

**Job Class Profile:** Corrections and Community Services Liaison Officer

**Pay Level:** CG-38 **Point Band:** 848-881

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	6	5	2	4	6	6	5	1	2	
Points	280	83	13	19	180	130	103	21	21	850

## JOB SUMMARY

The Corrections and Community Services Liaison Officer is responsible for establishing and maintaining partnerships with the aboriginal community, government agencies, stakeholders, and provincial government managers and staff to provide equitable, co-ordinated, and responsive criminal justice services to all aboriginal people in the province.

### Key and Periodic Activities

- Conducts environmental scans of criminal justice services currently delivered to aboriginal people to identify gaps that exist and opportunities for increased efficiency and effectiveness in the delivery of aboriginal justice services.
- Develops proposals and solutions to address criminal justice issues currently facing aboriginal people.
- Works with various government agencies to identify and remove any barriers in the employment process for aboriginal people.
- Serves as a consultant to the division regarding recruitment initiatives for aboriginal people and develops and implements a recruitment plan to attract potential aboriginal people to work in the prison system in the province.
- Works with aboriginal leaders to engage and empower aboriginal community groups to develop and implement correctional program strategies within their communities.
- Works with aboriginal groups and Corrections Canada to develop aboriginal programming initiatives within institutions.
- Collaborates with the Manager of Training and Development for the prison system in the development and the provision of cultural awareness and sensitivity training for new staff.
- Facilitates the training of new recruits for the Labrador Correctional Center.
- Develops, administers and interprets culturally sensitive interview tools.
- Participates in the delivery of aboriginal specific programming to inmates when required.
- Promotes the integration of aboriginal content in programs and resources.

## SKILL

Knowledge
<p><b>General and Specific Knowledge:</b></p> <ul style="list-style-type: none"> <li>— Specialized knowledge of community development as it relates to aboriginal cultures.</li> <li>— Thorough understanding of aboriginal traditions and spirituality relevant to the Labrador community.</li> <li>— Knowledge of the justice/corrections process, institutions, and community corrections facilities and the delivery of Aboriginal programming to inmates.</li> </ul> <p><b>Formal Education and/or Certification(s):</b></p> <ul style="list-style-type: none"> <li>— Minimum: Undergraduate Degree in a relevant criminal or social justice field.</li> </ul> <p><b>Years of Experience:</b></p> <ul style="list-style-type: none"> <li>— Minimum: 3-4 years of experience.</li> </ul> <p><b>Competencies:</b></p> <ul style="list-style-type: none"> <li>— Listening and communication skills to understand and interpret messages from aboriginal leaders and others. The ability to respond sensitively and appropriately.</li> <li>— Ability to speak an aboriginal language relevant to Labrador.</li> <li>— Ability to work independently and to develop and present aboriginal specific training programs, interpret policy implications to identify barriers and recommend appropriate modifications to existing policies and programs.</li> </ul>
Interpersonal Skills
<ul style="list-style-type: none"> <li>— Interpersonal skills include listening to information from others, asking questions to gather information, providing routine information and direction to others, conducting interviews, promoting an idea/service/product, dealing with upset people.</li> <li>— Interpersonal skills are used to work with various government agencies to identify and remove any barriers in the employment process for aboriginal people; serves as a consultant to the division regarding recruitment initiatives for aboriginals; work with aboriginal leaders to engage and empower aboriginal community groups to develop and implement correctional program strategies within their communities; work with aboriginal groups and Corrections Canada to develop aboriginal programming initiatives within institution; collaborate with the Manager of Training and Development for the prison system in the development and the provision of cultural awareness and sensitivity training for new staff; and facilitate the training of new recruits for the Labrador Correctional Center.</li> <li>— The most significant contacts are with aboriginal community members, leaders, and representatives; government agencies, stakeholders; and management in order to provide equitable, co-ordinated, and responsive criminal services to all aboriginal people within the province.</li> </ul>

## EFFORT

Physical Effort
<ul style="list-style-type: none"> <li>— The demands of the job do not result in considerable fatigue, requiring periods of rest.</li> <li>— There is a regular requirement to lift objects less than 10 lbs., (i.e. files, office supplies).</li> </ul>

- There is an opportunity to stand and walk in the work environment.
- Fine finger precision work is regularly required while using a computer.

### Concentration

- **Visual** concentration is required when using a computer, conducting and reviewing environmental scan, and developing recruitment plan.
- **Auditory** concentration or strain is experienced when conducting interviews, translating, participating in programming for inmates, training sessions.
- **Time pressures and deadlines** are experienced when delivering aboriginal programming to inmates.
- **Lack of control over the work pace** is experienced as a result of managing multiple demands.
- **Exact results and precision** is required for recruitment plan development and implementation, identifying gaps and areas for increased effectiveness in the delivery of aboriginal criminal justice services.

### Complexity

- Tasks are different and related involving a wide variety of responsibilities and situations.
- Challenges/problems/issues can be resolved by following standardized procedures and processes or may be resolved in a team setting. Occasionally challenges and problems must be defined and new solutions developed.
- Typical complexities and/or challenges include identifying gaps in the delivery of aboriginal criminal justice services and areas for increased efficiency and effectiveness; attracting aboriginal people to work in the prison system; and identifying and removing barriers in the employment process for aboriginal people.
- When addressing challenges/problems/issues incumbents can reference internal policies or seek advice/guidance from manager/supervisor.

## RESPONSIBILITY

### Accountability and Decision-Making

- Work tasks are somewhat monitored and controlled.
- Works with a considerable degree of independence within established guidelines/ policies. Tasks are performed with independence and a high level of discretion and judgement when working with other agencies and partners, or aboriginal leaders or community groups, to provide equitable and responsive criminal justice services to all aboriginal people.
- Works independently to develop and present aboriginal-specific training programs, to interpret policy implications in order to identify barriers, and recommend appropriate modifications to existing policies and programs as deemed necessary.
- Work is reviewed through conferences/meetings and results achieved.

### Impact

- Work tasks and activities generally have impact on the immediate work area, the department, and on clients/general public. Additionally, impacts are felt directly on corporate image and information.
- The most significant impact is on the aboriginal community and the

staff/inmates/programs/policies within the criminal justice system.

- Work must be in compliance with internal guidelines, policies, and procedures, and demonstrate an understanding and sensitivity to the aboriginal communities as well as the demands of working in a prison environment and the specific needs of aboriginal inmates.

#### **Development and Leadership of Others**

- Not responsible for the supervision of staff.
- Facilitates the training of new recruits for the Labrador Correctional Facility.

### **WORKING CONDITIONS**

#### **Environmental Working Conditions**

- There is no requirement for safety equipment or precautions.
- There is no likelihood of minor cuts, bruises, abrasions, injury, or illness causing disability.
- Work is typically performed in an open office environment with occasional travel required.