

**Corrections Workers - Institutional**

**Occupational Family/Code – Human Services: HCW**

for Probation Officer (HPO) profile or for Community Youth Worker (HCY) profile, go to Probation Officer Profile

Profile created: 1996 09

Profile updated: 2006 10

Occupation Summary	Selection of Competencies	Knowledge	Skills	Personal Attributes
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There are many facets to corrections worker positions depending on whether the position is located in an institutional or community setting. A corrections worker is tasked with the responsibility of upholding the sentences handed out by the Court whether in a community or an institutional setting. The shift from traditional corrections to restorative justice is a major initiative for the Corrections Division.

In the community, a corrections worker or probation officer will prepare pre-sentence reports for the courts, develop case plans with clients, provide group and one-to-one interventions, and develop and liaise with community resources.

As a probation officer, there are also opportunities to work with specialized programs and caseloads. This includes working with clients convicted of spousal abuse and sexual offences. There are also other programs including fine option, intensive probation services, and electronic monitoring.

In a Community Training Residence, a corrections worker, working in a controlled community environment, will develop case plans with clients, provide written reports, participate in one-to-one and group interventions regarding addictions, mental health issues and crisis counseling. A balance between case work and the supervision and monitoring of offenders in a residential setting is a key aspect of a corrections worker's responsibility.

In an institutional setting, a corrections worker may be assigned to work in any area of the institution. The normal living units house lower security offenders, with higher security areas available for those who have proven a need for more control. Remand units are also available for those waiting for trial or to receive a disposition from the courts. A corrections worker provides both dynamic and static security with offenders convicted of a variety of offences.

Dynamic security involves working with offenders to develop case plans which will address their programming needs and prepare them for release. Static security involves locking doors, radio communication, searching offenders, and conducting counts. These measures are in place to ensure the safety of the offenders, the staff, the institution, and the general public.



## Knowledge

Knowledge is the baseline of information acquired through work and life experiences, learning situations and formal education which enables an individual to perform from an informed perspective.

### Acts/Regulations/ Legislation

- Knowledge of provincial policy and applicable federal/provincial legislation that guides job activity and provides position mandate and authority. **(Learn)**
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### Theories/Principles

- Knowledge of criminal justice processes. **(Bring)**
  - Knowledge of public health issues and risk factors. **(Bring)**
  - Knowledge of human behaviour, interpersonal communications and counselling methodologies and how they relate to an institutional environment. **(Bring)**
  - Knowledge of special needs, gender differences and various cultural and spiritual belief systems. **(Bring)**
  - Knowledge of institutional policies and procedures as they relate to static and dynamic security. **(Learn)**
  - Knowledge of resources available in centre and the community. **(Learn)**
  - Knowledge of institutional culture and how it affects both staff and clients. **(Learn)**
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### Technical

- Knowledge of C.M.I.S. and other relevant computer programs. **(Learn)**
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## Skills

Skills are those demonstrated abilities, or proficiencies which one has learned from their past. These are acquired/developed from past work and life experience, including volunteer work, independent study, life events, community and leisure activities, and formal training.

Skills are demonstrable, measurable and are transferable from one situation to another.

## Communication

- Ability to obtain relevant information from clients and analyze it for the purpose of programming, release planning and internal security. **(Bring)**

*Personal attributes which may link with this skill statement include: observant, adaptable, focused...*

- Ability to orally present clear, concise and accurate information at a level appropriate to the audience. **(Bring)**

*Personal attributes which may link with this skill statement include: self-confident, decisive, adaptable...*

- Ability to write in a clear, concise, accurate and timely manner. **(Bring)**

*Personal attributes which may link with this skill statement include: consistent, focused...*

- Ability to accurately read, understand and appropriately apply policies, procedures and legislation. **(Learn/Bring)**

*Personal attributes which may link with this skill statement include: consistent, decisive...*

- Ability to exercise authority appropriate to the situation and within legal limits. **(Bring)**

*Personal attributes which may link with this skill statement include: consistent, self-confident, decisive...*

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### Problem Solving

- Ability to accurately and appropriately assess client needs and access institutional and community resources on the basis of program suitability. **(Bring)**

*Personal attributes which may link with this skill statement include: decisive, consistent...*

- Ability to anticipate, assess and intervene in crisis situations and/or conflicts that arise between clients, staff and the community in the daily operation of the institution. **(Bring)**

*Personal attributes which may link with this skill statement include: adaptable, consistent, observant...*

- Ability to anticipate and use good judgment when applying interventions in a hostile, aggressive, dangerous and/or violent situations which pose a risk to self or others. **(Bring)**

