



Job Specification

Position Title: YOUTH SERVICE MANAGER
Job Code: MCP - Correctional OM-16, OCR16
Job ID: 14579

Purpose of Position:

To manage staff and coordinate operations and implementation of rehabilitative programs and services for youth within a secure custody-detention facility. To contribute to the development of facility programs, policies and procedures consistent with Ministry vision, youth justice services division standards and to act in absence and on behalf of senior administration as required. To contribute to a multi-disciplinary team approach in the provision of services to youth and staff.

Duties/Responsibilities:

Within a secure custody/secure detention facility comprised of a male youth population and multi-disciplinary team service delivery structure operating within a 24/7 environment, the position:

- 1) Performs a variety of operational management functions such as shift supervisor, unit manager, security manager, Occupational Health and Safety/Compliance manager, staff services/wellness manager, scheduling manager, Youth Management Crisis Team and facility training manager, or other duties as required or assigned in a secure detention/custody facility setting that functions on a 24 hour a day, 7 days a week secure custody environment.
- 2) Supports the delivery of services to youth consistent with the vision, mission statement and principles and standards of the Ministry of Children and Youth Services, Youth Justice Services Division in accordance with relevant legislation such as the Child and Family Services Act (CFSA) and Youth Justice Criminal Act (YJCA).
- 3) Ensures a focus on effective program delivery and positive relationship development role model with youth.
- 4) Contributes to organizational health by positively influencing and participating in the establishment of a strong adaptive culture where rehabilitative programs, operations and services that address youths emotional, clinical, educational, physical, family, spiritual, legal, behavioural and cultural requirements are delivered in an integrated and coordinated manner, and the organizational principles and values relevant to a secure custody/detention environment are effectively communicated, modeled and shared with youth and staff.
- 5) Supports youth in appropriately addressing concerns with their care services and rights by supervising the development of Case Management Plans for facility input, plans, manages and prioritizes routine and customized requirements related to relationship custody, control, educational, recreational, transportation and rehabilitative program activities for youth; ensures effective staff resources (e.g. youth services officers and other case management/multi-disciplinary teams) to support the facility's mandate for rehabilitation of youth; exercises managerial independence and discretion in handling of unusual, crisis, or emergency situations; determines shift/staff requirements, duty assignments, outside escorts, authorizing overtime, time off, and staff replacements in accordance with facility practices and budget restrictions.
- 6) Administers and implements operational practices for compliance with facility standards, policies and procedures, legislation and security procedures related to the care, custody, safety, control of youth, manages internal investigations and disposition of behavioural reports, and implements programs that support the safety of youth, youth services officers, staff, multi-disciplinary teams, and the community.
- 7) Provides leadership, supervision and direction to youth services officers, and staff engaged in program delivery including recruitment, work assignments, approval of merits, vacations and leaves, performance management, training and development; manages disciplinary, labour relations and grievance issues, WDHP complaints, WSIB claims management, attendance management programs, accommodation requirements and represents the Employer in mediation/arbitration; and ensures operational activities are in compliance with Occupational Health and Safety legislation and facility requirements.
- 8) Manages, controls, performs routine inspections and authorizes the use of the facility's security, communications equipment; manages emergencies including fire, evacuation requirements, escape attempts, hostile and aggressive behavioural disturbances, utility disruptions and implements appropriate security practices, de-escalation/diffusion strategies, physical intervention and restraint procedures.
- 9) Coordinates operational requirements to support legal obligations and appointments of youth e.g. acts as Clerk of Records by verifying legal holding and release documents; coordinates video and audio remands; authorizes transportation/attendance of youth/staff in legal proceedings; oversees the

preparation of facility/ministry and legal documentation (occurrence reports, log books, youth statements, compliance issues) and testifies on behalf of the facility in judicial forums; and liaises with other facilities within the youth justice services community to discuss transfers in/out and custodial/security issues.

