

**Job Class Profile:**            **Adult Probation Officer I**

**Pay Level:**                      **CG-39**                      **Point Band:**                      **882-915**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	6	6	2	6	6	5	5	1	5	
Points	280	100	13	29	180	108	103	21	54	888

## JOB SUMMARY

The Adult Probation Officer I provides a comprehensive professional community correctional service through the rehabilitation and reintegration of offenders, ensuring the safety of the public, and the enforcement of court orders. Responsible for professional enforcement, rehabilitation and investigative work in the provision of community corrections services.

### Key and Periodic Activities

- Responsible for the case management of probation orders, conditional sentence orders and temporary absences. Reviews court order or temporary absence with offender, family and other collateral contacts to gather information on client's circumstances, criminal history, criminogenic risk factors (i.e. substance use, family/marital circumstances, associates, etc.). Uses this information and a risk management/assessment tool to develop a case management and/or release plan.
- Supervision and enforcement of court orders. Supervision includes office visits by offenders, telephone contact, completion of risk assessment/case plans and home visits to ensure compliance with court orders.
- Provides correctional counseling and intervention in the life situations of offenders through individual and/or group counselling. Offers counsel, advice, assists and supervises offenders regarding their personal, social, employment, and court order requirements.
- Regularly consults with and takes a mediation role with community agencies and various government departments concerning offender's actions and case history.
- Prepares pre-sentence reports for the courts to assist in the sentencing of offenders. Also prepares oral pre-sentence reports or pre-sentence report updates.
- Monitors and enforces the provisions/conditions of probation orders, conditional sentence orders, temporary absences from prison including electronic monitoring and peace bonds.
- Uses the corrections information management system to enter contact notes, access pre-sentence reports, manage and update caseload, and set appointments.
- On call response. Responds to after hour activities of offenders on conditional sentence orders or temporary absences (i.e. technical problems with electronic monitoring equipment, responds to police calls regarding offenders in violation of court orders).
- Arranges interprovincial transfers of jurisdiction of probation orders and conditional sentences on behalf of offenders leaving the province.
- Recruits placement agencies for Community Service Ordered Programs and facilitates the delivery of the program, monitors the offender's progress and resolves any problems that may

### Key and Periodic Activities

- develop.
- Notifies appropriate community members concerning the release of sex offenders into their neighbourhood. Notifies the police, victim services and child protection, conducts investigations, and provides supportive counseling to the offender regarding the above.
- Participates in staff meetings, integrated case management meetings and inter-agency meetings as required.
- Delivers presentations to educational, institutional and community groups.
- Participates in the development of new programs and services for offenders.

## SKILL

### Knowledge

#### General and Specific Knowledge:

- Knowledge of an evolving specialized or technical field to provide advice. Knowledge of policies/procedures/ methodologies for corrections, risk management, assessment, counselling, case law, applicable legislation and the Criminal Code of Canada.

#### Formal Education and/or Certification(s):

- Minimum: Undergraduate degree in social sciences. Coursework in counselling, risk management, and corrections.

#### Years of Experience:

- Minimum: 4-5 years experience.

#### Competencies:

- Strong interviewing, counseling, communication (including motivational interviewing, active listening, public speaking, writing), and organizational skills.
- Mediation, advocacy and facilitation skills.
- Computer skills including data entry, use of various software packages.
- Ability to conduct analysis and assessments.
- Creative problem solving techniques and crisis intervention skills to assist clients in addressing needs. Suicide intervention skills.
- Ability to install and monitor electronic monitoring equipment as well as the operation of breathalyzer.

### Interpersonal Skills

- A range of interpersonal skills are used to listen to information from other people, ask questions to get information, provide routine information and direction to others, communicate complex information to others, conduct formal interviews, gain cooperation of others to complete work and to solve problems, provide expert counselling/advice to others, resolve disputes between others, and to deal with angry/upset people in person or on the telephone.
- May instruct/train, facilitate meetings or sessions, and make formal presentations to others.
- Most significant and frequent contacts are: clients/offenders for supervision of court orders; peers/coworkers to discuss/consult on cases, problems, unique cases, past experiences; employees within the justice system for case consultation on breaches, reports and counselling.
- Examples of the use of interpersonal/communications skills: conducting interviews to complete assessments and to develop case plans with clients; interviewing clients and others with regards to counselling, assessment, and supervision; negotiating with resistant clients and developing

relationships; facilitating group counselling sessions; advocating/liasing with community agencies to provide support to clients; communicating complex/specialized information and direction to others is used when assisting Probation Officers in the field during the installation of electronic monitoring equipment.

## EFFORT

### Physical Effort

- The demands of the job occasionally result in considerable fatigue requiring periods of rest.
- Regularly required to stand, walk, drive, and lift objects less than 10 lbs.
- There is a constant requirement for fine finger or precision work when utilizing a computer to complete reports, and installing electronic monitoring devices. Extended periods of sitting is required when driving to meetings, home visits, institution visits, attending court, etc., however freedom of movement exists.

