

## POSITION DESCRIPTION

### Ministry of Public Safety and Solicitor General

POSITION TITLE:	Correctional Supervisor	POSITION NUMBER(S):	Various
DIVISION: (e.g., Division, Region, Department)	Corrections Branch, Adult Custody Division		
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:	Deputy Warden-Operations Deputy Warden-Programs Deputy Warden-Offender Management Assistant Deputy Warden-Regulation Assistant Deputy Warden-Programs Assistant Deputy Warden-Staffing Assistant Deputy Warden-Sentence Management	POSITION NUMBER	Various
SUPERVISOR'S CLASSIFICATION:	Business Leadership	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 two 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

Incumbents rotate through the various Correctional Supervisor positions and provide training, instruction, supervision and performance evaluation to Correctional Officers working within those departments. The details of these different supervisory positions and their associated duties are listed within.

### **Operations**

- Correctional Supervisor-Operations
- Correctional Supervisor-Control
- Correctional Supervisor-Disciplinary Hearing Coordinator

### **Programs**

- Correctional Supervisor-Programs

### **Staffing**

- Correctional Supervisor-Scheduling
- Correctional Supervisor-Recruiting Officer
- Correctional Supervisor-Training Officer

### **Sentence Management**

- Correctional Supervisor-Conditional Release Coordinator
- Correctional Supervisor-Classification/Internal Placement Officer
- Correctional Supervisor-Records

### **Duty 1 - Correctional Supervisor - Operations**

Under the direction of the Assistant Deputy Warden-Regulation, the Correctional Supervisor-Operations is responsible, on a shift by shift basis, for the good order, safety and security of the Correctional Centre.

The Correctional Supervisor-Operations is responsible for the supervision, safety and co-ordination of Correctional Officers in the Centre.

The position implements the Daily Timetable in accordance with local Standing Orders and coordinates responses to significant critical incidents.

In the absence of on-site management personnel, the position assumes responsibility for the Centre and the overall security of the Centre, with support from the on-call manager when appropriate or required.

- 1.1 Supervising Correctional Officers and Security Officers.
- 1.2 Training, orienting and developing all staff in his/her areas of responsibility.
- 1.3 Assigning staff and relief coverage.
- 1.4 Ensuring all inmates are treated in a respectable, fair and equitable manner.
- 1.5 Completing Employee Performance Development and Reviews (EPDR) on staff on an ongoing and annual basis on staff assigned to his/her areas of responsibility.
- 1.6 Monitoring staff's punctuality on a daily basis and participating in the Attendance Management of the staff assigned to his/her area of responsibility.
- 1.7 Ensuring time sheets, leave forms, overtime forms and substitution forms are accurately completed.
- 1.8 Conducting a daily review of all case management practices of unit staff, ensuring that all entries are made in progress logs and that all other staff case management responsibilities are completed properly and in a timely manner.
- 1.9 Maintaining a high profile in the Living Units and having regular security discussions with individual staff.
- 1.10 Ensuring inmate discipline is carried out in accordance with *Correction Act* and *Correction Act Regulation* and Centre Policies.

- 1.11 Overseeing the overall security of the Centre.
- 1.12 Ensuring regular checks are made in accordance with standards.
- 1.13 Ensuring inmate counts and cell checks are conducted in accordance with policy.
- 1.14 Responding to emergencies to ensure continued security of the facility and isolating these situations.
- 1.15 Conducting regular inspections with respect to cleanliness of the institution.
- 1.16 Communicating relevant information to the Assistant Deputy Warden-Regulation and updating the Muster Information Sheet as required.
- 1.17 Coordinating searches and Living Unit frisks.
- 1.18 Ensuring staff meal breaks and rest periods are in accordance with Agreements.
- 1.19 Ensuring program schedules and activities are implemented and carried out by staff under his/her supervision.
- 1.20 Monitoring these activities on a regular basis according to schedule.
- 1.21 Ensuring proper safety procedures are being implemented in order to ensure safety of staff and inmates.
- 1.22 Communicating information to staff relative to health and safety.
- 1.23 Ensuring that all staff observe safety practices.
- 1.24 Observing *Workers Compensation Act* and *Occupational Health and Safety Regulations*. Ensuring all safety equipment is assigned and utilized in accordance with Centre policies.
- 1.25 Assisting in the recruitment and selection of staff.
- 1.26 Carrying out other duties and special projects/investigations as directed by the Assistant Deputy Warden-Regulation.
- 1.27 Working towards the goal of achieving good public relations by conducting tours and participating in the Centre's community involvement programs.
- 1.28 Performing other related duties as required

## **Duty 2 – Correctional Supervisor - Control**

Responsible for the selection, training and functional supervision of up to 16 Control Centre staff, operating on a 24 hour basis. Directly responsible to ensure the technology is in proper maintenance, and that all companion security procedures by staff who interface with the system are followed and all contingency plans are in order. Maintain logs and staff emergency information. Is directly responsible for ensuring all security equipment is provided and in good working order.

- 2.1 Exercising direct line authority over 16 Control Operators.
- 2.2 Providing clear direction to staff to ensure tasks are carried out efficiently.
- 2.3 Completing Employee Performance Development and Reviews (EPDR) on staff on an ongoing and annual basis.
- 2.4 Conducting refresher training on emergency procedures.
- 2.5 Ensuring pay sheets and leave management forms are filled out properly.

