

**Job Class Profile: Offender Services Co-ordinator****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	3	4	6	6	5	2	3	
Points	280	100	19	19	180	130	103	43	32	906

**JOB SUMMARY**

The Offender Services Co-ordinator performs highly responsible professional work in the delivery and co-ordination of services and supports to meet the needs of criminal offenders involved with the criminal justice system. Provides direct interventions with inmates of the Labrador Correctional Centre that are affected by Fetal Alcohol Spectrum Disorder (FASD). Work also includes facilitating training in the area of FASD for staff, and liaising with community groups and agencies to provide supports and services for inmates during incarceration and upon release.

**Key and Periodic Activities**

- Develops individualized case plans, provides supports and intervention, and develops internal release plans to support inmates affected by FASD (diagnosed suspected and/or self-referred).
- Attends disciplinary court with inmates to ensure the process is understood.
- Upon release, provides regular contact with inmates to assist with adjustment issues, and bridges/refers inmates to appropriate community agencies.
- Advocates for services for inmates during incarceration and after release.
- Develops and facilitates training sessions for staff.
- Provides guidance and direction to correctional staff on interactions with inmates affected by FASD.
- Represents the department on community boards and committees pertaining to FASD.
- Maintains working relationships and partnerships with community stakeholders to develop strategies to provide appropriate services for those affected by FASD.
- Performs other related duties as required.

**SKILL****Knowledge****General and Specific Knowledge:**

- Knowledge of criminal justice/corrections field, Fetal Alcohol Spectrum Disorder, and Aboriginal culture and communities.

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

- Minimum: Undergraduate degree in Social Sciences.

**Years of Experience:**

- Minimum: 3-5 years.

**Competencies:**

- Strong counseling, communication (both oral and written) and organizational skills.
- Advocacy and facilitation skills.
- Computer skills including data entry, use of various software packages.
- Creative problem solving techniques to assist clients in addressing needs.

**Interpersonal Skills**

- 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 co-operation of others to complete work, provide expert counselling/advice to others, and to deal with angry/upset people in person or on the telephone.
- Delivers public and professional education sessions and workshops; conducts interviews to complete assessments and to develop individualize case plans; interviews inmates and others with regards to providing support and intervention; develops working relationships with community stakeholders; facilitates meetings; represents the department on boards and committees; and trains Correction's staff.
- The most significant contacts are inmates with FASD; corrections staff; and community representatives to develop strategies for support.

**EFFORT****Physical Effort**

- The demands of the job do not result in considerable fatigue requiring periods of rest.
- Required to sit for extended periods while interviewing inmates, driving to court or home visits for inmates who have been released, and using the computer to enter information, prepare reports, letters, etc.
- Also required to stand for extended periods while delivering presentations/workshops and attending meetings.
- Fine finger or precision work is required when using the computer and driving.

**Concentration**

- **Visual** alertness is required when interviewing inmates, being aware of surroundings and safety routes when conducting visits, visual attentiveness to the safety of the client and themselves, and when completing reports/documents.
- **Auditory** concentration is required in interviews, interacting with others during training sessions, telephone calls, court, and during the assessment of inmates for case plan development.
- **A higher than normal level of attentiveness and carefulness** is required when working with inmates to ensure health and safety and to prevent any possible hazards from happening.
- **Time pressures and deadlines** are inherent in relation to court dates, assessments, interviews and obtaining appropriate interventions for inmates.
- **Interruptions** generally include client demands, crisis situations, and unexpected visits to the office by the community stakeholders.
- The need for **exact results and precision** is required on a regular basis when assessing inmates and developing reports and training material.

**Complexity**

- A series of tasks and activities that require a broad range of skills and diversity of knowledge

- including case plan development, advocacy, development and delivery of presentations/workshops and administrative functions such as report writing and correspondence.
- Problems/challenges vary. They range from being well-defined with a limited number of solutions, to requiring development of creative/complex solutions.
- Typical challenges/issues include conducting interviews and determining appropriate case plans, advocating for services for inmates, developing in-depth release plans, and working with community groups and stakeholders to ensure the needs of those with FASD are recognized and addressed.
- Typical challenges/issues can be addressed through policies and procedures, research, court processes, peer consultation, and advice/guidance from manager.

## RESPONSIBILITY

### Accountability and Decision-Making

- Work tasks are moderately prescribed and controlled.
- Expected to operate with a significant degree of professional autonomy in determining services/interventions for inmates, performing case assessment, developing intervention strategies, and advocating for inmates affected by FASD
- Work is performed with considerable independent judgement under the general direction of the Assistant Superintendent, Labrador Correctional Centre.
- A high level of discretion and judgment must be exercised when advocating for services and supports, when representing the department on community boards, when interacting with inmates, or when determining appropriate interventions and case plans for inmates.
- 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.

### Impact

- Work has impact on the immediate work area, within the department, inside and outside the organization, and on inmates, correctional staff, and general public.
- Resources impacted include processes and systems (court system, FASD programs/services, and access to other professional services), health and safety (of inmates and self when conducting interviews or meeting with inmates), and corporate image.
- Errors may impact the health and safety of the inmate if they do not receive proper interventions and support.
- Work must be in compliance with procedures and policies.
- Identification and resolution of consequences and/or errors are dependent upon the situation and timelines associated with this will vary.

### Development and Leadership of Others

- Not responsible for the supervision of staff.
- Provides training sessions, guidance and direction to correctional staff on interactions with inmates affected by FASD.

## WORKING CONDITIONS

### Environmental Working Conditions

- Safety equipment is not required however, safety precautions are required when conducting client/inmate visits.

- There is limited likelihood of minor cuts, bruises, abrasions, minor illnesses, fractures, injury or occupational illness resulting in partial or total disability.
- Exposed to glare from computer, infectious diseases when dealing with clients/inmates, odours, dirt/filth, bodily fluids, wet or slippery surfaces, and physical dangers or threats.
- Exposure to adverse weather conditions from the requirement to travel for visits, institutions or meetings.