

**TITLE: CORRECTIONAL OFFICER**

**CLASSIFICATION: CORRECTIONAL SERVICES 18 (ADULT CUSTODY)**

**MINISTRY: PUBLIC SAFETY AND SOLICITOR GENERAL**

**WORK UNIT: BC CORRECTIONS, ADULT CUSTODY DIVISION**

**SUPERVISOR TITLE: CORRECTIONAL SUPERVISOR**

## **JOB OVERVIEW**

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

Adult Custody is one of four divisions of BC Corrections and is responsible for the care of approximately 2,800 individuals in custody. Adult Custody provides custodial supervision for people 18 years and older 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 leadership 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 throughout 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, CBRE, teachers.
- Correctional Supervisor, to: provide support for management of the Living Units, Work Programs and Core Programs.

## ACCOUNTABILITIES

Required:

- **65% Maintain the safety, security, management and control of inmates within their care, by:**
  - a. Maintain the safety, security, management and control of inmates within their care, by;
  - b. 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;
  - c. Conducting formal and informal counts;
  - d. Searching inmates and their living/working/recreational activity areas;
  - e. Conducting security checks;
  - f. Providing dynamic security and instructional supervision to recreation programs in the gym or outside recreation yard;
  - g. Appraising behavioural situations that may be potentially dangerous, taking preventive measures and administering safety regulations as required, reporting situations to a supervisor;
  - h. 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;
  - i. Consistently enforcing Correction Act Regulation on a continuing basis and holding inmates accountable for their actions;
  - j. Applying appropriate levels of force;
  - k. 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;
  - l. Periodically transporting inmates to another facility;
  - m. Communicating security information to supervisors, both orally and in writing, including making entries in the shift information log;
  - n. Completing incident reports and other forms used within the Centre for legal purposes and to ensure effective communication within the Centre when required;
  - o. Monitoring non-privileged inmate correspondence and monitoring inmate telephone communication as directed, being cognisant of FOI/POP Policies;
  - p. Arranging visits to inmates, screening and admitting visitors to the centre, and supervising visits;
  - q. Provide clear and concise direction to inmates during emergencies such as fire drills and emergency lock downs;
  - r. Responding to emergencies as required;
  - s. Attending to injured or ill inmates and rendering first aid as needed;
  - t. Directing offenders in the proper handling and disposal of hazardous materials;
  - u. Effecting meal delivery, ensuring correct meal counts and special diets are issued;
  - v. Maintaining control and inventory of tools and equipment;
  - w. Abiding by the Standards of Conduct for Corrections Branch Employees, and
  - x. 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.**

## **JOB REQUIREMENTS**

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

## **PROVISIO**

- 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.
- Respirator use in specific settings may be required.
- Willingness to work in high stress environment.

#### KNOWLEDGE, SKILLS AND ABILITIES

- Communicate effectively, both orally and in writing.
- Operate computer systems including but not limited to CORNET, intranet, policy, email, online forms.
- Use interpersonal dynamic technique whenever possible to maintain control of inmates.
- Knowledge of the use and deployment of restraint/security devices.
- Operate digital cameras and video equipment.

#### BEHAVIOURAL COMPETENCIES

- **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.