- 2.6 Training staff in any new procedures or commands for the computer system.
- 2.7 Training select staff to higher responsibilities with the computer system.
- 2.8 Ensuring formal inmate counts are conducted in accordance to policy.
- 2.9 Observing safety practices and correcting staff.
- 2.10 Observing *Workers Compensation Act* and *Occupational Health and Safety Regulations*.
- 2.11 Training, testing and supervising 30 relief operators.
- 2.12 Scheduling relief operators into Control equitably and maintaining records.
- 2.13 Coordinating with management and the Correctional Supervisor-Operations to assist with the planning, organizing, directing, controlling and evaluating all responses to significant critical incidents, hostile aggressive behaviours and major disturbances.
- 2.14 Participating in the selection, training, development and evaluation of subordinate staff.
- 2.15 Providing leadership through regular contact to reinforce and clarify matters pertaining to their job function, Branch and Centre policies.
- 2.16 Delegating tasks and responsibilities to encourage, measure and improve staff performance and job satisfaction.
- 2.17 Ensuring staff dress and deportment reflects Branch standards.
- 2.18 Liaising with Workplace Solutions Incorporated (WSI) and subcontractors on control system related equipment.
- 2.19 Liaising with the main contractor for the computer system and receive additional training for trouble shooting and maintenance.
- 2.20 Delegating specific weekly maintenance programs to select trained staff.
- 2.21 Performing other daily and weekly maintenance routines.
- 2.22 Reviewing the Centre's cameras and monitors for proper functioning and maintenance.
- 2.23 Maintaining building and security equipment.
- 2.24 Designing policy and procedures for the handling, use and accountability of security equipment used by line staff.
- 2.25 Inspecting security equipment on a regular basis and repairing as necessary.
- 2.26 Ensuring all required posts have communications.
- 2.27 Reconditioning the radio batteries regularly and maintaining an ongoing record.
- 2.28 Recording the maintenance of all communication equipment.
- 2.29 Ensuring routine maintenance is performed on the systems used in the specialized units.
- 2.30 Maintaining an inventory of chemical agent products according to Branch Policy.
- 2.31 Running computer logs to ensure that the Personal Alarm Transmitters (PATs) are being used according to policy.

- 2.32 Performing first level repairs to the PATS and ensuring the proper amount of spare parts are always available.
- 2.33 Keeping track of PATS out for repair, and ensuring that there are enough for all security posts.
- 2.34 Maintaining a key register and make copies as needed.
- 2.35 Training personnel for the use of the Ion Scanner and performing regular maintenance.
- 2.36 Supporting and participating in the overall management of the Centre.
- 2.37 Assisting in the planning, developing and implementation of operational priorities and in the development of budget strategies.
- 2.38 Reviewing relevant policies and procedures and recommending changes when required.
- 2.39 Carrying out investigations and inquiries, preparing recommendations to the Centre's management team.
- 2.40 Carrying out special assignments.
- 2.41 Supporting the Correctional Supervisor-Operations in critical incidents or other occasions of operations necessary to maintain the security and good order of the Centre.
- 2.42 Participating in daily operational meetings.
- 2.43 Ensuring immediate and corrective action is taken in the identification and prevention of security breaches or practices, and reporting the results and recommendations of the Deputy Warden - Operations.

### **Duty 3 - Correctional Supervisor - Programs**

The Correctional Supervisor - Programs is responsible for the supervision, safety and co-ordination of Work Program and Core Program staff.

The position establishes and ensures a direct communication link between the inmates and management.

The Correctional Supervisor - Programs assists management with program planning and evaluation, special events and in the resolution of conflicts between security requirements and program opportunities.

The position establishes and organizes work projects, including staff and inmate work assignments.

- 3.0 The Program Supervisor is responsible for providing supervision, direction and coordination to various recreational, educational, CORE and service delivery programs provided by both staff and contractors.
- 3.1 Coordinating inmate program activities in the Centre. These include programs provided by staff, contractors and volunteers which are delivered in compliance with Branch and District Policy/Procedures. This supervisor provides direct supervision to various Correctional Officers, R18 Instructors, and liaises with a number of contracted service providers.
- 3.2 Maintaining a close liaison between the service providers and Corrections staff in order to identify areas of conflict or confusion in service delivery and taking corrective action. Ensuring services are provided in accordance with the terms of the respective contracts and agreements.
- 3.3 Ensuring that contracted Health Care and Food Services day to day operational needs are coordinated with the security and control needs of the Centre.
- 3.4 Consulting with the Food Service Manager, Sentence Planning Officer and Internal Placement Officer. Managing inmates employed in the kitchen, ensuring they are properly hired, trained, and paid. Conducting reviews of the inmate kitchen workers.
- 3.5 Obtaining security clearances and proper identification for new contractors and volunteers.

