

1. IDENTIFICATION

Position No. See Appendix	Job Title Correctional Caseworker	Supervisor's Position See Appendix	
Department Justice	Division/Region Corrections/Baffin	Community Iqaluit	Location BCC
Fin. Code: See Appendix			

2. PURPOSE

<p>Main reason why the position exists, within what context and what the overall end result is.</p> <p>The Department of Justice- Corrections Division plays a leading role in the criminal justice system by protecting the community through inmate management and control. The Division manages all aspects of custody and supports inmates in making positive changes in their behavior and attitudes. The Mission of Nunavut Corrections, in carrying out the sentence of the courts, is to provide a correctional system that promotes healing, and provide appropriate security and management through; helping those persons sentenced to its care to respect others and the law; provide assistance and management in ways that respect the culture and language of Nunavut and all its residents; working with inmates, the communities and victims to facilitate safe community and family reintegration; respect staff, providing them with training, support, and a safe work environment.</p>
--

3. SCOPE

<p>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?</p> <ul style="list-style-type: none"> • Under the direction of the Correctional Supervisor, this position is responsible for maintaining the security and safety of inmates within a designated area pursuant to established Department/Division/Facility policies, procedures and standards. • BCC provides custodial supervision for male adults remanded or/and sentenced to incarceration of less than two years. The population may have a number of complex classification considerations, including (but not limited to) health concerns, aging inmates, gender identification, mental health, FASD, cognitive deficits, or protective custody needs. The Unit 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 113 bed correctional facility is for male inmates in custody. It utilizes pro-social skill development programming combining modern correctional and counseling principles with traditional and culturally relevant ideals. Inmates at BCC are provided with a broad array of tools and services to assist them in addressing the criminogenic factors which results in their incarceration.
- 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 to address relationships damaged through the commission of crimes. Inmates, 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 Qaujimagatuqangit 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 de-escalate aggressive 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.
- This position is subject to 12 hour shift work on a rotational basis of 4 days on and 4 days off which 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 inmates within a designated area by:

- Admitting and orientating inmates 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 inmates 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 inmates, 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 inmates 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 inmates;
 - Supervising inmates while on medical escort or hospitalized, enforcing proper inmate conduct in public, maintaining proper security and safety measures and being aware of public perception;
 - Periodically transporting inmates to another facility;
 - 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 inmate correspondence and telephone communication as directed, being cognisant of Freedom Of Information and Protection of Privacy Act;
 - Arranging visits for inmates, screening and admitting visitors to the facility, and supervising visits;
 - Provide clear and concise direction to inmates during emergencies such as fire drills and emergency lock downs;
 - Responding to emergencies as required;
 - Attending to injured or ill inmates and rendering first aid as needed;
 - Directing inmates in the proper handling and disposal of hazardous materials;
 - Effecting meal delivery, ensuring correct meal counts and special diets are issued;
 - Maintaining control and inventory of tools and equipment;
 - Abiding by the Standards of Conduct for Corrections Employees, and
 - Using established division and facility information technologies for documentation and communication.

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

- Providing case management services to inmates 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 inmates 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;

Training/evaluating/instructing inmates 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 inmates when formulating case management plan and/or when correcting unsatisfactory behaviour;
- Assisting inmates with the completion of their temporary absence and parole applications and other forms, documents and papers;
- Processing inmates requests for money or other special requests;
- Logging information in inmate progress logs and COMS relative to conduct and activities;
- Providing monthly assessment reports on inmates;
- Preparing inmate progress reports at regular intervals or when requested and compiling information for other case managers or senior staff when required;
- Treating inmates 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 inmates 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 inmates, with particular attention to high risk inmates;
- Performing prowl duties, responsible for controlling and security scanning inmates, visitors and equipment movements within the secure envelope. Ensuring inmate and visitor movements comply with daily schedule and ensuring that segregated inmates and those under sanctions do not come in contact with other inmates;
- Performing control duties, responsible for all staff, inmate, and visitor movement inside the correctional facility using the Building Security and Communication System (B.S.C.S.) including communications, surveillance systems and keys;
- Performing healthcare duties, 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 inmates while in health care.
- Performing reception duties, responsible for maintain security in the lobby, directing citizens and professional visitors, process inmate visits, accepting only approved items for inmates and operating the security and drug interdiction devices.
- Performing visits duties, responsible for supervising the visiting program and carrying out routine and random searches as directed by Classification, including being responsible for supervising the inmates and visitors attending the visiting program.
- Performing relief duties, responsible for relief of caseworkers for meal and rest periods, completion of unit checks and counts during unit staff meal breaks. Other duties as assigned by the Classification.

- Performing case management duties, responsible for pick up, processing inmate request and complaint forms.
- Other duties as assigned by the Correctional Supervisor.

Provide direction, support, counseling, and referrals to inmates

- Assess inmate needs and provide referrals to facility and external programs and resources.
- Assist inmates with connecting with community resources through sound knowledge of basic community resources and services
- Counsel inmates in basic life skills, problem solving and communication
- Assist inmates with basic literacy, completing forms, resume building and day to human skills.
- Assist in goal setting, release planning, coaching, and mentoring of inmates
- Participate in case management procedures assisting inmates 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:

- Theoretical and practical understanding of human behavior.
- Understanding of Inuit Qaujimajatuqangit and Inuit cultural sensitivity.
- Understanding of restorative justice principles

Skills and Abilities:

- Effective communication skills both written and oral
- Strong interpersonal and conflict management & resolution skills
- Ability to monitor, analyze and assess human behavior, determine potential risks and respond in a safe/appropriate manner.
- Ability to communicate in more than one of Nunavut's official languages will be considered an asset.
- Strong observation skills, with the ability to recall accurate details
- Strong computer skills including Microsoft word, email, and file management
- Ability to work in stressful/confrontational environments with minimal supervision
- Ability to effectively meet timelines
- Dependable & punctual

Qualification requirements:

Typically, the contextual knowledge, skills and abilities would be attained through:

- High school diploma (Grade 12) or equivalent (PASS , GED, etc)

- 1 year experience in corrections or related social field
- Training in First Aid + CPR certification
- Required to obtain class five (5) driver's license within probationary period
- A combination of education and experience will be considered

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...

