

Job Class Profile: Adult Probation Officer II**Pay Level: CG-42 Point Band: 994-1037**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	7	6	2	6	6	6	5	4	5	
Points	327	100	13	29	180	130	103	86	54	1022

JOB SUMMARY

The Adult Probation Officer II performs highly responsible professional enforcement, rehabilitative, therapeutic, investigative, administrative and/or supervisory work in the provision of a comprehensive community correction service for regions of the province. Employees in this class are responsible for planning, organizing, and administering the Community Corrections Program in an assigned region in a sole charge or supervisory capacity.

Key and Periodic Activities

- Supervises and enforces court orders. Supervises offenders through the monitoring of compliance with, and if necessary the enforcement of, conditions attached to court imposed sentencing orders (probation orders, conditional sentence orders) or temporary absences.
- Conducts a variety of assessments including personal interviews, family interviews, collateral interviews and comprehensive community assessments; prepares case histories, pre-sentence reports and other documentation to assist the courts in determining a suitable disposition; counsels, advises, assists and supervises offenders of court order requirements.
- Provides corrections intervention and counseling through individual and small group formats. Refers clients to appropriate publicly funded existing services, such as mental health and addictions services, employment counseling services, etc., as needed. Provides correctional intervention in the life situations of offenders through individual or group counseling based upon cognitive/behavioral models both in the community and institutions.
- Develops and implements new programs for offenders in the region, promotes and advocates for the need and effectiveness of correction programs to the local community and court officials. Supervises participants in new programs and evaluates program effectiveness.
- Performs investigations for pre-sentence reports and for alleged violations/breaches of a court order or temporary absence.
- Interacts with members of the community to coordinate placement for offenders whose court order includes a condition for community work; to notify appropriate agencies or individuals of the release of an individual convicted of a child sexual offense; personal or written contact with victims to address concerns; to participate in inter-agency case management team meetings on broader based social issues; and to deliver presentations to educational, institutional, and community groups.
- Conducts operational audits and performance evaluations. Participates in recruitment activities for professional staff. Acts as resource person in the orientation and training of new employees

Key and Periodic Activities

- and Assistant Probation Officers. Provides educational supervision to students in the field of social sciences. Coordinates case load assignments.
- Arranges inter-provincial transfer of jurisdiction of probation orders, conditional sentences and temporary absences on behalf of offenders leaving the province. Supervises offenders from other jurisdictions as well.
- Accesses the provincial data management system for review purposes (review court orders) and data entry (contacts notes, condition compliance). Also accesses the Provincial Court System for record checks, status of outstanding cases, compensation compliance.
- Responds to ad hoc inquiries from senior management or other regional officers.
- Compiles, analyzes and submits statistical reports.

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. Knowledge of general theories relating to human behavior change, as well as knowledge of applicable case law, legislation and the Criminal Code of Canada.

Formal Education and/or Certification(s):

- Minimum: Undergraduate degree in social sciences. Coursework in counselling, risk management, corrections, and assessments with specialized training for offenders convicted of sexual and violent crimes.

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, provide care and nurturing to others, conduct formal interviews, promote a service, gain cooperation of others to complete work and to solve problems, train, coach and mentor, facilitate sessions, provide expert counselling/advice to others, resolve

- disputes between others, and to deal with angry/upset people in person or on the telephone.
- The most significant and frequent contacts are clients/offenders; peers/coworkers/direct reports for caseload assignment or case consultation; employees within the justice system including legal community, police and judiciary.
- Examples of the use of interpersonal/communications skills: enhanced interviewing skills are imperative and used daily in the interaction with clients and others in relation to counselling, assessment and supervision. Use of effective communication skills to provide direction and feedback to staff or for debriefing around a difficult session with a client. Showing empathy or counselling a client in crisis.

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. 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 using a computer, when conducting interviews and assessing client's visual cues to determine stress or a risk for violence/suicide.
- **Auditory** concentration is required for active listening and attentiveness in interviews, telephone calls, court appearances, assessment.
- **Alertness to the health and safety of others** when dealing with agitated/aggressive clients or during home visits, when assessing offender for risk level to re-offend or threats of harm to themselves or others.
- **Time pressures and deadlines** are experienced when meeting due dates of policy/procedural demand for assessments, interviews, policy requirements regarding supervision standards such as frequency of home visits and telephone contacts.
- **Interruptions** generally include client demands, crisis situations and unexpected visits to the office by the clients.
- **Lack of control over the work pace** include the number of supervised orders which is directly controlled by the court as the courts decide how many are required or how many orders are to be supervised by an office.

Complexity

- A series of tasks and activities that are different/unrelated and require a broad range of skills and diversity of knowledge.
- Problems vary and may be characterized as having obvious solutions; well defined for which a limited number of solutions exists; limited opportunity for standardized solutions; must be defined, and practical solutions found; creative problem definition and analysis and development of complex solutions; ideas for solutions may be provided in a team setting; or unique/multi-functional problems.
- Examples of typical challenges/problems are dealing with non-voluntary clients with various issues of varying degrees, and varying levels of motivation, community support, and

availability of client services.

- Legislation, case law and policy provide broad guidelines for the provision of effective case management.

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 determining caseload assignments and case management interventions, the implementation of Departmental Policies and Procedures, and the utilization of available resources. Supervisory approval is required to act outside the guidelines but is rare in its occurrence.
- Approval is required for financial requirements to complete or assist in case management.
- Officers must exercise daily discretion and judgment in caseload management such as the decision to breach an offender.
- Often work is performed in a sole charge office with limited resources, thus a high degree of discretion and judgment must be exercised in how an officer chooses to respond to a breach allegation. For incumbents acting as office supervisor, discretion must also be exercised when discussing inappropriate behaviors with staff members.

Impact

- Impacts generally affect the immediate work area, within the department, inside and outside the organization, and on clients and general public.
- Work activities impact processes and systems, information, finances, health and safety, human resources, and corporate image.
- Errors in risk assessment or if offenders are not monitored in accordance with standards, a critical incident may occur impacting the system as well as the community. Community safety could be compromised and corporate image impacted.
- 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

- Responsible for supervision of a small size work group.
- Required to provide on-the-job guidance, advice, feedback and input on performance evaluations. Provides orientation to new employees, delegates tasks, provides input to others regarding recruitment, organizes and coordinates other colleagues, checks and reviews the work of others.
- Performs role as team leader when facilitating groups for offenders and organizing the group.

WORKING CONDITIONS

Environmental Working Conditions

- Required to wear safety equipment and take safety precautions such as being accompanied by a second officer and carrying a cell phone. Office set up requires safe egress for the officer in volatile situations. 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 adverse weather conditions, unusual distracting noise, physical dangers and threats, lack of privacy, isolation, infectious disease, and wet slippery surfaces.
- Regularly exposed to dirt, dust, glare, and travel.
- Example of exposure to negative environmental working conditions: exposure to clients with infectious disease, loud or agitated clients, glare from computer, lack of privacy for clients and officers at home visits, physical dangers and threats can occur when clients are in an emotional state or at unscheduled visits.