- 3.6 Maintaining close liaison between the service providers and Corrections staff in order to promote mutual respect and understanding for one another, and to identify and resolve problems as required.
- 3.7 Ensuring that orientation training is provided to contract staff and volunteers as required and that the safety and security procedures are practiced.
- 3.8 Identifying program needs and developing proposals in this regard, for the Deputy Warden – Programs and Assistant Deputy Warden - Programs.
- 3.9 Coordinating with the Assistant Deputy Warden – Programs and Correctional Supervisor - Operations ensuring that all program initiatives are coordinated according to operational and security requirements.
- 3.10 Monitoring the hours worked by contract service providers.
- 3.11 Facilitating special programs and events within the institution.
- 3.12 Ensuring the provision of required equipment and supplies.
- 3.13 Coordinating and monitoring requests for special diets as required.
- 3.14 Ensuring Correctional Supervisor - Programs post functional job description is accurate and up to date.
- 3.15 Supervising R18 Instructors, Correctional Officers and Security Officers.
- 3.16 Coordinating and assigning Programs staff, orientating, training and developing staff and completing Employee Performance Development and Reviews (EPDR) on all staff in areas of responsibility on an ongoing and annual basis.
- 3.17 Monitoring leave, complete time sheets and submitting for approval.
- 3.18 Communicating information relative to health and safety, observing safety practices and correcting staff, observing Workers Compensation Act and Occupational Health and Safety Regulations.
- 3.19 Ensuring formal and informal counts are conducted in your areas of responsibility in accordance with policy.
- 3.20 Ensuring inmate work and recreational areas are searched on a regular basis in order to prevent contraband items from entering the institution.
- 3.21 Ensuring the inmates in Program areas are searched as required in order to prevent the existence and movement of contraband within the Centre.
- 3.22 Ensures all post functional job descriptions are accurate and up to date.
- 3.23 Scheduling and coordinating Core Programs appropriately in order to maximize inmates' opportunity to attend programs.
- 3.24 Ensuring that all visits between inmates and the public are conducted in accordance with the Centre's Visits Policy.
- 3.25 Training and supervising visits officers responsible for the day to day scheduling and supervision of visits.
- 3.26 Resolving complaints from the public or inmates concerning the application of the Centre's policy.
- 3.27 Ensuring adequate numbers of relief staff are trained and kept current in their relief roles.
- 3.28 Providing varied and appropriate recreational programs that generate a high degree of interest and participation by the inmates of the Correctional Centre, as well as one that promotes good physical and mental health and ability.

- 3.29 Developing and maintaining various physical recreational activities that meet the needs of graduated levels of individual abilities in inmates.
- 3.30 Providing both group and individual instruction to inmates through recreation staff on various recreational activities in an effort to promote good sportsmanship among the inmates, and to promote good staff/inmate relations.
- 3.31 Touring recreational areas on a regular basis in order to discuss recreational programs, resolving operational problems, identifying recreational needs, providing direction and giving instruction to staff and inmates as required.
- 3.32 Developing and maintaining an Inmate Living Unit Representative system.
- 3.33 Assisting the inmates in creating an Inmate Living Unit Representative process that permits the inmates to raise concerns, make complaints, and provide suggestions to the management of the Centre.
- 3.34 Organizing, scheduling and attending Inmate Living Unit meetings and recording and distributing minutes.
- 3.35 Coordinating special events such as holiday tournaments as required.
- 3.36 Liaising with Living Unit representatives on an ongoing basis dealing with and resolving program issues as they arise.
- 3.37 Paying specific inmate allowances within established Branch Standards.
- 3.38 Ensuring the accuracy of inmate trust account reports.
- 3.39 Preparing inmate earning/compensation reports for working inmates and those being transferred or discharged from the Centre and submitting to the Inmate Trust Accounts Clerk as required.
- 3.40 Performing other related duties as required.
- 3.41 Assisting in the planning, development and writing of Policy and Procedures for the Centre.
- 3.42 Assisting in the development of new and existing programs.
- 3.43 Attending meetings and various workshops related to inmate programs.
- 3.44 Participating in various local and regional committees as required.
- 3.45 Processing and making recommendations on inmate applications for dentures/eyeglasses/prosthetics in accordance with established Branch Standards.
- 3.46 Booking, approving and conducting tours of the Correctional Centre for various individuals and groups.

#### **Duty 4 – Correctional Supervisor – Scheduling**

The Correctional Supervisor – Scheduling is responsible for ensuring that all regular and auxiliary employees are scheduled for work and periods of leave efficiently and in compliance with the Master, Component and Local Agreement. The position monitors and creates 4 to 6 month forecasts of callboard utilization. The position uses these forecasts to make timely recommendations to the ADW - Staffing for new hiring requirements. The position assists the ADW – Staffing with coordination of the hiring process, including recruitment, participation in hiring panels, selection, and performing background, security and reference checks as required. The position provides continuing supervision, leadership, instruction and guidance to the auxiliary callboard employees.

- 4.1 Assisting the ADW-Staffing with the development of annual training plans by identifying immediate and projected coverage/backfill requirements for staff attending training and scheduling staff attendance as required.

- 4.2 Providing shift scheduling training including related to policy and practice to staff substituting that regularly substitute in this position.
- 4.3 Providing guidance and instruction to staff in the completion of overtime, substitution, mutual shift exchange forms and leave applications as related to local policy and Master Agreement.
- 4.4 Providing instruction to new recruits on use of time sheets, "on call" and "call out" procedures as related to local and Branch policies and Master Agreement.
- 4.5 Assisting the ADW-Staffing with the co-ordination and scheduling of individualized orientation or re-orientation training for employees returning from extended absences, or transferring into the District.
- 4.6 Ensures that prior to post assignment, employees have necessary certifications to comply with WCB and OHS Regulations as required.
- 4.7 Performing all aspects of shift scheduling.
- 4.8 Developing annual, monthly, and daily shift schedules for regular and auxiliary employees working 7 days per week, 24 hours per day, in various shift patterns using Time on Line (TOL) Kronos 5.1.
- 4.9 Informing ADW-Staffing in timely manner when auxiliary staff are unavailable during identified "on call" times.
- 4.10 Ensuring that all regular employees are scheduled so as to work their required annual hours.
- 4.11 Maintaining accurate records of auxiliary's hours.
- 4.12 Scheduling Annual Leave, ETO, Stat. Time and CTO in accordance with the Master and Component Agreements, and District policies in a manner that ensures sufficient availability of replacement auxiliary staff.

