develop case plan objectives.
 - Considers information obtained from the offender and collateral sources in a pre-sentence report or offender history, completes a risk assessment utilizing the SPIN or YASI risk assessment tool on all sentenced offenders within 45 days of commencement, at each case review and upon termination.

Scope

(List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The Senior Probation Officer administers all community programs for adult and youth offenders. The Senior Probation Officer also travels to circuit points and assigned sub-offices to provide supervision and training to direct reports in all locations. Provides information to the Court to facilitate the sentencing process. Acts as a role model and representative of Alberta Correctional Services in the community.

Knowledge, Skills and Abilities

(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; and specific training, occupational certification/registration required for the job.)

Qualifications:

- Directly related two-year diploma at minimum or related degree and three years' experience working as a correctional service worker or an equivalent combination of education and experience. Ongoing involvement in leadership/supervisory training and development.

Knowledge:

- Knowledge of legislation with respect to the Criminal Code, the Corrections Act, Youth Criminal Justice Act and Provincial Policies and Procedures.
- Knowledge of organized crime/gang behaviour.
- Knowledge of current literature related to the supervision of specialized client groups, for example, domestic violence and sex offenders, offenders with addictions and/or mental health issues to support the treatment being provided by the applicable treatment agencies.
- Awareness of indigenous culture and cultural diversity.
- Knowledge of Effective Practices in Supervision (EPICS). EPICS integrates the risk-need-responsivity (RNR) model with Core Correctional Practices (eg. relationship skills, anti-criminal modelling, effective use of authority, etc). These are correctional best practices in supporting client compliance with supervision orders while building skills to address the needs that brought them into the criminal justice system.

Competencies:

- Actively learns about the broader organization and stakeholders to effectively engage in systems thinking.
- Cultivates an environment for learning by utilizing others to assist in defining specific issues and create solutions.
- Encourages and challenges direct reports to take a broad and systems thinking approach to their problem solving and decision making.
- Champions and highlights the strategic importance of ongoing learning and development.
- Utilizes effective coaching, training and performance management to assist their direct reports to meet the following probation officer competencies:
 - Manage Information and People – Able to access, retrieve, input, analyze, apply, interpret and process information for investigative and casework processes.
 - Organizational Effectiveness – The ability to prioritize competing workload pressures in an effective manner and contribute to the organizational goals.

- Team Development – The ability to work cooperatively and collaboratively with a variety of teams within the workplace, community, and other government ministries/agencies to meet client and ministry goals and objectives.
- Investigation – The ability to gather information from varied sources by engaging in a critical thinking process to gather, analyze and interpret information to formulate reports and make decisions related to case planning.
- Problem Solving – Understanding the problem situation and its step-by-step resolution, based on planning and reasoning using goal-oriented thinking and action in situations for which no one solution exists.
- Self-Management – Understands his/herself and is conscious of the implications of their interactions with others.
- Purposeful Writing – The ability to communicate ideas and information with appropriate professional and objective tone. Able to write clearly and succinctly in a variety of communication settings and styles, to write clear and concise notes and reports.
- Interviewing – Able to communicate with others using a broad range of communication styles including motivational interviewing techniques to convey information in a respectful tone and manner with the goal of gathering relevant information to ensure compliance with supervision and case management or to secure information for case documentation and reports and to generally motivate offenders to make pro- social lifestyle and attitude changes.
- Interpersonal skills – The ability to interact positively and work effectively with others.

Contacts

(The main contacts of this position and the purpose of those contacts.)

Internal:

- Probation Officers daily to case conference, provide direction and feedback. Manager daily to conference, inform and receive direction and feedback.
- Other Senior Probation Officers weekly to conference, ensure consistency is maintained throughout the district/province Courts-to respond to any concerns, conference, problem solve.
- Correctional Centres to respond to any concerns, conference and problem solve.
- Staff Training Academy-discuss/arrange training relative to self and staff supervised. ORCA/IT-discuss concerns, problem solve.

