



NOTICE: Effective January 15th the OPS will be posting new job advertisements on the eCareers website daily. New job advertisements will be posted throughout the week, Monday through Friday. Please check the site regularly to see new opportunities available within the OPS.

Please note that the **job alert** function is temporarily unavailable. We are working on correcting the issue, but in the meantime, please check the website regularly for updated job posting details. We will post an updated message on the site when the job alert function is functional again.

Job Specification

Position Title: OPERATIONAL MANAGER
Job Code: MCP - Correctional OM-16, OCR16
Job ID: 19025

Purpose of Position:

To contribute to public safety and security through the care, custody, control and rehabilitation of offenders. To manage staff of a correctional institution within a systemic and anti-racism organization. To ensure effective and efficient operation and coordination of institutional security and correctional programs. To assume overall responsibility for the administration and operations of the institution in the absence of senior administrators. Facilities Management is unique to Thunder Bay CC in that the position of Operational Manager (Security/Facility Manager) also supervises all maintenance staff to ensure that all regular, daily, weekly, monthly and annual maintenance schedules are up to date and completed as required.

Duties/Responsibilities:

Within an institution comprised of an offender population:

- 1) Controls operating practices, conducts internal investigations, and ensures compliance to effective correctional control standards, policies, legislation and procedures, to ensure the ongoing integrity of institutional security, the legal care, custody, control and classification of offenders, the investigation and disposition of misconduct, the safety of offenders, staff and public.
- 2) Interprets and applies existing policies. Prepares and reviews ministry and legal documentation (occurrence reports, log books, offender statements, compliance issues, etc. and testifies in legal proceedings as required. Liaises with other branches within the justice community.
- 3) Plans, leads and manages all shift activities to ensure efficient and effective operations, sets priorities and manages workload, ensures that staff have adequate support and resources, and exercises discretion to adjust routines/procedures as necessary including in unusual, crisis, or emergency situations as they arise. Uses, maintains, controls, issues security equipment, chemical irritants and impact weapons. Purchases, maintains and monitors the condition of, and availability of, tour monitoring and communications equipment, as well as training supplies.
- 4) Coordinates and controls the allocation of staff resources by deciding on staff requirements, duty assignments, outside escorts, authorizing overtime, time off, and staff replacements, verifying hours of work/proper pay by confirming sign-in sheets/rosters, considering institution needs and budget restrictions.
- 5) Manages staff by selecting and training new employees, prepares performance and learning development plans, approves merit increases, takes effective action on performance, WDHP complaints, WSIB claims management, attendance support program, accommodation. Counsels employees verbally and in writing, takes disciplinary action as necessary, responds to grievances and represents the employer in mediation/arbitration as required, promotes team effectiveness.
- 6) Performs a variety of operational management positions such as security manager, Occupational Health and Safety/Compliance manager, staff services/wellness manager, scheduling manager, ICIT and/or CET coordinator and institutional training manager, unit management positions, or other duties as required or assigned in a correctional setting that functions on a 24 hour a day, 7 days a week environment.
- 7) Assumes responsibility for the overall administration and operation of the institution in the absence of a Senior Administrator, including evenings, nights and weekends and statutory holidays as required by the position. In the absence of health care personnel assesses and implements the level of emergency

care required, e.g. transportation to hospital, suicide prevention. Acts as Clerk of Records by verifying legal holding and release documents; coordinates video and audio remands.

8) Assists in departmental budget planning; monitors and reports on expenditures to ensure achievement of budget objectives; ensures fiscal responsibility in the management of WSIB claims, staff absenteeism, overtime and unclassified staff use.

9) Assists in, develops and reviews institutional standing orders and local operational policies and procedures; participates as a member of various committees e.g., Occupational Health and Safety, Emergency Planning Committee, Internal Classification/Institutional Workplace Committee.