#### **Duty 5 – Correctional Supervisor - Conditional Release Coordinator**

- 5.0 The Conditional Release Coordinator is to provide: the appraisal, initial classification and re-classification of inmates to the least intrusive level of security, considering the safety of the public; to assign security designation and Living Unit placement for all inmates; ensure appropriate sentence management plans have been developed and the inmate's key dates have been identified; ensure the inmate utilizes available training activities, resources and programs; function as parole and T/A Coordinator pro-actively initiating inmate applications; review policy and procedures, ensuring the effectiveness and efficiency of the inmate classification process.
- 5.1 Coordinating parole in the Correctional Centre.
- 5.2 Receiving all parole applications and preparing a complete information package on each application for parole hearings.
- 5.3 Scheduling parole hearing dates with the National Parole Board office for all applicants and those under parole suspension, and attending all hearings on behalf of the Warden.
- 5.4 Providing appropriate information to staff and inmates relevant to parole and available resources, in order to encourage efficient use of the program.
- 5.5 Reviewing with the applicant before the hearing all information, except that which is considered confidential, which will be presented to the Board.
- 5.6 Ensuring preparation of the parole certificate granted as a result of Parole Board decisions, explaining details to the applicant and processing the applicant for release.
- 5.7 Advising inmates, victims and staff of decisions.



- 5.8 Liaising with Canadian Immigration Services.
- 5.9 Authorizing clearance for parole observers, advisers and interpreters.
- 5.10 Liaising with Board members during parole hearings and later updates.
- 5.11 Liaising with the community, Probation Officers, Lawyers, Parole Supervisors and Police Agencies to ensure full information flow, according to policy.
- 5.12 Maintaining records to ensure applications are processed in accordance with policy and submitting reports as required.
- 5.13 Responsible for the overall sentence management of sentenced and remanded inmates.
- 5.14 Interviewing all non-classified inmates upon their arrival at the Correctional Centre and completing the induction sheet; compiling and inputting inmate needs assessment and inmate classification assessment.
- 5.15 Reviewing all documents and information available.
- 5.16 Reviewing the VISEN (Violent-Infectious-Suicidal-Escape-Nothing Noted) code assignment on each inmate.
- 5.17 Reviewing the sentence calculation with each inmate.
- 5.18 Identifying key dates and ensuring the establishment of a Sentence Management Plan.
- 5.19 Identifying Living Unit placement and assisting the Correctional Supervisor – Programs with identification of suitable inmates for work placement.
- 5.20 Monitoring Case Management plans in order to ensure systematic progress.
- 5.21 Participating in the case review and planning sessions for sentenced inmates who may require reclassification.
- 5.22 Reviewing all requests for classification and reclassification when sentenced (risk assessment).
- 5.23 Participating as a member of the Case Management team.
- 5.24 Responding directly to inmate requests for classification, Remand inmates' information and reclassification information or review.
- 5.25 Providing advice, guidance and assistance to staff and inmates.
- 5.26 Communicating with other Correctional Centres to ensure the efficient and effective movement of inmates between institutions and specifically to ensure compliance with the Corrections Branch bed load plan.
- 5.27 Notifying appropriate authorities of inmate transfers and arranging for all accompanying documentation.
- 5.28 Authorizing inmate movement and transfers.
- 5.29 Monitoring, reviewing and authorizing off-load transfers to other secure Centres.
- 5.30 Coordinating monthly remission award panels.
- 5.31 Maintaining statistics and record keeping.
- 5.32 Considering full safety of the public, encourage the inmate to use community resources.
- 5.33 Accepting applications for Temporary Absence and processing them in a timely manner.
- 5.34 Pro-actively reviewing inmates for suitability for Parole, TA's, and RTA.

- 5.35 Reviewing inmate Temporary Absence plans with regard to reclassification to lesser secure institutions.
- 5.36 Reviewing all inmates remaining in sentence within 30 days for possible Temporary Absence and reintegration TA's ongoing.
- 5.37 Ensuring that all inmate applications for community release, legal assistance, medical care, etc. are legible, complete and accurate.
- 5.38 Responding to telephone inquiries from Lawyers, Crown Counsel, Probation Officers, Police agencies and the general public.
- 5.39 Dispensing applications for SIN and Birth Certificates as requested.
- 5.40 Assisting in planning, developing and monitoring of Correctional Centre programs and Case Management policies.
- 5.41 Acting as a resource to all staff for Case Management functions.
- 5.42 Assisting in emergency situations.
- 5.43 Interviewing all inmates.
- 5.44 Completing Induction Risk Assessment forms to determine internal security and risk assessment status.
- 5.45 Completing and inputting Inmate Classification Assessment and Inmate Needs Assessment forms.
- 5.46 Other related duties.