External:

- Law enforcement agencies - liaise, conference, problem solve, maintain positive relations.
- FACS, AHS-Addictions and other local treatment agencies - liaise, conference, problem solve, become familiar with their treatment program, maintain positive relations.
- Offenders and their family members-discuss their concerns, problem solve.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

- Supervises probation officers and administrative support staff in district offices.

Subsidiary 3

Benchmark Evaluation – 036WC03

Identification Section

Working Title:	Correctional Service Worker
Department:	Public Safety and Emergency Services
Division, Branch/Unit:	Correctional Services Division, Custody Operations Branch
Reports To:	Supervisor, Correctional Services Worker (CSW3)
Levels to D.M.:	6
Job Description:	036WC03
Minimum Recruitment Standards:	See the Minimum Recruitment Standards for Correctional Service Worker
Pay Grade:	036WC – Correctional Service Worker 2

Comments on Role

The Correctional Service Worker provides care, custody, security, supervision, and program support services for inmates/young persons, with a focus on casework functions within the correctional centre (adult or youth). These functions are typically provided in a 24-hour operation with rotating shifts in a challenging and potentially hostile environment. The position is a designated Peace Officer under the *Alberta Corrections Act*.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
E- I 3 200	33% 66	R2 87	353

Comments on Evaluation

- **Knowledge:**

Professional/Content Knowledge:

The role requires theoretical knowledge of case management practices, counselling skills, cultural diversity, community awareness, and offender management typically obtained through a related diploma or degree and considerable related experience including completion of in-service training to deliver programs and services to offenders. Also requires an understanding and knowledge of the justice system, *Alberta Corrections Act*, related Federal legislation e.g., *Youth Criminal Justice Act*, and applicable Centre Standing Operating Procedures, Security Orders, policies. The pull (-) on the E reflects the defined scope of the work requiring the application of knowledge and skills to a specific assigned caseload of clients within a correctional centre.

Complexity and Diversity:

The position provides assessment of offender and needs for placement and referral to services and programs; and ongoing case management within a correctional centre requiring an understanding of how these functions are delivered in relation to security, supervision, and overall operations within the centre.

Human Relations Skills:

The focus of the role is the development, ongoing assessment, and evaluation of case plans, and program referrals to prepare the offenders to return to the community. The position exercises the highest level of human relations skills, utilizing behavioral and motivational theories and practices to significantly motivate and influence long-term behaviour changes.

▪ Creativity/Problem Solving:

Under the direction of a supervisor, the position exercises considerable independence within established guidelines, standard operating procedures, and policies in making decisions related to day-to-day operations and casework functions. The position is responsible for the development and implementation of case plans and performing appropriate client monitoring. This requires the ability to adapt programs, monitor progress through interviewing and observation, and assist offenders with advice and support. The position is responsible to directly supervise, monitor, and manage the activities of individual or groups of inmates/young offenders in keeping with divisional policies and procedures and centre operating procedures. There is a significant degree of intuitive judgement required to recognize anomalies of inmate/young offender behaviour that may, if not detected and addressed early, result in dangerous incidents.

Position is not rated 38% as it has access to immediate assistance in decision making, operates within established policies and guidelines and does not develop new procedures.

▪ Responsibility:

- Position is rated R2 in recognition of the security functions within the living unit and the resulting considerable enforcement authority in day-to-day dealings with offenders as designated Peace Officer.

Last Reviewed: January 2023

Subsidiary 3 Benchmark

Job Description – 036WC03

Purpose

(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.)

Working under the authority of the *Youth Criminal Justice Act, 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 inmates/young persons in a correctional centre. In addition to being designated as a Peace Officer, the Correctional Service Worker provides security, supervision and support services for inmates/young persons including casework functions within the correctional centre. These functions are provided in a 24-hour operation with rotating shifts in a challenging and potentially hostile environment.

Correctional Service Workers create a better Alberta by supporting, guiding, and inspiring our clients to make positive, sustainable, and lawful choices. Correctional Service Workers are to guide and support clients, both in custody and within the community through responsive measures and evidence-based practices to reduce their interactions with the criminal justice systems and ensure strong communities across Alberta.

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.)