10) Contributes to organizational change by positively influencing and participating in the establishment of a strong adaptive culture where programs and operations are delivered in an integrated and co-coordinated manner, and the organizational principles and values are effectively communicated, modeled and shared with offenders and staff.

11) Responds to inquiries from within and outside the ministry including police, offenders family members, the Ombudsman, Custody Review Board, media, members of the legal profession, judiciary, advocacy groups, the public, and others; investigates concerns, determines possible resolution, implements solutions or refers the matters to appropriate authority.

12) Supervises all maintenance staff, to ensure that all regular schedules are up to date and completed as required. Responsible for liaising with all outside agencies, contractors, etc that require access to the property for completing work assignments, gaining quotes for renovation projects or new construction; responsible for addressing any vacation and scheduling requests that come from the maintenance staff; responsible for the completion of annual PDP/LDPs for each maintenance staff member.

13) Successful completion of mandatory in-service training (COSTART) or (COTA)

Knowledge:

Work requires advanced knowledge of management theories/practices, and supervisory techniques, conflict resolution, coaching and mentoring skills, strong problem-solving and decision-making skills in order to identify underlying issues, generate alternatives approaches or action to problems and make the best decision at the most appropriate time; to act quickly and decisively to respond to situations, challenges or crisis even there is insufficient information to predict the consequences with certainty; to make and modify operational decisions; and to effectively utilize and manage subordinate staff.

Excellent knowledge and good understanding of offender behavior and population moods in order to direct staff and determine appropriate intervention.

Practical knowledge of correctional theory and practice related to admission and discharge procedures, care, custody, control and transportation of offenders.

Sound knowledge of and ability to apply legislation (such as the Public Service Act, the Ministry of Correctional Services Act, Labour Relations Act, Workplace Safety and Insurance Act, Occupational Health and Safety Act, Ontario Human Rights Code, the Criminal Code, Mental Health Act, and other relevant legislation) to ensure legislative compliance. Good knowledge of and ability to interpret and apply court documentation to ensure appropriate admissions and releases and to ensure victim notification requirements are maintained. Good knowledge of Collective Agreements and various ministry and OPS/Ministry/local operational directives and policies, including Workplace Discrimination and Harassment Policy, institutional standing orders and procedures to ensure the efficient and safe operations.

Sound knowledge of the crisis management model, most particularly the `use of force` policy and skill to successfully contain or act in new/emergency situations and solve problems in moments of crisis or challenge.

Time management skills are required to organize personal and group resources to produce results effectively and efficiently.

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, security reports etc); to organize and articulate issues to a variety of audiences (eg police, Crown, investigators, general public).

Leadership skills when coordinating complex strategies to promote team morale and productivity and effectiveness, put in place measures for and demand accountability, encourage and empower others and resolve team conflict. Professionalism that meets the aims and qualities that characterize high standards of the profession, the ministry and the Ontario Public Service and the skill to effectively model and promote this professional behaviour in staff.

Integrity to communicate openly and directly even in difficult situations, supporting organizational stand on policy, values and issues that are good for the organization even when this stand is not accepted or appreciated. Skills in managing the effects of stress effectively, to function and respond constructively and manage strong emotions or stress over periods of time, using appropriate strategies and special techniques to defuse situations.

Proficiency in the use of information technology hardware and software is required to complete necessary reports, review security reports, collect, maintain, and update offender information on the Offender

Tracking Information System (OTIS), HPRO, use OTIS terminals to conduct queries and retrieve offender information for dissemination to members of law enforcement agencies, professionals, and members of the general public, for offender management and security purposes, to input information in the POS (Performance Outcome System). Proficiency in the use of technology is also required in operating electronic locking control panels and operate various electronic and computerized security systems to maintain the safety and security of the institution.

Knowledge of and ability to use First Aid, CPR, and chemical munitions is required and gained through training.

Judgement:

Work is performed under the general supervision of the Senior Administrator with wide latitude for making decisions affecting day-to-day operations. This latitude for decision-making is exercised to a greater degree when the incumbent assumes responsibility for the overall operation of the institution during the absence of a Senior Administrator.