#### **Duty 6 – Correctional Supervisor – Classification/Internal Placement Officer**

- 6.0 Under the direction of the Assistant Deputy Warden-Regulation, this position is responsible for the internal placement and Risk Management Assessment of all inmates admitted to the Correctional Centre, classifying inmates to the appropriate level of control, care, custody and program to make the most effective use of their incarceration. This position provides the overall supervision and coordination of inmate Case Management within the guidelines of Branch Case Management Policy and Risk Assessment practices; is responsible for ensuring the inmate's proposed plans are coordinated with programs and services available at the Correctional Centre; and functions as a resource contact for staff and inmates. This position assists with liaison with the local Police agencies, Probation and Crown Counsel offices. It also takes part in the regular MDO meetings to assist the medical staff in the appropriate placement internally, classification issues and release plans.
- 6.1 Coordinating all internal inmate placements.
- 6.2 Clearing inmates for outside employment and use of the sweat lodge.
- 6.3 Reviewing and assessing available information.
- 6.4 Designating inmate unit placement and work program placement.
- 6.5 Supervising and coordinating Inmate Case Management in order to ensure inmate sentences are being effectively managed.
- 6.6 Providing advice, guidance and information to inmates and unit staff.
- 6.7 Reviewing files on a regular basis to determine inmate compliance to rules and regulations.
- 6.8 Providing information and alerting the ADW-Regulation and Correctional Supervisor – Operations of potential security/management problematic inmates.

- 6.9 Coordinating internal inmate movement relating to work placement changes and unit changes that could affect the safe management of the Correctional Centre.
- 6.10 Reviewing inmate Client Logs for appropriate inmate work placement, considering security risk factor and inmate skills.
- 6.11 Monitoring Case Management plans in order to ensure systematic progress.
- 6.12 Identifying key dates in relation to Case Management plans.
- 6.13 Assisting Induction Unit Officers by being available as an information source and recommending appropriate internal bed placements.
- 6.14 Ensuring information is available to inmates and unit staff relevant to Parole and Community re-entry programs.
- 6.15 Responding to inmate requests for review of their security rating in a timely manner and with consultation of staff.
- 6.16 Maintaining and facilitating communication and information exchange.
- 6.17 Attending meetings specific to the management of MDO/Special Focus Offenders.
- 6.18 Responding to inmate requests directed to Operations, except those relating to the Health Care Centre.
- 6.19 Coordinating with the Correctional Supervisors - Classification respecting any changes in inmate behaviour or status that may impact the proposed sentence plan.
- 6.20 Monitoring and reviewing "1" security rated inmate files for any unusual behavioural changes.
- 6.21 Responding to all staff requests for individual inmate status or placement review.
- 6.22 Performing other duties as assigned by the Assistant Deputy Warden-Regulation.
- 6.23 Coordinating monthly Remission Award panels.
- 6.24 Assisting in emergency situations.
- 6.25 Annual Employee Performance Development and Review of assigned staff.
- 6.26 Completing periodic reviews of files to ensure compliance with Branch standards.
- 6.27 Liaising with other Correctional Supervisors and ADW's as needed.
- 6.28 Assisting in planning, developing and monitoring of Correctional Centre Case Management functions.
- 6.29 Completing Modified Supervision Program reviews when required.
- 6.30 Liaising with other components of the Justice System and members of the public as required.
- 6.31 Monitoring of inmate correspondence (phone calls and mail) for security or court related issues.
- 6.32 Supervision of the Segregation Unit.
- 6.33 Case Management of problematic inmates.
- 6.34 Providing information to Investigations and Standards Office (ISO) as required.
- 6.35 Conducting inmate investigations.

- 6.36 Daily Segregation file reviews.
- 6.37 Correction Act Regulation (CAR) section 17 and 18 reviews with the Correctional Supervisor - Operations and the Assistant Deputy Warden-Regulation.
- 6.38 Entering and updating alerts on CORNET.
- 6.39 Arranging "Administrative" transfers.

#### **Duty 7 – Correctional Supervisor - Records**

- 7.0 Under the direction of the ADW - Sentence Management, this position is responsible for the overall supervision and coordination of the admission and discharge of inmates at the Correctional Centre within the guidelines of the Centre policies and the CORNET system. This position may be called upon for short-term coverage for the ADW - Sentence Management for urgent matters. This position shall be trained in Classification duties and be called upon to replace Correctional Supervisor - Classification for relief purposes. This position will be called upon as required to liaise with outside agencies (CSC, Sheriffs, Lawyers, and Probation Officers). This position may also be required to appear in court. This position is also responsible for the direct supervision of the Records, Change Room Staff and Transport Officer Staff.
- 7.1 Supervising and coordinating Records staff in order to ensure admissions and discharges of inmates is in accordance with policy and law.
- 7.2 Providing advice, guidance and assistance to Security/Correctional Officers in Records.
- 7.3 Ensuring proper staff coverage in Records and arranging for backfill staff as required. Monitoring the staff work schedule, plus completing and submitting a staffing summary each day.
- 7.4 Ensuring all Records office policies and procedures that relate to CORNET and Correctional Centre policy are entered into the Records Office Standing Orders Manual and that staff are made aware and adhere to them.
- 7.5 Completing Employee Performance Development and Reviews when due.
- 7.6 Reviewing regularly the work of Records Officers to ensure accuracy and compliance with legal procedural requirements.
- 7.7 Ensuring Code Yellow responders are aware of duties.
- 7.8 Reviewing and checking warrant files on all new intakes and sentence adjustments in the finals basket.
- 7.9 Ensuring warrants are on file that provide proper legal custody.
- 7.10 Ensuring effects/clothing forms are properly filled out and signed and that bag numbers are properly recorded.
- 7.11 Entering and calculating the inmate's sentence properly.
- 7.12 Ensuring transfer logs are signed off.
- 7.13 Ensuring sentence information in the field is correct and is reflected correctly on the custody report.
- 7.14 Updating records statistics daily and submitting monthly/annual statistical reports to the Director of SMU.
- 7.15 Reviewing classification of incoming inmates to ensure the transfers for the following day are set up to allow movement of inmates in a timely manner.
- 7.16 Provide relief for Sentence Planning Officers and Conditional Release Co-coordinator.