Performs security and supervision functions designed to ensure the care, and custody of inmates/young persons to prevent breaches of security, disturbances and other emergency situations by:

- Guiding and monitoring inmate/young person movements.
- Conducting formal and informal counts of inmates/young persons.
- Conducting searches of inmates/young persons 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 inmates/young persons to approved community outings, appointments, activities, interviews, or treatment.
- Assisting 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 inmates/young persons 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.

Maintains effective inmate/young person relations to promote positive behaviour and alleviate tensions 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 inmates/young persons and others.
- Responding to immediate individual crisis issues, such as family conflict and suicidal ideation.
- Assisting inmates/young persons on an ongoing basis to help with adjustment problems and/or to liaise between the offender and stakeholders to provide support.

Classifies and places inmates/young persons to ensure appropriate and safe housing of offenders by:

- Assessing admissions to determine classification and placement, as required.
- Assigning inmates/young persons to appropriate housing units and cell placements.
- Referring and/or assigning inmates/young persons to programs or work placements.
- Completing/updating appropriate intake and admission records, population boards, data bases and other related placement documentation.

Develops case and transition/reintegration plans to provide opportunities for inmates/young persons to address offending behaviour patterns and/or issues by:

- Gathering information through inmate/young person's self-disclosure, documentation and collateral information so as to develop an initial case plan.
- Referring inmate/young person to appropriate in-centre programs to address identified issues and/or behaviour, including medical and psychological concerns.
- 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 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 making arrangements for their completion.

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

- Maintaining good working knowledge of divisional policy and procedures, Centre Standing 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 inmate/young offender behaviour, and observation reports.
- Providing background for Behavioral Incident Reviews; investigations and making recommendations for meaningful consequence.

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 what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Under the direction of a Correctional Service Worker 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 inmates/young offenders in keeping with divisional policies and procedures and centre operating procedures. There is a significant degree of intuitive judgement required to recognize anomalies of inmate/young offender behaviour that may, if not detected and addressed early, result in dangerous incidents.

Knowledge, Skills and Abilities

(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; and specific training, occupational certification/registration required for the job.)

Qualifications:

- Typically requires a related diploma or degree, professional certification, and experience.

Knowledge:

- Knowledge of organized crime/gang behaviour.
- Security knowledge and skills.
- Basic computer skills.
- Awareness of indigenous culture and cultural diversity.

Skills and Abilities:

- Ability to observe and assess behaviours.
- Ability to develop a case plan and provides guidance, direction and advice to inmates/young persons.
- Excellent verbal and written skills.
- Excellent interpersonal skills.
- Inmate/young person management skills.
- Physical fitness.
- Valid driver's license.
- 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)).

Contacts

(The main contacts of this position and the purpose of those contacts.)

Position counsel's inmates/young persons in relation to work and housing assignments. Must promote positive behaviour with inmates/young persons. Position interviews all new inmates/young persons to develop their initial case plan and, on an ongoing basis, assist inmates/young persons with their adjustment problems. Contacts are also made with outside agencies, members of the public, in-centre staff, and management, as well as probation officers.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

No supervision.

Subsidiary 3

Benchmark Evaluation – 036WC04

Identification Section

Working Title:	Probation Officer
Department:	Public Safety and Emergency Services
Division, Branch/Unit:	Correctional Services Division, Community Corrections Branch
Reports To:	Senior Probation Officer (CSW3)
Levels to D.M.:	6
Job Description:	036WC04
Minimum Recruitment Standards:	See the Minimum Recruitment Standards for Correctional Service Worker
Pay Grade:	036WC – Correctional Service Worker 2

Comments on Role

Working as Peace Officers designated under the authority of the *Alberta Corrections Act*, Probation Officers provide a broad range of community correctional programs and services to adults and young offenders, including probation, fine option, alternative measures/extrajudicial sanctions, pre-trial supervision, deferred custody and supervision, community or conditional supervision, and conditional sentence. At full working level, Probation Officers conduct investigations, prepare reports, attend court, complete all case management activities, and supervise offenders to maintain community correctional and rehabilitative programs.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
E- I 3 200	33% 66	R2 87	353

