

1. IDENTIFICATION

Position No. 05-02446	Job Title Correctional Caseworker I	Supervisor's Position Warden - NWCC	
Department Justice	Division/Region Corrections/Baffin	Community Iqaluit	Location Nunavut Women's Correctional Centre
Fin. Code: 05860-01-2-235-0563080-01-????			

2. PURPOSE

<p>Main reason why the position exists, within what context and what the overall end result is.</p> <ul style="list-style-type: none"> • The Department of Justice- Corrections Division plays a leading role in the criminal justice system by protecting the community through offender management and control. The Division manages all aspects of custody and supports offenders in making positive changes in their behavior and attitudes. • The Nunavut Women's Correctional Centre provides custodial supervision for female adults sentenced to incarceration of less than two years. It provides basic and advanced programs and additional services which balance risks and needs; ensures linkage with Community Corrections based on common programming and integrated case management; communicates with stakeholders and participates as a pro-active partner in the criminal justice system and the community in which it serves. • The Nunavut Women's Correctional Centre (NWCC) is a 12 bed correctional facility for female offenders. It utilizes advanced offender programming combining modern correctional and counseling principles with traditional and culturally relevant idealism. Offenders at NWCC are provided with a broad array of tools and services to assist them in addressing the criminogenic factors that drive their behaviors. • The management team of the correctional facility works within unique operational imperatives: risk-based supervision, proven rehabilitation programs, fiscal efficiency achieved primarily through well planned staff and shift management, compliance with legislation, policy, security and safety standards, 24 x 7 operation, and positive interactions with government, local agencies, interest groups, and the community. • The principles of Restorative Justice are used at NWCC to address relationships damaged through the commission of crimes. Offenders, families, victims and the community are all valued stakeholders in this process and programs will be targeted at repairing and restoring these relationships where operational needs allow. • The guiding principles of the Inuit Qaujimajatuqangit will be incorporated into the facility's practices and will serve as a key connection between our operations and the community we serve. • The Correctional Caseworker is the key component of a successful facility. Caseworkers must have good interpersonal skills and be able to deescalate assertive behavior without personalizing the conflict. Caseworkers are held to a higher standard both on and off duty, and are expected to contribute to, and participate in an engaged and professional work culture.
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3. SCOPE

Describe the impact the position has on the area in which it works, or if it impacts other departments, the government as a whole, or the public directly or indirectly. How does the position impact those groups/individuals, the organization and/or budgets. What is the magnitude of that impact?

- Under the direction of a Correctional Case Worker II this position is responsible for maintaining the security and safety of offenders within a designated area pursuant to established Department/Division/Facility policies, procedures and standards. This position is also responsible for case management and for performing other specialized duties within a correctional facility as required. Correctional Caseworkers will serve in a dual role that holds a greater focus on programming and case management of the inmates within NWCC
- This position is responsible for maintaining a case load of 2-5 inmates. This role will serve as an intricate part of the inmate's community based programs and all release considerations.
- This position is subject to rotational shift work that is a condition of employment.

4. RESPONSIBILITIES

Describe major responsibilities and target accomplishments expected of the position. List the responsibilities that have the greatest impact on the organization first and describe them in a way that answers *why* the duties of the position are being performed. For a supervisory or management position, indicate the subordinate position(s) through which objectives are accomplished.

Maintain the safety, security, management and control of offenders within a designated area by:

- Admitting and orientating offenders to the facility or unit, completing necessary forms and conducting security checks and searches, in accordance with facility policies and procedures;
- Conducting formal counts at pre-scheduled intervals and frequent informal counts;
- Searching offenders and their living/working/recreational activity areas on a frequent basis;
- Conducting security checks of doors, locks, screens, windows, gates, on a frequent and irregular basis;
- Providing dynamic security and instructional supervision to recreation programs in the gym or other program activities including leisure and work programs;
- Appraising behavioural situations that may be potentially dangerous, taking preventive measures and administering safety regulations as required, reporting situations to the supervisor;
- Resolving conflicts between offenders, assisting them to cope with their problems, counselling them in periods of stress, controlling hostile and aggressive behaviour, and managing deviant behaviours while encouraging them to accept responsibility for their actions;
- Consistently enforcing facility rules and regulations on a continuing basis, and holding offenders accountable for their actions;
- Applying appropriate levels of force when applying physical restraints and when using control equipment and tactics with aggressive/ violent/ special risk offenders;
- Supervising offenders while on medical escort or hospitalized, enforcing proper inmate conduct in public, maintaining proper security and safety measures and being aware of public perception;
- Escorting offenders to appointments in the community. ;
- Communicating security information to supervisors, both verbally and in writing, including making entries in log books, electronic summaries and reports;
- Completing incident reports and other forms used within the facility for legal purposes and to ensure effective communication within the facility when required;