- 7.17 Classifying sentence and remand inmates to an appropriate level of security, location bed and employment placement.
- 7.19 Preparing and inputting all Classification and ICA reports.
- 7.20 Coordinating and notifying all Centres of transfers.
- 7.21 Monitoring all bed load counts.
- 7.22 Ensuring that a professional level of communication is maintained with other Centres by maintaining consistent and recorded communication.
- 7.23 Ensuring that Federal inmates are properly billed for and in a timely manner, keeping statistical records.
- 7.24 Performing other related duties as required.
- 7.25 Assisting with policy development and evaluation of current practices.
- 7.26 Maintaining a system of collecting statistical data, preparing reports and making recommendations.
- 7.27 Submitting reports as requested.
- 7.28 Review files for discharge.
- 7.29 CPIC's as required.
- 7.30 Monitoring the inmate income assistance process.
- 7.31 Monitoring and the ordering of meals.
- 7.32 Liaise with Health Care Centre.
- 7.33 Respond to code yellow emergencies.
- 7.34 Monitor and order bed rolls and clothing.
- 7.35 Staff Training.
- 7.36 Monitoring and processing inmate requests as well as clothing exchanges and dry cleaning requests.
- 7.37 Maintain supplies for the records area.
- 7.38 Proper completion of time sheets and attending the morning Supervisor meetings.

#### **Duty 8 – Correctional Supervisor – Disciplinary Hearing Coordinator**

- 8.0 Under the direction of the Deputy Warden - Operations, this position is responsible for the coordination of all inmate disciplinary hearings
- 8.1 Maintain the disciplinary hearing file ensuring all documents, e.g., Violation Report, necessary for effective completion of the hearing are provided to the Disciplinary Chairperson at the time of the hearing
- 8.2 Maintain continuity of all evidence required for the disciplinary hearing and ensure it is available for presentation at the hearing
- 8.3 Coordinate and schedule the dates and times of disciplinary hearings ensuring they occur within the time frames required in accordance with the Correction Act Regulation
- 8.4 Coordinate and schedule the attendance of witnesses, charging officers, investigating officers, Disciplinary Chairperson, inmate, and legal counsel, as required
- 8.5 Perform the role of investigating officer as required

- 8.6 Ensure that all relevant evidence is saved and available for presentation at the disciplinary hearing
- 8.7 Test all equipment required for the disciplinary hearing to ensure that it is functioning properly and ready for use
- 8.8 Confirm that all inmates charged have received a copy of the Violation Report by reviewing Cornet Client Log entries
- 8.9 Approve charges under the Correction Act Regulation, as required.
- 8.10 Ensure the appropriate use of DVR and ICCS equipment and systems
- 8.11 Complete Employee Performance Development and Reviews (EPDR) on staff on an ongoing and annual basis.
- 8.12 Provide instruction and guidance to staff on the completion of violation reports and charge approval
- 8.13 Other related duties as required

#### **Duty 9 – Correctional Supervisor – Recruiting Officer**

- 9.0 Under the direction of the ADW – Staffing, the Correctional Supervisor - Recruiting Officer is responsible for the recruitment activities within the correctional centre. When available or required this position may also provide back-fill/support for the Training Officer position (and vice-versa). Below are the responsibilities for the Recruiting Officer position.
- 9.1 Represents the Centre as a member of the Provincial Recruiting Committee
- 9.2 Actively advances a positive public image of Correctional Officers and the work of BC Corrections - Adult Custody Division.
- 9.3 Creates a supportive relationship with potential recruits and facilitates a positive hiring experience for applicants
- 9.4 Participates in provincial or other multi-centre recruiting activity
- 9.5 Coordinates local recruiting process (e.g.: Recruit Questionnaire and Interview form, COPAT, Application Package, Recruitment Incentive Program, Language Proficiency Index (LPI) testing, etc)
- 9.6 Coordinates local recruiting activity such as:
  - scheduling and attending information sessions and career fairs,
  - coordinating local advertising,
  - managing recruiting material (displays, brochures, cards, videos, etc)
- 9.7 Tracks and documents recruiting activities, recruitment incentive bonus, and statistics,
- 9.8 Contacts applicants as required for the recruitment process, e.g., application/questionnaire clarifications, OFA Level 1, etc.
- 9.9 Occasional sharing of duties with the Training Officer (CS)
- 9.10 Other related duties as required