Advice and guidance is available from a wide range of administrative, operational, and professional managers and Ministry expert resource staff though judgment must be exercised when this guidance is not always readily available during evenings, weekends and statutory holidays when decisions may need to be made.

Reference materials include various acts and regulations such as: Occupational Health and Safety Act, Workplace Safety and Insurance Act, the Public Service Act, the Ministry of Correctional Services Act, Criminal Code, Mental Health Act, etc. and a wide variety of Ministry and local agreements. Judgment is required in interpreting and applying existing policies consistently; coordinating diversified programs and integrating them with correctional control and security requirements of the facility. Judgment is used in adjusting priorities to meet changing needs and in curtailing or altering a variety of programs; in interpreting and verifying legal documents (such as admission and discharge documentation), in disciplining and counseling offenders; assessing mood of the inmate population, in determining the appropriate use of force, in identifying and dealing with underlying issues and hidden agendas and in deciding on action to resolve problems. Judgment is required in assigning staff; managing staff performance and addressing performance problems, imposing disciplinary action, creating modified work assignments. Sound judgment is required to recognize, plan for, and deal effectively with crisis or emergency situations as they arise, and to prevent an escalation of the situation wherever possible. Judgment is also required when investigating and responding to staff complaints, work refusals, WDHP situation, grievances and when representing the employer at med-arbs/arbitration. Exercises judgment to adapt one's approach to achieve the intended outcomes while prioritizing actions effectively to respond to numerous, diverse challenges and demands.

Judgment 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.

Accountability - Programs:

Responsible for coordinating operating practices, security procedures and the wide range of offender programs and activities in an inherently negative correctional facility environment, dealing with a difficult clientele; altering or curtailing programs and activities, adjusting procedures as required, ensuring the well being of offenders.

Accountability - Personnel:

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

Accountability - Finance & Material:

Accountable for expenditure decisions related to staff replacement and overtime; responsible for WSIB claims management, absenteeism control; approves overtime as needed. Responsible for all institutional facilities and premises, equipment including fleet management, tour monitoring equipment, communications equipment, training supplies, calculation and control of fine money during evenings, nights and weekends and statutory holidays. Assumes financial accountability for P card as required and purchasing responsibility within budgetary limitations.

Accountability - Impact of Errors:

Errors in assessment of situations and the degree of risk to staff and the public could result in disturbances, staff or offender injuries, possible loss of life, escapes, danger to public safety, etc. Failure to provide adequate staffing could result in jeopardizing institutional security, curtailment of offender programs and activities, 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, grievances, etc. Failure to collect and collate information and provide appropriate documentation with regards to incidents could cause unfavourable outcomes. (eg criminal sanctions, loss

of continuity for criminal processes, lawsuits, or embarrassment to the Ministry).

Contact - Internal:

Regularly with: Senior administrative staff to exchange information, report unusual incidents and obtain guidance or direction; probation and parole, IMU, and other ministry officials, recreation, health care, treatment, kitchen, maintenance, industrial staff and colleagues to exchange information for co-coordinating operational security/correctional needs and program activities.

Frequently with: Offender records regarding discharges and documents; professional social workers, psychologists, medical staff, volunteer coordinators and chaplains regarding offender counselling and programs. Local union, health and safety committee, internal personnel resources and other expert resources to obtain advice and guidance regarding staff issues. Other institutions/facilities to liaise with and share information and resources.

Contact - External:

Police to exchange information; WSIB regarding claims management; the general public to provide information; volunteer groups to exchange general information; lawyers, court officials, Ombudsman, Immigration, Parole Boards, families etc. Suppliers to purchase or replace required equipment. Serves as a member on the Institutional Workplace Committee, Attendance Review Committee, Occupational Health and Safety Committee. Etc. and other provincial or institutional committees as assigned to meet the Ministry's business objectives.