### Concentration

- **Visual** alertness is required when conducting interviews and assessing clients, awareness of surroundings and safety routes when conducting home visits, visual attentiveness to safety of coworkers with resistant/angry clients, and completing reports/documents.
- **Auditory** concentration is required during interviews, telephone calls, court appearances, assessment.
- **Alertness to the health and safety** of others when dealing with agitated/aggressive clients in the office or during home visits.
- **Interruptions** generally include client demands, crisis situations, unexpected visits to the office by the clients, or when a client violates his conditional sentence order. Officers may also be required to complete documentation or testify on short notice.
- **Time pressures and deadlines** are present for court appearances, due dates to meet policy/procedural demand for assessments and interviews. Laying a breach of conditional sentence has very tight deadlines. Pre-sentence reports have specific timelines from the courts. Policy requirements regarding supervision standards such as frequency of home visits, telephone contacts.)
- **Lack of control over the work pace** includes court related activities including Conditional Sentence Orders, Probation Orders, court appearances, technical problems with electronic monitoring devices, and immediate reaction to clients in crisis which takes precedent over all other tasks.

### Complexity

- A series of tasks and activities that are different/unrelated and require a broad range of skills and diversity of knowledge.
- Problems/challenges vary. They may be well-defined with a limited number of solutions; may be addressed by following procedures or guidelines; and may require definition of the problem and practical solutions found; or may require development of creative/complex solutions.
- Examples of typical challenges/problems: offenders often experience a myriad of problems ranging from addictions issues, mental health issues, employment, housing, food, and financial issues. Probation officers must use creativity in resolving the problems to find the best solutions for unique circumstances. Such skills are used on a regular basis as offenders present on a regular basis with problems.
- The only pre-determined processes are the required assessments and reports which must be

completed for each client.

## RESPONSIBILITY

### Accountability and Decision-Making

- Work tasks are moderately prescribed and controlled. Policies provide guidelines but allows for professional judgements to be made without supervisory approval such as content of pre-sentence reports, filing of breach charges. Supervision is accessible but only involved in day-to-day operations when requested or during regular file audits or team meetings.
- Decisions can be made regarding when to initiate breaches, prepare Pre-Sentence Reports, case management, and application of standard policies and procedures. Referrals for counseling, completion of court reports, and the decision to issue summons and warrants for arrest are done independently.
- Supervisory approval is required for funding requirements such as referrals to private counselors, funding for housing, materials, and attendance in training.
- Examples of discretion and independence of action: the decision whether to breach an offender for failing to comply with a court order; specific conditions of court orders, such as counseling. Independent discretion is required in determining which information will be included in court reports. Discretion and independence of action is required on a daily basis in the case management of clients including determination of needs, risks, and appropriate responses to these.
- Dealing with clients and differentiating intoxication, illness or disability and making the wrong decision can have severe consequences.

### Impact

- Has impact on the immediate work area, within the department, inside and outside the organization, and on clients and general public.
- Impacts are felt directly on equipment, processes and systems, information, finances, health and safety, and corporate image.
- Public safety is impacted by the decision whether to breach an offender. The decision to increase an offender's level of supervision has an effect on the offender and the general public. There is an impact on clients, workers, public safety when all aspects of the position are carried out competently and the client's offending behaviour ceases.
- Errors may result in extreme impact on health and safety of the offender or general public. Improper or inaccurate information could result in an offender's risk level being classified improperly. Should this occur, he/she may not be supervised at the appropriate level which could affect the community if he/she is not properly monitored and re-offends.
- Identification and resolution of consequences and/or errors are dependent upon the situation and timelines associated with this will vary.
- Work must be in compliance with procedures and policies.

### Development and Leadership of Others

- Not responsible for the supervision of staff.
- May be required to provide on-the-job guidance/advice, feedback, orientation to new staff.
- New staff relies heavily on guidance, instruction, and peer review from senior staff. New employees responsible for the Electronic Monitoring Unit require hands on instruction on the use of equipment.
- May be trained/certified for the risk assessment tool and act as a consultant/lead for staff in the

use of the tool.

## WORKING CONDITIONS

### Environmental Working Conditions

- Required to wear protective safety equipment and take safety precautions, i.e. panic buttons located in all probation offices, flashlights for conducting home visits, cell phones are provided for all electronic monitoring staff, use of a secure office where hostile offenders can be interviewed, self protection, office set up required to allow for escape route, and the use of safety procedures when conducting home visits.
- There is limited likelihood of minor cuts, bruises, abrasions, minor illnesses, fractures, injury or occupational illness resulting in partial or total disability.
- Occasionally exposed to glare, infectious disease, odours, wet or slippery surfaces, awkward or confining workspaces, and physical dangers or threats.
- Regularly exposed to adverse weather conditions and regularly required to travel for home visits.
- Example of exposure to negative environmental working conditions: exposure to clients with infectious disease, poor hygiene of some clients, travel to homes for visits, dirt and filth in some home visits.