#### **Duty 10 – Correctional Supervisor – Training Officer**

- 10.0 Under the direction of the ADW – Staffing, the Correctional Supervisor - Training Officer is responsible for the 30 day recruit Security Officer Orientation training and ongoing training for other staff within the correctional centre. When available or required this position may also provide back-fill/support for the Recruiting Officer position (and vice-versa). Below are the responsibilities for the Training Officer position

- 10.01 The Correctional Supervisor -Training administers and delivers basic, continuing and advanced training programs for all staff working in the District, including contractors. The position is responsible for researching, developing and writing all elements of the Training Program including Standards, Performance and Enabling Objectives, Lesson Specifications, Reference Materials and Learning Aids.
- 10.02 Staff training.
- 10.03 Assisting the ADW-Staffing with the development of annual training plans by identifying immediate and projected coverage/backfill requirements for staff attending training and scheduling staff attendance as required.
- 10.04 Assisting the ADW-Staffing with the co-ordination and scheduling of individualized orientation or re-orientation training for employees returning from extended absences, or transferring into the District.
- 10.05 Other related duties as required.

## NATURE OF WORK AND POSITION LINKS

The position evaluates the immediacy of events, including disruptions, assaults and riots, and makes decisions regarding staff, inmate and public safety as the front line authority, in some cases without established policy or time for consultation with supervisor.

Major challenges of the position include identifying actual or potential risks to staff and offenders, resolving inmate-staff disputes or misunderstandings and demonstrating leadership and control to both staff and the inmate population.

Performs supervisory tasks to assist with the daily delivery of programs and services.

Resolves issues and conflicts between staff, inmates and contractors related to programs and services.

Oversees inmate work programs and supervises the Food Service Contract, CORE Programming, Case Management, visits, and contracted programs in the Centre.

Promotes treatment programs within the Centre to staff and inmates, to ensure that programs and services maintain an appropriate profile within the secure environment.

### LINKS

- Centre Committees, to: participate on the Mentally Disordered Offenders Committee comprised of correctional staff and health care professionals to discuss transfers within the centre, to other centres, to mental hospitals, assessing level of risk for self harm or suicide.
- Video Court Development Team, to: coordinate the use of video court provincially, and maintain relevant usage statistics.
- Centre classification staff, to: ensure continuity of inmate workers
- I/M Committee and the Community Advisory Committee, to: participate as a member
- Occupational Health and Safety Committee, to: participate as a member
- Office of Investigations and Standards Office (ISO), Office of the Ombudsman, to: provide information and assist with investigations as requested.
- Provincial Recruiting Committee, to: share ideas, information and best practices regarding recruitment and a consistent approach within the Adult Custody Division.

## SPECIFIC ACCOUNTABILITIES / DELIVERABLES

1. **50%** Briefs, deploys and supervises staff in accordance with designated staff allocations and qualifications; conveys all relevant information to incoming Correctional Supervisors - Operations and advises on matters such as problem inmates, new policies, procedures and security concerns; observes staff safety practices to ensure Workers Compensation Board - Occupational Health and Safety Regulations are followed and a high standard of

cleanliness/hygiene is maintained throughout the centre; participates in the annual identification and rotation of staff to the various functions within the Centre; assigns work, conducts yearly staff performance appraisals, identifies and recommends training needs; oversees and provides direction to the Work Program and Core Program staff, including R18 Instructors and Security/Correctional Officers; establishes Employee Performance Development and Review (EPDR) plans; conducts or oversees completion of annual EPDRs; supervises identification and implementation of staff training needs and assists with the delivery of in-house training opportunities; participates in the annual identification and rotation of staff to the various functions within the Centre; supervises the monitoring all offender participation in programs and the provision of program requirements; observes and corrects staff safety practices to comply with Workers Compensation Board - Occupational Health and Safety Regulations; ensures appropriate policies regarding the safe use and repair of equipment are followed; tours the Centre to certify staff safety and a high standard of cleanliness/hygiene throughout the centre; participates in the selection of volunteers with the Core Supervisor; reviews volunteers involved with inmate work and CORE programs

2. **20%** Coordinates all responses to significant critical incidents, hostile aggressive behaviours and major disturbances; oversees or performs immediate discipline or arranges different housing for offenders who become management problems; conducts unit inspections on a daily basis following centre policy and procedures; inspects units for contraband and removes and reports contraband; conducts inspections of the segregation/observation units in accordance with branch policy; oversees offender counts in accordance with policy; oversees physical security by reviewing staff reports and inspecting areas of particular concern; provides a communication link for inmates to be informed of policy decisions and for management to address grievances or concerns through an inmate representative; reviews inmate complaints and objections and attempts to resolve issues; attends meetings with inmate representatives and follows-up on issues discussed; reviews inmate case management services within the Centre and verifies that subordinates are following policies and procedures; brings case management issues to management with recommendations
3. **10%** Coordinates emergency procedure drills by organizing mock drills situations; assesses compliance with established drill procedures and identifies areas for improvement; implements Centre contingency plans for emergency incidents, such as fire or riots, according to prepared procedures; assists management with program planning, program evaluation, policy preparation and implementation; assists in the resolution of conflicts between security requirements and program opportunities; completes investigations and reports, including incident reports and statistical documentation
4. **10%** Co-ordinates, controls and monitors offender and visitor movements throughout the Centre; supervises screening procedures and security frisks that allow visitors to enter the Centre; conducts inmate, visitor, cell unit or centre searches and frisks to locate or prevent the introduction of or contraband in the centre; receives and signs in all after-hours visitors, such as lawyers, community agency representatives, contractors
5. **10%** Oversees reception, feeding and initial classification of offenders relative to security status and bed load availability, received after normal business hours, or, in the absence of the classification officer; interviews and assesses mentally disordered, problem or dangerous offenders to determine proper placement and handling within the centre in conjunction with Classification staff; reviews, mediates and documents food related comments and complaints; assesses food quality and delivery of service; establishes and organizes work projects, including staff and inmate work assignments; assists in the development, co-ordination and conduct of special events, such as inmate sport days, centre-wide tournaments and visiting entertainment groups; supervises facility tours for groups such as service groups, volunteers and schools to ensure compliance with Centre policy; addresses tour groups on behalf of the Centre. Coordinates local recruiting activity such as: scheduling and attending information sessions and career fairs; coordinating local advertising; managing recruiting material (displays, brochures, cards, videos, etc);