Comments on Evaluation

- **Knowledge:**

- **Professional/Content Knowledge:**

The role requires theoretical and practical knowledge of case management, investigative techniques, trauma-informed approaches to interviewing and counselling, human behavior, and cultural diversity awareness obtained through formal education (graduation from a related post-secondary program (e.g., Criminology, Correctional Services, Psychology), job experience and completion of on-the-job training. Knowledge of related federal and provincial legislation (e.g., Criminal Code, *Alberta Corrections Act*, and *Youth Criminal Justice Act*), policies, standards, procedures, tools, and systems (e.g., EPICS, SPIN, YASI) and court/probation operations and documentation are also required. The pull (-) on the E reflects that the scope of work is focused on the application of knowledge and skills to a specific caseload of clients within a community correction setting.

Complexity and Diversity:

The focus of the role is on completion of risk assessments, community investigation and preparing factual reports, compliance and enforcement activities, and case management services requiring an understanding of how probation services relate to the justice system within the community. The position acts as a change agent while working with offenders in reducing recidivism.

Human Relations Skills:

The position exercises the highest level of human relation skills, applying behavioral and motivational theories and practices, to understand and significantly influence individuals on probation, with the intent of motivating clients towards long-term non-criminal behavior and lifestyle changes for community re-integration.

▪ Creativity/Problem Solving:

The position is responsible for provision of a broad range of programs and services to a diverse client group (youth/adult), encountering differing and variable problems/situations requiring the application of professional judgment and practice to determine the appropriate solution/course of action. Issues can range from non-compliance, risk/needs, medical, psychological, spiritual, cultural, attitude/lack of motivation etc. requiring the position to assess the offender through interviewing and case management/conferencing to determine referrals to appropriate community programs. The position works with independence to develop, implement, and continually revise case plans based on assessment, collateral sources, interviewing, monitoring and ongoing assessment of the clients' risk and needs.

The position's responsibilities and actions are guided by a framework of legislation, policies, procedures, standards, and practices, established objectives, court order, and their delegation as a Peace Officer. Position is not rated at 38% as it is not responsible for developing new procedures or at the highest level of operational thinking. Assistance from the Supervisor is available, e.g., in interpreting court orders.

▪ Responsibility:

The R2 recognizes the position has legislated enforcement responsibilities over clients and ensuring compliance with court orders/direction e.g., probation orders as a Peace Officer, and also responsibilities for program delivery.

Last Reviewed: January 2023

Subsidiary 3 Benchmark

Job Description – 036WC04

Purpose

(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.)

Working as Peace Officers designated under the authority of the *Corrections Act*, Probation Officers provide a broad range of community correctional programs and services to adult and youth offenders, including all current programs e.g., probation, fine option, alternative measures/extrajudicial sanctions, pre-trial supervision, deferred custody and supervision, community or conditional supervision, and conditional sentence. Probation Officers conduct investigations, prepare reports, attend court, complete all case management activities, and supervise offenders within applicable federal and provincial legislation, divisional policies and procedures and relevant operational manuals to maintain correctional and rehabilitative programs.

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.)

Investigates and prepares factual reports under adult and young offender programs:

- Completes Pre-Sentence reports to assist the court in determining an appropriate sentence for adult and young offenders. Travel to conduct home and/or field visits may be required as part of the investigation.
- Conducts community investigations to assist in developing release plans for offenders in custody. Travel for home visits may be required.
- Completes offender histories to gather relevant social history information on offenders to ensure accurate completion of risk/needs assessments and to assist in case planning.
- Completes a variety of investigative reports, which involve extensive community investigations that may include travel for home visits, personal interviews with the offender or family members as well as personal or telephone contact with collateral sources.

Provides effective case management services:

- Considers information obtained from the offender and collateral sources, Pre-Sentence Report or Offender History; completes risk/needs assessments utilizing the SPIN or YASI risk/needs assessment tool on all sentenced offenders, at each case review and upon termination.
- Creates and continually revises case plans based on results of ongoing risk/needs assessments to address offender issues and to develop case plan objectives.
- Completes case notes to provide an accurate and permanent file record of offender involvement and progress towards case plan goals.
- Completes case reviews and termination reports to provide an accurate and permanent file record of offender involvement and progress towards case plan goals.
- Maintains regular personal contact in an office or in the community with offenders, collateral sources and partnering agencies.
- Participates in case conferences and makes offender referrals to appropriate community programs to address identified issues and or behaviour; including medical, psychological, spiritual, educational, and addictions concerns.
- Utilizes effective interviewing skills and other evidence-based practices to assist in motivating clients to make lifestyle and attitude changes with the goal of having the offender develop more pro-social, non-criminal behaviour.

