

PROBATION OFFICER

PREAMBLE

This is a three level series that covers the working level positions involved in all aspects of offender management and supervision in the community with the goals of protecting society, reducing re-entries into correctional facilities, and achieving successful reintegration into the community.

These goals are achieved as a member of the community corrections team. Within the parameters of the *Correctional Services Act*, the Probation Officer's conduct and typical responsibilities include, but are not limited to:

- Continually gathering and evaluating offender backgrounds, offence history and current behaviour to assess the risk of re-offending and to determine the level and focus of intervention to address dynamic risk factors for purposes of court reports or case management approaches/decisions.
- Compiling reports to assist the court in sentencing by assessing offender risk/need and suitability for community supervision.
- Engaging the offenders and relevant others (as necessary) in the change process and/or developing plans of action and/or developing and facilitating prescribed programs that will increase compliance with court expectations and address criminal behaviour to reduce re-entries into correctional facilities.
- Communicating and providing services to Aboriginal people in culturally appropriate ways that demonstrate an understanding of their history, culture, current issues and environment.
- Providing an integrated service and working with individuals, victims, community agencies and organizations to enhance services.
- Facilitating the reintegration of offenders from correctional institutions into the community by way of planning with offenders, families, agencies and custody case managers and supervising the re-integration conditions.
- Interacting with sensitivity, respect, and in a non-judgmental manner in order to develop and maintain co-operative relationships. Models the values of the organization and demonstrates integrity in all actions.

Exclusions

The Community Corrections Worker responsibilities and positions more suited to classifications in the Corrections component are excluded from this series.

PROBATION OFFICER 1

GENERAL INTENT

This is the entry level for those positions not meeting the requirements associated with the professional work assigned to the Probation Officer 2 and 3 levels. Incumbents in positions classified at this level adhere to established practices, methods and techniques. Although the initial assignments are closely supervised, gradual independence is assumed as experience is gained.

COMPLEXITY

Skills/Expertise Required

- Attains and applies knowledge of the relevant legislation, departmental/divisional/institutional directives, policies and procedures, professional standard of conduct, vision, mandate and core values and applicable management automated systems, and intervenes in a manner that is consistent with these values, policies and approaches
- Applies basic knowledge of Aboriginal history, culture and issues
- Ability to complete reports as per established policies and guidelines
- Gains an understanding of program terminology, policies/procedures and reinforces program participation
- Demonstrates basic counselling and interviewing techniques suited to the correctional environment
- Ability to complete risk assessments as prescribed by policy and standards
- Understands and implements the standards relative to case planning
- Ability to deliver informational programs to offenders
- University degree in a related discipline and less than 1 year directly related experience **or** an equivalent combination of education and experience as determined by the Department.

OTHER LEVEL DETERMINANTS

Independence of Action/Decision Making

There is the expectation to function with increasing independence as experience is gained. Decisions/recommendations are made within well established practices and procedures.

Supervision Received

On a regular basis, receives direct supervision from the immediate supervisor and coaching from peers as required. Consultation is readily available on matters which do not fit into the established practices and procedures.

Contacts

To carry out the responsibilities, regular contact with clients, families/significant others, colleagues, community service agencies and other members of the Justice system is required.

Consequence of Error

Although the work is supervised, independent decisions that can be made within the scope of the position may have significant consequences (i.e. re-offending) if established policies are not followed.

PROBATION OFFICER 2

GENERAL INTENT

This is the first working level of the Probation Officer series. Incumbents in this level function with a considerable degree of independence within the context of established program policies, practices and procedures. Advancement to the Probation Officer 3 (PB3) is contingent upon meeting the PB3's qualification requirements, as well as successfully completing the Department's competency process.

COMPLEXITY

Skills/Expertise Required

- Applies recognized offender management practices and interventions in a manner that reflects an understanding of criminal thinking and behaviour, family dynamics and community resources
- Applies a working knowledge of Aboriginal history, culture and issues to interactions with Aboriginal people, agencies and communities
- Proven ability to utilize a variety of techniques to obtain information on a wide range of offender/offence types
- Demonstrates a clear understanding of program integrity, principles and related policies. Proven ability to deliver effective informational and educational programs on an individual or group basis
- Demonstrates an integration of counselling and criminological theories and practice
- Proven ability to remain alert to offender behaviour that has the potential to lead to new offences and intervene accordingly
- Works with offenders and relevant others to maximize their ownership of the intervention plan
- Promotes and maintains respectful working relationships and models organizational values
- Demonstrated knowledge and effective application of related legislation
- University degree in related discipline with 1 to 4 years directly related experience **or** Bachelors of Social Work with less than 2 years directly related experience **or** Masters in related discipline or Social Work with less than 1 year directly related experience **or** an equivalent combination of education and experience as determined by the Department

Guidelines

Service is delivered by carrying out responsibilities within a professional discipline-based and best practices approach. Proactively seeks new approaches to improve client services. Services are consistent with the Vision, Mandate, Core Values and divisional policies and procedures.

OTHER LEVEL DETERMINANTS

Independence of Action/Decision Making

Decisions/recommendations are made within legislation, policy and established practice. The established practice requires considerable independence and decision-making activity. Problem resolution may require consultation on matters outside of established practice and may need to consider alternative interventions.

Supervision Received

Supervision received consists of coaching to attain full competency in the overall job function.

Consequence of Error

Consequence of error is substantial and could result in increased risk to client and public safety.

PROBATION OFFICER 3

GENERAL INTENT

This is the full working level of the Probation Officer series, which functions with a considerable degree of independence within the context of the programs, policies, practices and procedures. At the PB3 level, the incumbent may be required to vary procedures and contribute to policy/program development.

COMPLEXITY

Skills/Expertise Required

The following skills/expertise are required in addition to the requirements described within the PB2 level:

- Comprehensive knowledge of the full range of professional discipline-based, process skills and techniques. Requires the continuing selection of different techniques and ongoing evaluation of methods used and results obtained. Provides a full range of therapeutic and/or counselling interventions
- Demonstrated ability to train/orientate others in offender management practices
- Differing from the PB2 level, incumbents in positions at this level require a University degree in a related discipline with a minimum of 4 years directly related experience **or** Bachelors of Social Work with a minimum of 2 years directly related experience **or** Masters in a related discipline or Social Work with a minimum of 1 year directly related experience **or** an equivalent combination of education and experience as determined by the Department

Guidelines

Service is delivered by carrying out responsibilities within a professional discipline-based and best practices approach. Proactively seeks new approaches to improve client services. Services are consistent with the Vision, Mandate, Core Values and relevant policies and procedures.

OTHER LEVEL DETERMINANTS

Independence of Action/Decision Making

Decisions/recommendations required are made within legislation, policy and broad operational areas. There is ongoing independence within the practice. Problem resolution requires ongoing consideration of a variety of conflicting concerns and is characterized by the ongoing requirements to apply innovation and creativity to decisions.

Supervision Received

Supervision received focuses on end results achieved with considerable independence and autonomy. Receives coaching in support of continuous learning.

Contacts

Have regular contact with families and significant others, members of the Justice system, community stakeholders such as schools, employment agencies, Aboriginal agencies, etc.

Consequence of Error

Consequence of error is the same as the PB2 level.