- Monitoring non-privileged offender correspondence and telephone communication as directed, being cognisant of Freedom Of Information and Protection of Privacy Act;
- Arranging visits to offenders, screening and admitting visitors to the facility, and supervising visits;
- Provide clear and concise direction to offenders during emergencies such as fire drills and emergency lock downs;
- Responding to emergencies as required;
- Attending to injured or ill offenders and rendering first aid as needed;
- Directing offenders in the proper handling and disposal of hazardous materials;
- Prepare and/or Supervise the preparation of meals, ensuring correct menu items are being prepared and ordered.;
- Maintaining control and inventory of office supplies, food, dry goods, clothing, tools and equipment;
- Abiding by the Standards of Conduct for Corrections Employees, and
- Using established division and facility information technologies for documentation and communication;
- Ability to perform duties that contribute to building cleanliness;

Performs Case Management functions and facilitates core programs for offenders within the designated area of responsibility by:

- Providing case management services to offenders including admission orientation, sentence planning, problem solving, community re-entry planning, placement referrals, program recommendations, to ensure that their time is being used constructively while in custody;
- Providing counselling and/or answering questions for offenders with respect to a variety of subjects arising from their experience or incarceration, i.e. clarifying legal procedures, advising re: availability of resources/programs;
- Participating in and/or directing various program activities within the facility, i.e. recreational, work, leisure and/or educational programs;
- Utilizing the Corrections Offender Management System(COMS)

Training/evaluating/instructing offenders in a variety of work, recreation and leisure activities, monitoring the safe and correct use of equipment, to enhance skills and develop meaningful work habits, providing performance related feedback to the inmate;

- Explaining Rules and Regulations and/ or proper conduct and procedures to offenders when formulating case management plan and/or when correcting unsatisfactory behaviour;
- Assisting offenders with the completion of their temporary absence and parole applications and other forms, documents and papers;
- Processing offenders' requests or referring the request to the appropriate department for resolution. ;
- Logging information in inmate progress logs and COMS relative to conduct and activities;
- Providing monthly assessment reports on sentenced offenders, for the remission awards consideration;
- Preparing inmate progress reports at regular intervals or when requested and compiling information for other case managers or senior staff when required;
- Treating offenders in a humane, fair and respectful manner while encouraging a similar response; and
- Attending various meetings within the facility as required.

Performs other duties specific to a particular position as provided in the post functional job description in local Standing Orders, and as from time to time amended:

- Performing external security duties checking grounds, facilities for security/safety risks, unauthorized persons, intercepting intruder(s) and ascertaining their business and escorting them off the property or summoning police assistance if necessary;
- Performing segregation or special handling duties; supervising offenders assigned to the unit for disciplinary, security or behavioural reasons. Conferring with supervisors, nursing and psychological staff about the physical and mental condition of all offenders, with particular attention to high risk offenders;
- Ensuring offender and visitor movements comply with daily schedule and ensuring that segregated offenders and those under sanctions do not come in contact with other offenders;
- Performing control duties, responsible for all staff, inmate, and visitor movement inside the correctional facility including communications, surveillance systems and keys;
- Performing Admission and Discharge duties, responsible for interpreting documents, and calculating sentences to ensure legal custody, entering all documents on COMS, scheduling movements, liaising with other agencies and court services, maintaining institutional counts, and ensuring all discharges from the correctional facility are appropriate and timely;
- Performing Inmate Effects duties, responsible for registering, security and shipping of all clothing and effects received or brought in by an inmate, maintaining control of institutional clothing, bedding, welfare sundries and laundry;
- Performing canteen duties, responsible for the receiving of request, checking offender funds and processing purchases with the Warden, assist with the delivery and signoff of offender canteen items.
- Responsible for orchestrating all inmate movement in and out of health care, in conjunction with the duty nurse (s) and to ensure proper conduct and behaviour of offenders while in health care.
- Performing reception duties, responsible for maintain security in the lobby, directing citizens and professional visitors, process offender visits, accepting only approved items for offenders and operating the security and drug interdiction devices.
- Performing visits duties, responsible for supervising the visiting program and carrying out routine and random searches, including being responsible for supervising the offenders and visitors attending the visiting program.
- Performing case management duties, responsible for pick up, processing inmate request and complaint forms and other duties as assigned by the core supervisor.
- Other duties as assigned by the Supervisor.

Provide direction, support, counseling, and referrals to offenders

- Assess offender needs and provide referrals to facility and external programs and resources.
- Assist offenders with connecting with community resources through sound knowledge of basic community resources and services
- Assist offenders that may suffer from diagnosed or undiagnosed mental illness
- Provide advice, guidance, and support services to inmates in basic life skills, problem solving and communication
- Assist offenders with basic literacy, completing forms, resume building and day to human skills.
- Assist in goal setting, release planning, coaching, and mentoring of offenders
- Participate in case management procedures assisting offenders in all aspects of case management
- Performs other duties specific to a particular position as provided in the post functional job description in local Standing Orders, and as from time to time amended

5. KNOWLEDGE, SKILLS AND ABILITIES

Describe the level of knowledge, experience and abilities that are required for satisfactory job performance. These requirements are in reference to the *job*, not the incumbent performing the job.

