

POSITION DESCRIPTION

Ministry of Justice

POSITION TITLE:	Correctional Officer	POSITION NUMBER(S):	Various
DIVISION: (e.g., Division, Region, Department)	Corrections Branch, Adult Custody Division (ACD)		
UNIT: (e.g., Branch, Area, District)	Fraser Regional, Alouette (for Women), Kamloops Regional, North Fraser Pretrial, Prince George Regional, Surrey Pretrial, Vancouver Island Regional, Nanaimo, Ford Mountain Correctional Centre, Okanagan Correctional Centre	LOCATION:	Maple Ridge, Kamloops, Port Coquitlam, Prince George, Surrey, Victoria, Nanaimo, Chilliwack, Oliver
SUPERVISOR'S TITLE:	Correctional Supervisor	POSITION NUMBER	Various
SUPERVISOR'S CLASSIFICATION:	Grid 24 (Plus 1 Grid TMA)	PHONE NUMBER:	Various
FOR AGENCY USE ONLY		NOC CODE:	
APPROVED CLASSIFICATION:		CLASS CODE:	
ENTERED BY:		PHONE NUMBER:	

Note, this generic job description includes all of the key elements of the position in the nine locations above. There may be slight variations due to unique conditions in each correctional centre.

PROGRAM

The Corrections Branch plays a leading role in the criminal justice system by protecting the community through offender management and control. The Branch manages community work service and supports offenders to make positive changes in their behaviour and attitudes.

Adult Custody is one of four divisions of the Corrections Branch and is responsible for the care of approximately 2,800 male and female inmates. Adult Custody provides custodial supervision for adults sentenced to incarceration and those remanded to custody. It provides core programs and additional services which balance risks and needs; ensures linkage with Community Corrections based on common core programming and integrated case management; communicates with stakeholders and participates as a pro-active partner in the criminal justice system.

The management team of a correctional centre 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 and interest groups.

PURPOSE OF POSITION

Under the direction of the Correctional Supervisor, this position is responsible for maintaining the security and the safety of inmates within their care pursuant to established Branch/Centre policies, procedures and standards. This position is also responsible for case management, CORE facilitating and for performing other specialized duties within a Correctional Centre as required. Correctional Officers rotate through designated posts that report to several departments within the institutional district. The details of these different posts and their associated duties are listed herein.

NATURE OF WORK AND POSITION LINKS

(Note: percentages and duties may vary from centre to centre depending on the operational focus of the correctional centre, and the programming and other requirements of a multilevel custody facility.)

Correctional Officers report directly to the Correctional Supervisor. This post works directly with inmates in a living unit, program and work setting throughout the facility and in the community. Responsibilities include supervising, directing and correcting inmate behaviour, managing inmate programs and facilitating case management. Maintaining safe and secure custody of the inmates and providing dynamic security through out the centre.

LINKS

- Occupational Health and Safety Committee, to: participate as a member
- Liaising with program contractors, to: e.g. John Howard Society, Alcohol and Drug, Tillicum Haus Society, WSI, teachers.
- Correctional Supervisor, to: provide support for management of the Living Units, Work Programs and Core Programs.

Organization Chart

INSERT OR ATTACH ORGANIZATIONAL CHART

SPECIFIC ACCOUNTABILITIES / DELIVERABLES

65% Maintain the safety, security, management and control of inmates within their care, by:

- a. Admitting and orientating inmates to the centre or unit, completing necessary forms and conducting security checks and searches, in accordance with Centre policies and procedures;
- b. Conducting formal and informal counts;
- c. Searching inmates and their living/working/recreational activity areas;
- d. Conducting security checks;
- e. Providing dynamic security and instructional supervision to recreation programs in the gym or outside recreation yard;
- f. Appraising behavioural situations that may be potentially dangerous, taking preventive measures and administering safety regulations as required, reporting situations to a supervisor;
- g. 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;
- h. Consistently enforcing Correction Act Regulation on a continuing basis and holding inmates accountable for their actions;
- i. Applying appropriate levels of force;
- j. Supervising inmates while on escorts or hospitalized, enforcing proper inmate conduct in public, maintaining proper security and safety measures and being aware of public perception;
- k. Periodically transporting inmates to another facility;
- l. Communicating security information to supervisors, both orally and in writing, including making entries in the shift information log;
- m. Completing incident reports and other forms used within the Centre for legal purposes and to ensure effective communication within the Centre when required;
- n. Monitoring non-privileged inmate correspondence and monitoring inmate telephone communication as directed, being cognisant of FOI/POP Policies;
- o. Arranging visits to inmates, screening and admitting visitors to the centre, and supervising visits;
- p. Provide clear and concise direction to inmates during emergencies such as fire drills and emergency lock downs;
- q. Responding to emergencies as required;
- r. Attending to injured or ill inmates and rendering first aid as needed;
- s. Directing offenders in the proper handling and disposal of hazardous materials;
- t. Effecting meal delivery, ensuring correct meal counts and special diets are issued;
- u. Maintaining control and inventory of tools and equipment;
- v. Abiding by the Standards of Conduct for Corrections Branch Employees, and
- w. Using established Branch and Centre information technologies for documentation and communication.