10) Responds to inquiries from within and outside the ministry including police, youths family members, the Ombudsman, Custody Review Board, members of the legal profession, judiciary, Office of Child and Family Service Advocacy, the public/community and others; investigates concerns, determines possible resolution, implements solutions or refers the matters to the appropriate authority.

11) Assumes responsibility for the overall administration and operation of the facility in the absence of the Youth Centre Administrator and Youth Centre Deputy Administrator, including evenings, nights, weekends and statutory holidays including "on call" responsibilities; in the absence of health care personnel, assesses and implements the level of emergency care required e.g. transportation to hospital, suicide prevention.

12) Works in partnership with senior management and program/clinical managers to implement coordinated approaches to operational planning activities; contributes as a member of the facilities management team to the development and review of the facilities policy and procedural manuals, budget/business planning, operational policies and procedures; ensures fiscal responsibility in management of WSIB claims, staff absenteeism, overtime and unclassified staff use; and participates on various facility committees.

Knowledge:

Sound knowledge and demonstrated application of legislation/directives governing secure custody/secure detention facilities (Policies and Procedures, the Criminal Code, Youth Criminal Justice Act, Child and Family Services Act, provincial fire codes) and legislation governing managerial responsibilities (Public Service Act, Labour Relations Act, Workplace Safety and Insurance Act, Collective Agreements, Workplace Discrimination and Harassment Policies, Occupational Health and Safety Act, Ontario Human Rights Code) to manage facility operations and staff. Work requires knowledge of sociological and physical issues (e.g. mental health and behavioural disorders, criminogenic risk and need factors, general theories of human behaviour and techniques impacting youth in a rehabilitative environment; and rehabilitative case management theories/practices, programming, treatment and relationship custody approaches, group work principles and techniques, facilitation skills are required to manage program service delivery requirements for youth and to provide direction to youth services officers, multi-disciplinary teams and other facility staff. Thorough knowledge of Cognitive Behaviour Theory and its application in the development of pro-social behaviour in youth. Knowledge of practices related to admission and discharge procedures, care, custody, control and transportation of youth in custody/detention, related security requirements and concepts of dynamic and static security, de-escalation, diffusion and restraint techniques. Managerial, coaching, conflict resolution, mentoring, problem-solving and decision-making skills to manage operational requirements, staff and program service delivery activities in accordance with the facilities mandate and budget. Demonstrated knowledge of crisis management models/intervention and organizational/planning ability to manage emergency medical crises and security breach situations, UMAB policies and skills to successfully contain, act and resolve emergency situations and ability to use First Aid, CPR, AED, restraint, crises intervention and security control. Excellent interpersonal, oral and written communication skills are required to successfully interpret and convey direction, inform/counsel/educate staff and write a variety of reports (Occurrence, Incident, and Security Reports) and to communicate effectively with police, crown, investigators, families of youth and general public. Leadership skills to promote team morale, productivity and operational effectiveness and to empower staff, resolve conflicts and support professional behaviours and accountability. Ability to manage and implement strategies and diffusion techniques in stressful situations. Proficiency in information technology and information management systems applicable to secure custody/detention facilities e.g. Youth Offender Tracking Information System (Youth OTIS), OSL scheduling system and automated/electronic control/security systems. Proficiency in oral and written French at the Advanced level is required of those positions that are identified to provide French Language Services.

Judgement:

Position works under general direction of the Youth Centre Deputy Administrator, and within parameters, Ministry/Facility Policy and Procedures, guidelines, directives and legislation governing the custody and security of youth in custody/detention and legislation, directives, guidelines governing management of bargaining unit staff. Position has wide latitude for independent decision-making regarding operational and program service delivery activities and for decisions made when acting on behalf/in absence of senior facility administrators. Position exercises judgement in handling emergency situations when senior management or medical personnel are not readily accessible in consistent interpretation of operational, security and program policies; in coordinating diversified programs within facility security requirements; in adjusting priorities to meet changing needs and in curtailing or altering a variety of programs; in interpretation and verification of legal admissions, discharge, transfer documentation; in disciplining and counselling youth in custody/detention; assessing facility environment, in determining the appropriate use of intervention techniques and/or required restraint equipment, in identifying and dealing with underlying issues, and deciding on action relevant to the presenting issue to resolve problems. Judgement is required in managing staff, determining priorities, performance objectives and outcomes and in handling of disciplinary/grievance situations, staff complaints, work refusals, WDHP complaints and in effective representation of the Employers interests at mediation/arbitration. Judgement is required in communicating information verbally and in writing to a variety of audiences by adjusting messages, detail, intonation, pace and delivery methods to ensure understanding of the information as it is intended while respecting the dignity of all persons in a manner that recognizes privacy, confidentiality, comfort, autonomy, and self-esteem. Judgement, discretion, tact, diplomacy and sensitivity are exercised in establishing and implementing a strong adaptive culture in which rehabilitative programs, operations and

services that address youths emotional, clinical, educational, physical, family, spiritual, legal, behavioural and cultural requirements are delivered in an integrated and coordinated manner and in ensuring facility operations and services are in compliance with legal obligations.

Accountability - Programs:

Position is directly accountable for management of staff and operational implementation of rehabilitative programs, case management services, treatment plans and relationship custody approaches and services for youth within a secure custody/detention facility. Position is accountable for effective development of effective facility programs, and for program and managerial decisions made when acting on behalf of senior administration.

Accountability - Personnel:

Position manages youth services officers and facility staff on an assigned shift and is accountable for overall operation of the facility and supervision of all staff during the absence of Senior Administration. Accountable to ensure adequate staffing and mandatory training levels are maintained and ensuring the health, safety and well being of staff.

Accountability - Finance & Material:

Position is directly accountable for expenditure decisions related to staff resources, authorization of overtime, fiscal responsibility for WSIB claims management, attendance management and absenteeism control. Responsible for the facility's premises, equipment including fleet management, communications equipment, and training supplies. Assumes financial accountability for P card as required and purchasing responsibility within budgetary limitations. Position contributes to the development of staff and operational budget planning.

Accountability - Impact of Errors:

Errors in assessment of situations could result in disturbances, injuries to staff and/or youth in custody/detention, possible loss of life, escapes and danger to public safety. Failure to provide adequate staffing could result in jeopardizing facility security, curtailment of programs and unnecessary expense. Errors in interpretation of court documentation could result in improper admissions or releases, or failure to notify victims as required by legislation. Failure to properly consider corporate goals or provide proper supervision could result in failure to achieve objectives for Workplace Discrimination and Harassment Policy, anti-racism, employment equity or other initiatives, low morale or grievances. Failure to collect and collate information and provide appropriate documentation of incidents could cause unfavourable outcomes (e.g. criminal sanctions, loss of continuity for criminal processes, lawsuits, or embarrassment to the Ministry).

Contact - Internal:

Regularly with senior administration to exchange information, report unusual incidents and obtain guidance or direction; youth justice probation services, other ministry officials, recreation, health care, treatment, kitchen, maintenance, staff and colleagues to exchange information for coordinating operational security and rehabilitative programs, ensuring consistency with the Case Management Plan, and activities for youth. Frequently with Records regarding discharges and documents; clinical staff, social workers, medical staff, volunteer coordinators and chaplains regarding the rehabilitative programs for youth, local union officers and members, health and safety committee, internal personnel resources and other expert resources to obtain advice and guidance regarding staff issues and other facilities to liaise with and share information and resources.

Committees: Serves as a member on the Attendance Review Committee, Occupational Health and Safety Committee and other provincial or facility committees as assigned to meet the Ministry's business objectives.

Contact - External:

Police to exchange information; IMU and other ministry officials; WSIB regarding claims management; the general public to provide information; volunteer groups to exchange general information; lawyers, court officials, Ombudsman, Office of Child and Family Service Advocacy, Custody Review Board, Transfer Payment agencies, Probation Services, and families to respond to inquiries and provide information on treatment/programming/security issues and with suppliers to purchase or replace required equipment.