Contextual Knowledge Requirements:

- The Department of Justice has determined that due to the obligation to protect the privacy rights of female inmates, it is a bona fide occupational requirement of this position that successful candidates will be female.
- Practical understanding of human behavior
- Case management assessment tools and related methodologies
- Knowledge of WHMIS (Workplace Hazardous Materials Information System)
- Applicable health, safety, security and emergency procedural requirements;
- Knowledge of procedures that would contribute to building cleanliness;
- Ability to follow policies that support good hygiene practices and wellness of the inmates;
- Guiding principles of the Inuit Qaujimagatuqangit and awareness of Inuit cultural sensitivities;
- The principles of Restorative Justice;
- Mental Health First Aid;
- First Aid and CPR

Skills and Abilities (Rated Requirements) :

- Monitor, analyze and assess human behaviour, determine potential risks, and apply appropriate mitigation procedures, methods and techniques;
- Knowledge in case management and/or corrections
- Develop comprehensive summaries and detail reports;
- Effective interpersonal skills;
- Acceptable written and verbal communication skills in English;
- Deescalate aggressive behavior;
- Interpret and ensure applicable safety, security and/or emergency procedural requirements;
- Acceptable computer skills including Microsoft word, email, and file management;

Minimum Requirements (mandatory):

- High school graduate.
- Experience utilizing a personal computer and associated software application, such as Microsoft word, outlook, etc...
- Acceptable written and verbal communication skills in English;
- Possession of Class 5 driver's license must be obtained within the probationary period. Criminal record check and vulnerable sector clearance is mandatory

Asset Criteria:

- Related experience in a correctional services environment.
- Related experience in a social, or health support service environment
- Updated First Aid + CPR certification is preferred.
- Capacity to communicate in Inuktitut and/or Inuinnaqtun would be a significant asset,
- Related experience in Mental Health and Wellness would be an asset,

Personal Suitability

- Effective Interpersonal Skills
- Judgement
- Dependability

Skills to be obtained during a six month probationary period:

- First Aid + CPR certification.
- Knowledge of WHMIS (Workplace Hazardous Materials Information System)
- Familiarity with the Case Management assessment tools that are being used at NWCC;
- A Class 5 Drivers License

6. WORKING CONDITIONS

List the unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent. Express frequency, duration and intensity of each occurrence in measurable time (e.g. every day, two or three times a week, 5 hours a day).

Physical Demands

Indicate the nature of physical demands and the frequency and duration of occurrences leading to physical fatigue or physical stress.

- Long periods of time spent daily at a computer can lead to potential eye strain.
- Considerable length of time during each day typing, writing, etc. can cause a strain on the wrists and hands (carpal tunnel syndrome).
- This position works rotational shift work which can impact sleeping routines.
- Potential risk to self during physical contact, spitting, biting, etc...
- Physical exertion required when assisting in inventory or building cleanliness.

Environmental Conditions

Indicate the nature of adverse environmental conditions to which the jobholder is exposed, and the frequency and duration of exposures. Include conditions that increase the risk of accident, ill health, or physical discomfort.

- Long periods of time spent working under fluorescent lighting conditions can result in a physiological strain being placed on the incumbent.
- The incumbent works in a facility where there is exposure to communicable diseases
- Periodic exposure to weather conditions such as blizzards, etc.

Sensory Demands

Indicate the nature of demands on the jobholder's senses. These demands can be in the form of making judgments to discern something through touch, smell, sight, and/or hearing. It may include concentrated levels of attention to details though one or more of the incumbents' senses.

- Required to stay alert (looking, hearing, listening, etc.) at all times.
- Required to speak clearly over a portable radio at all times;
- Ability to make accurate judgement calls based on sensory perceptions.

Mental Demands

Indicate conditions within the job that may lead to mental or emotional fatigue that would increase the risk of such things as tension or anxiety.

- Dealing with stress related to the level of responsibility involved.
- Coping with the effects of working in a secure facility environment.
- Handling the pressure involved in having to meet tight deadlines.
- The incumbent will be required to interact with offenders who are agitated and are the subject of a variety of court-imposed conditions resulting in potentially hostile and unpredictable behaviour that poses a significant safety risk. Incumbent may be subject to phone calls and unplanned community contacts from hostile offenders or family members during off duty hours.
- When advised, is expected to respond to situations in the facility that requires immediate attention during the night and on weekends year round, subject to their availability.
- Required to make immediate sound decision in responding to emergencies.

ADDITIONAL REQUIREMENTS**Position Security**

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

7. CERTIFICATION

_____ Employee Signature	Warden, NWCC _____ Supervisor Title
_____ Printed Name	_____ Supervisor Signature
_____ Date:	_____ Date
I certify that I have read and understand the responsibilities assigned to this position.	I certify that this job description is an accurate description of the responsibilities assigned to the position.
_____ Deputy Head Signature	
_____ Date I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.	

8. ORGANIZATION CHART

Please attach Organizational Chart indicating incumbent’s position, peer positions, subordinate positions (if any) and supervisor position.

“The above statements are intended to describe the general nature and level of work being performed by the incumbent of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position”.