Monitors compliance and initiates action in accordance with divisional policy to enforce legal requirements:

- Reports 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.
- Prepares suspension reports to advise of a violation of custodial release programs and submits the report to the correct authority. Ensures the offender is directed to the closest appropriate correctional centre or notify the centre that warrants are required.
- Prepares court reviews at the Court's request to assist the Court in reviewing community sentences.
- Contributes 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 the Department. Provides liaison and appropriate training to Youth Justice Committees, community residential centres, treatment centres, or group homes and other community agencies as required.
- Participates in public education and information programs as required by supervisor and acts as a role model/ambassador within the community.
- Travel to and attend court as required, to liaise with judges, court clerks and Crown Prosecutors and to provide evidence or speak to reports.
- Completes administrative forms and reports with respect to the administration of community corrections programs (e.g., Fine Option vouchers.)
- Provides assistance with training for new staff and supervise volunteers and students from approved post-secondary institutions.
- Maintains an up-to-date working knowledge of all applicable divisional/branch policies and procedures and relevant acts and legislation.
- Completes formal and on the job training.

Scope

(List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The Probation Officer administers all community programs for adult and youth offenders. The Probation Officer may travel to circuit points and work with Youth Justice Committees. The Probation Officer provides information to the court to facilitate the sentencing process. The Probation Officer is also a role model and representative of Correctional Services in the community. The Probation Officer acts as a change agent while working with offenders in reducing recidivism.

Knowledge, Skills and Abilities

(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, and specific training, occupational certification/registration required for the job.)

Qualifications:

- Directly related two-year diploma or related degree or an equivalent combination of education and experience.

Knowledge:

- Knowledge of legislation with respect to the Criminal Code, the *Corrections Act*, *Youth Criminal Justice Act* and Provincial Policies and Procedures.
- Knowledge of organized crime/gang behaviour.
- Knowledge of current literature related to the supervision of specialized client groups, for example, domestic violence and sex offenders, offenders with addictions and/or mental health issues to support the treatment being provided by the applicable treatment agencies.

- Probation Officers are now trained in Effective Practices in Supervision (EPICS).
- Awareness of indigenous culture and cultural diversity.

Skills and Abilities:

- Manage Information and People – Able to access, retrieve, input, analyze, apply, interpret, and process information for investigative and casework processes.
- Organizational Effectiveness – The ability to prioritize competing workload pressures in an effective manner and contribute to the organizational goals
- Team Development – The ability to work cooperatively and collaboratively with a variety of teams within the workplace, community, and other government ministries/agencies to meet client and ministry goals and objectives.
- Investigation – The ability to gather information from varied sources by engaging in a critical thinking process to gather, analyze and interpret information to formulate reports and make decisions related to case planning.
- Problem Solving – Understanding the problem situation and its step-by-step resolution, based on planning and reasoning using goal-oriented thinking and action in situations for which no one solution exists.
- Self-Management – Understands his/herself and is conscious of the implications of their interactions with others.
- Purposeful Writing – The ability to communicate ideas and information with appropriate professional and objective tone. Able to write clearly and succinctly in a variety of communication settings and styles, to write clear and concise notes and reports.
- Interviewing – Able to communicate with others using a broad range of communication styles including motivational interviewing techniques to convey information in a respectful tone and manner with the goal of gathering relevant information to ensure compliance with supervision and case management or to secure information for case documentation and reports and to generally motivate offenders to make pro -social lifestyle and attitude changes.
- Interpersonal skills – The ability to interact positively and work effectively with others.

Contacts

(The main contacts of this position and the purpose of those contacts.)

Colleagues, supervisor, manager, police, crown, service providers.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

No supervision.