15% Performs Case Management functions and facilitates core programs for inmates within the designated area of responsibility by:

- a. 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;
- b. 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;
- c. Participating in and/or directing various program activities within the Centre, i.e. recreational, work, leisure and/or educational programs;
- d. Delivering core programs (such as the Breaking Barriers, Substance Abuse Management, and Violence Prevention programs) as program facilitator;
- e. 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;
- f. Explaining Correction Act Regulation and/ or proper conduct and procedures to inmates when formulating case management plan and/or when correcting unsatisfactory behaviour;
- g. Assisting inmates with the completion of their temporary absence and parole applications and other forms, documents and papers;
- h. Processing inmates' requests for money or other special requests;
- i. Logging information in inmate client logs on CORNET relative to conduct and activities;
- j. Providing monthly assessment reports on sentenced inmates, for the remission awards committee;
- k. Preparing inmate progress reports at regular intervals or when requested and compiling information for other case managers or senior staff when required;
- l. Treating offenders in a humane, fair and respectful manner while encouraging a similar response; and
- m. Attending various meetings within the Centre as required.

15% 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:

- a. Performing *external security* duties;
- b. Performing *segregation or enhanced supervision unit* 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;
- c. Performing *prowl* duties, responsible for controlling and security scanning inmates, visitors and equipment movements within the secure envelope. Ensuring offender and visitor movements comply with daily schedule and ensuring that protective custody inmates and those under sanctions do not come in contact with other inmates;
- d. Performing *control* duties, responsible for all staff, inmate, visitor and vehicle movement inside the correctional centre using the computer system including communications, surveillance systems and keys;
- e. Performing *records* duties, responsible for interpreting documents, and calculating sentences to ensure legal custody, entering all documents on CORNET, scheduling movements, liaising with other agencies and court services, maintaining institutional counts, and ensuring all discharges from the correctional centre are appropriate and timely;
- f. Performing *change room* 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;
- g. Performing *canteen* duties, responsible for the security assessment, receiving, sales and registration of all items for sale within the Centre, including pricing, recording and reporting of expenditures and sales.
- h. Performing *healthcare* duties, responsible to orchestrate 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.
- i. Performing *reception* duties, responsible to maintain security at the front reception desk, process Centre's visits, accepting approved items for inmates and operating the Centre's ION Scanner.
- j. Performing *visits* duties, responsible to supervise the visiting program and carrying out random searches as directed by Correctional Supervisors, including being responsible for supervising the inmates and visitors attending the visiting program.
- k. Performing *runner* duties, responsible for relief of officers for meal and rest periods, completion of unit checks and counts. Other duties as assigned by the Senior Correctional Officer.
- l. Performing *core program facilitator* duties, responsible for the delivery of core programs to inmates through direct contact, supervision and follow up documentation. Trained officers facilitate the delivery of standardised Corrections Branch programs to upwards of 12 selected offenders in a classroom setting using prescribed manuals, teaching aids and adult educational techniques.
- m. Performing *case management* duties, responsible for pick up, processing inmate request and complaint forms and other duties as assigned by the core supervisor.
- n. Performing *crew* duties, responsible for the supervision and co-ordination of inmate work crews.
- o. Other duties as assigned by the Work Supervisor.

5% Performs other duties, investigations, assessments and substitutions as required.

TOOLS / EQUIPMENT

Computers, Intranet, CORNET, provincial policy, local policy, e-mail, on line forms, etc. Knowledge of the use and deployment of restraint/security devices. Digital cameras and video equipment.

WORKING CONDITIONS

The position works in a 24 x 7 operation, frequently exposed to potential physical and medical hazards through daily contact with inmates. The position is a peace officer by definition and is held to a higher standard of conduct, both on an off duty, by the employer, the public and the courts. Required to do shift work. Direct inmate interaction throughout the facility, indoors and outdoors. Maintains inmate security and general control of the work situation.

PREPARED BY

NAME:	DATE:	
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EXCLUDED MANAGER AUTHORIZATION

I confirm that:

1. the accountabilities / deliverables were assigned to this position effective: March 16, 2006
2. the information in this position description reflects the actual work performed.