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.

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.
- 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 inmates 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 inmates 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	_____ Correctional Supervisor 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”.

9. Appendix A – List of Positions and Corresponding Information

Position	Community	Supervisor	Freebalance Code
05-00665	IQALUIT	05-02443	05831/01/2/235/0563000/01/????
05-01439	IQALUIT	05-01740	05831/01/2/235/0563000/01/????
05-01943	IQALUIT	05-02444	05831/01/2/235/0563000/01/????
05-01948	IQALUIT	05-02443	05831/01/2/235/0563000/01/????
05-01949	IQALUIT	05-02444	05831/01/2/235/0563000/01/????
05-02369	IQALUIT	05-01740	05831/01/2/235/0563000/01/????
05-02371	IQALUIT	05-01740	05831/01/2/235/0563000/01/????
05-02372	IQALUIT	05-02444	05831/01/2/235/0563000/01/????
05-02378	IQALUIT	05-02443	05831/01/2/235/0563000/01/????
05-02379	IQALUIT	05-04621	05831/01/2/235/0563000/01/????
05-02398	IQALUIT	05-02443	05831/01/2/235/0563000/01/????
05-02401	IQALUIT	05-02443	05831/01/2/235/0563000/01/????
05-02406	IQALUIT	05-02444	05831/01/2/235/0563000/01/????
05-02407	IQALUIT	05-01740	05831/01/2/235/0563000/01/????
05-02440	IQALUIT	05-02443	05831/01/2/235/0563000/01/????
05-02445	IQALUIT	05-02443	05831/01/2/235/0563000/01/????
05-02602	IQALUIT	05-01740	05831/01/2/235/0563000/01/????
05-02603	IQALUIT	05-01740	05831/01/2/235/0563000/01/????
05-02769	IQALUIT	05-02443	05831/01/2/235/0563000/01/????
05-03173	IQALUIT	05-01740	05831/01/2/235/0563000/01/????
05-03174	IQALUIT	05-02444	05831/01/2/235/0563000/01/????
05-04436	IQALUIT	05-04621	05831/01/2/235/0563000/01/????
05-04617	IQALUIT	05-02444	05831/01/2/235/0563000/01/????
05-04622	IQALUIT	05-01740	05831/01/2/235/0563000/01/????
05-04623	IQALUIT	05-04621	05831/01/2/235/0563000/01/????
05-04626	IQALUIT	05-04621	05831/01/2/235/0563000/01/????
05-04627	IQALUIT	05-04621	05831/01/2/235/0563000/01/????
05-12158	IQALUIT	05-04621	05831/01/2/235/0563000/01/????
05-12160	IQALUIT	05-04621	05831/01/2/235/0563000/01/????
05-12161	IQALUIT	05-02444	05831/01/2/235/0563000/01/????
05-13585	IQALUIT	05-04621	05880/01/2/235/0568000/01/????
05-13586	IQALUIT	05-04621	05880/01/2/235/0568000/01/????
05-13587	IQALUIT	05-04621	05880/01/2/235/0568000/01/????
05-13588	IQALUIT	05-04621	05880/01/2/235/0568000/01/????
05-13589	IQALUIT	05-04621	05880/01/2/235/0568000/01/????
05-13590	IQALUIT	05-04621	05880/01/2/235/0568000/01/????

05-13592	IQALUIT	05-01740	05880/01/2/235/0568000/01/????
05-13593	IQALUIT	05-01740	05880/01/2/235/0568000/01/????
05-13594	IQALUIT	05-01740	05880/01/2/235/0568000/01/????
05-13595	IQALUIT	05-01740	05880/01/2/235/0568000/01/????
05-13596	IQALUIT	05-01740	05880/01/2/235/0568000/01/????
05-13597	IQALUIT	05-01740	05880/01/2/235/0568000/01/????
05-13598	IQALUIT	05-02443	05880/01/2/235/0568000/01/????
05-13599	IQALUIT	05-02443	05880/01/2/235/0568000/01/????
05-13600	IQALUIT	05-02443	05880/01/2/235/0568000/01/????
05-13601	IQALUIT	05-02443	05880/01/2/235/0568000/01/????
05-13602	IQALUIT	05-02443	05880/01/2/235/0568000/01/????
05-13603	IQALUIT	05-02443	05880/01/2/235/0568000/01/????
05-13604	IQALUIT	05-02444	05880/01/2/235/0568000/01/????
05-13605	IQALUIT	05-02444	05880/01/2/235/0568000/01/????
05-13606	IQALUIT	05-02444	05880/01/2/235/0568000/01/????
05-13607	IQALUIT	05-02444	05880/01/2/235/0568000/01/????
05-13608	IQALUIT	05-02444	05880/01/2/235/0568000/01/????
05-13609	IQALUIT	05-02444	05880/01/2/235/0568000/01/????