## FINANCIAL RESPONSIBILITY

Monitors staff attendance and approves staff time sheets.

## DIRECT SUPERVISION (i.e., responsibility for signing the employee appraisal form)

Role	# of Regular FTE's	# of Auxiliary FTE's
Directly supervises staff	xx	xx



Supervises staff through subordinate supervisors	xx	xx
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**PROJECT /TEAM LEADERSHIP OR TRAINING** (Check the appropriate boxes)

Role	# of FTE's	Role	# of FTE's
Supervises students or volunteers <input type="checkbox"/>	-	Provides formal training to other staff <input checked="" type="checkbox"/>	xx
Lead project teams <input checked="" type="checkbox"/>	as req'd.	Assigns, monitors and examines the work of staff <input checked="" type="checkbox"/>	xx

**SPECIAL REQUIREMENTS**

Criminal Record Search  
Undergo security screening/reference check.  
Valid B.C. drivers license.

**TOOLS / EQUIPMENT**

Knowledge of the use and deployment of restraint/security devices and transportation vehicles.  
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 and off duty, by the employer, the public and the courts.

**WORK EXAMPLES**

**COMMENTS**

**PREPARED BY**

NAME: Tony Porter	DATE: April 9, 2008	
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**EXCLUDED MANAGER AUTHORIZATION**

I confirm that:

1. the accountabilities / deliverables were assigned to this position effective: (Date).
2. the information in this position description reflects the actual work performed.
3. a copy has / will be provided to the incumbent(s).

:

SIGNATURE:

DATE:

## ORGANIZATION CHART

Insert organization chart here, or attach.

## SELECTION CRITERIA

### **Education and Experience:**

Secondary school graduation or equivalent; demonstrated experience with policies and procedures of the Corrections Branch; BC Corrections Correctional Officer status plus completion of 25 hours of courses in the Correctional Officer Learning and Development certificate, or 5 years of correctional experience or equivalent experience; demonstrated competency in unit operations and security systems; demonstrated experience with corrections programs.

Preferred: additional training in areas of human behaviour and leadership techniques; some introduction to automated security and information systems; university/college courses in the humanities, sociology psychology and criminology, and computer and communications technology.

### **RATED QUALIFICATIONS:**

#### **1. Knowledge:**

- contemporary correctional principles, practices and techniques
- employee supervision practices and labour relation matters (i.e., contract interpretation)
- problem resolution
- computer security operations
- General references include: Branch Standards and policies, Adult Custody Policy, Correction Act and Correction Act Regulation, Master and relevant Component Agreements, Standards of Conduct for Corrections Branch Employees, relevant government personnel policies, W.C.B. and OHS Regulations, shift scheduling practices in a 24 hour 7 day a week operation.
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#### **2. Skills and Abilities:**

Demonstrated verbal and written communication skills, ability to direct and control hostile, aggressive behaviour, demonstrated supervisory and interpersonal skills, and the ability to plan, direct, organize and monitor workload. Proficient in routine and detailed work. Ability to work with computer and communications equipment on an extended basis.

## **Correctional Supervisor Competencies**

The following competencies were identified by a representative group of the correctional supervisors 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.

1. **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.
2. **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 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.
3. **Conflict Management** is the ability to develop working relationships that facilitate the prevention and/or resolution of conflicts within the organization.
4. **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.
5. **Flexibility** is the ability and willingness to adapt to and work effectively within a variety of diverse situations, and with diverse individuals or groups. Flexibility entails understanding and appreciating different and opposing perspectives on an issue, adapting one’s approach as situations change and accepting changes within one’s own job or organization.
6. **Decisive Insight** combines the ability to draw on one’s own experience, knowledge and training and effectively problem-solve increasingly difficult and complex situations. It involves breaking down problems, tracing implications and recognizing patterns and connections that are not obviously related. It translates into identifying underlying issues and making the best decisions at the most appropriate time. At higher levels, the parameters upon which to base the decision become increasingly complex and ambiguous and call upon novel ways to think through issues.
7. **Holding People Accountable** involves setting high standards of performance and holding team members, other government jurisdictions, outside contractors, industry agencies, etc., accountable for results and actions.
8. **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.

**Prince George Regional Correctional Centre  
Organizational Chart**