NAME:	SIGNATURE:	DATE:
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SELECTION CRITERIA

- 19 years or older
- Valid Class 5 BC Driver's License
- Valid Occupational 1st aid (OFA 1) as endorsed by WorkSafe BC
- Grade 12 or equivalent
- English 12 with a final grade of 70% or equivalent
- Successful completion of the Correctional Officer Physical Abilities Test (COPAT)
- Successful completion of enhanced security screening
- Successful completion of medical assessment

Preferred:

- Related education and/or experience
- Experience using a variety of standard computer programs
- Experience with automated security and information systems
- Valid BC Class 4 Driver's license

BEHAVIOURAL COMPETENCIES

The following competencies were identified by a representative group of the Correctional Officers from all correctional centres. These competencies are not listed in any order of priority, but were identified as the most critical competencies required for performing at an exceptional (particularly capable) level.

Leadership implies a desire to lead others, including diverse teams. Leadership is generally, but not always, demonstrated from a position of formal authority. The “team” here should be understood broadly as any group with which the person interacts regularly. A Correctional Officer is a frontline leader for inmates, expected to lead by example and communicate effectively with diverse groups of inmates. Correctional officers demonstrate effective leadership within the organization, with colleagues, supervisors and management.

Listening, Understanding and Responding is the desire and ability to understand and respond effectively to other people from diverse backgrounds. It includes the ability to understand accurately and respond effectively to both spoken and unspoken or partly expressed thoughts, feelings and concerns of others. People who demonstrate high levels of this competency show a deep and complex understanding of others, including cross-cultural sensitivity. A Correctional Officer’s most powerful tool is their ability to listen, understand and respond appropriately to both inmates and colleagues.

Conflict Management is the ability to develop positive interactions that facilitate the prevention and/or resolution of conflicts. A Correctional Officer’s primary role is to recognize and deal appropriately with conflict situations among inmates and take necessary actions for the safety of other inmates, staff and the correctional centre. Correctional Officers must also demonstrate a consistent approach to problem solving while working as part of a team of correctional officers. The safety of the correctional officer is maintained through the ability to manage conflict before it escalates to physical confrontation.

Self-Confidence is a belief in one’s own capability to accomplish a task and select an effective approach to a task or problem. This includes confidence in one’s ability as expressed in increasingly challenging circumstances and confidence in one’s decision or opinions. Correctional officers must be assertive and self-confident in order to effectively carry out their duties.

Problem Solving and Judgement is the ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and generate solutions. Correctional Officers must be able to identify problems, to investigate incidents thoroughly, to distinguish between fact and opinion, organize the evidence and make recommendations to assist in decision making.

Developing Others involves a genuine intent to foster the long-term learning or development of others through coaching, managing performance and mentoring. Its focus is on developmental intent and effect rather than on a formal role of training. For this competency to be considered, the individual’s actions should be driven by a genuine desire to develop others, rather than by a need to transfer adequate skills to complete tasks. This competency refers to the role the Correctional Officer has with the inmates and is at the heart of effective case management. Accomplished Correctional Officers also play a vital role in mentoring and coaching less experienced staff.

Teamwork and Co-operation is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals.

Integrity refers to actions that are consistent with what one says are important. People with integrity “walk the talk” by communicating intentions, ideas and feelings openly and directly, and welcoming openness and honesty even in difficult negotiations.

TECHNICAL COMPETENCIES (After hire and training)

Knowledge of:

- Correction Act Regulation.
- Correctional Centre Standing Operating Procedures.
- Adult Custody Policy.
- Standards of Conduct for Corrections Branch Employees.
- Applicable WCB Regulations

Ability to:

- Control and direct hostile and aggressive behaviour of inmates.
- Work as member of a team as well as independently.
- Communicate effectively, both orally and in writing.
- Work in a high stress environment.
- Prepare and maintain accurate records.
- Effectively meet and deal with the general public.
- Operate computer systems within an institution.
- Represent the Corrections Branch with maturity, tact, confidence and dedication.
- Make sound judgements that reflect honesty and integrity when faced with ethical/moral challenges or dilemmas.
- Demonstrate conduct both on duty and off duty that is consistent with the higher behaviour expectations of peace officers.
- Demonstrate ethics and values consistently, through behaviour that reflects expectations outlined in Correction Act Regulation and Standards of Conduct for Corrections Branch Employees;
- Understand policies, regulations and statutes relating to the Branch and the Institution.
- Understand Correction Act Regulation
- Supervise.
- Train, direct and deal with difficult inmates.
- Work under pressure and meet deadlines.
- Be a confident self-starter and problem solver.
- Use interpersonal dynamic technique whenever possible to maintain control of inmates.
- Work under the direction of a supervisor.

PREPARED BY:

Excluded Manager's Signature Name (print)

Date