*Personal attributes which may link with this skill statement include: observant, self-confident, decisive...*

- Ability to conduct duties and responsibilities with respect and regard for simple human decency. **(Bring)**

*Personal attributes which may link with this skill statement include: positive role model, empathetic, patient...*

- Ability to effectively interact with threatening, violent, manipulative, fearful clients to control behaviour and/or promote positive behavioural change. **(Bring)**

*Personal attributes which may link with this skill statement include: self-confident, decisive, focused...*

- Ability to anticipate and use good judgment when applying interventions in routine operations. **(Bring)**

*Personal attributes which may link with this skill statement include: decisive, consistent, adaptable...*

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## Interpersonal

- Ability to establish and maintain workable relationships/partnerships with the community. **(Bring)**

*Personal attributes which may link with this skill statement include: trustworthy, team player, self-confident...*

- Ability to work with people from all cultures, age groups, religions, gender, sexual orientation and socio economic backgrounds in a sensitive manner. **(Bring)**

*Personal attributes which may link with this skill statement include: adaptable, patient, consistent...*

- Ability to interact, influence and promote positive behavioural change in clients exhibiting a wide variety of behavioural problems. **(Bring)**

*Personal attributes which may link with this skill statement include: positive role model, trustworthy, supportive...*

- Ability to direct and reinforce clients' behaviours consistent with unit/centre rules and established case plans. **(Bring)**

*Personal attributes which may link with this skill statement include: decisive, consistent, positive role model...*

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## Team/Independence

- Ability to work independently and/or as a member of a variety of teams to achieve common goals. **(Bring)**

*Personal attributes which may link with this skill statement include: self-confident, consistent, focused...*

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## Organizational

- Ability to organize, prioritize and re-prioritize program and security responsibilities to meet daily operational requirements. **(Bring)**

*Personal attributes which may link with this skill statement include: decisive, team player, adaptable...*



- Ability to plan, organize activities and provide feedback for practicum students, community service providers and peer trainees as per institutional and educational guidelines. **(Bring)**

*Personal attributes which may link with this skill statement include: patient, consistent, supportive...*

- Ability to plan and organize client activities to achieve organizational goals. **(Bring)**

*Personal attributes which may link with this skill statement include: decisive, consistent, adaptable...*

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### Analytical

- Ability to work with clients to develop a realistic reintegration plan, make recommendations and outline an implementation process. **(Bring)**

*Personal attributes which may link with this skill statement include: positive role model, adaptable, supportive ...*

- Ability to access and enforce policies and divisional directives within the parameters of The Correction Service Act and regulations. **(Bring)**

*Personal attributes which may link with this skill statement include: decisive, consistent, adaptable...*

- Ability to gather relevant information, analyze data, identify and select options to make recommendations and workable decisions within established guidelines. **(Bring)**

*Personal attributes which may link with this skill statement include: focused, decisive, self-confident...*

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### Technical

- Ability to operate, monitor and appropriately respond to electronic security systems within established policies and procedures. **(Learn)**

*Personal attributes which may link with this skill statement include: focused, observant...*



- Ability to accurately input, apply and retrieve data using computers in a timely manner. **(Bring)**

*Personal attributes which may link with this skill statement include: decisive, focused...*

- Ability to input, access, organize and maintain information systems in order to accomplish program and operational goals. **(Bring)**

*Personal attributes which may link with this skill statement include: focused, decisive...*

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### Safety/Stress/Security

- Ability to conduct thorough searches of persons, property and premises. **(Learn)**

*Personal attributes which may link with this skill statement include: focused, patient, observant...*

- Ability to physically restrain and apply restraint equipment in accordance with the provincial use of force policy. **(Learn)**

*Personal attributes which may link with this skill statement include: decisive, energetic, self-confident...*

- Ability to understand, recognize, and positively cope with stress generated by a negative institutional environment. **(Bring)**

*Personal attributes which may link with this skill statement include: self-confident, energetic, adaptable...*

- Ability to administer first aid and C.P.R. according to recommended procedures and possess a current CPR/First Aid Certificate. **(Bring)**

*Personal attributes which may link with this skill statement include: decisive, consistent, self-confident...*



- Ability to recognize and refer client's general medical and psychiatric concerns to appropriate resources. **(Bring)**

*Personal attributes which may link with this skill statement include: observant, focused, decisive...*

- Ability to recognize subtle differences in individual behaviour and group dynamics in order to identify potentially dangerous situations and take preventative action to ensure the safety, security and good order of the institution. **(Bring)**

*Personal attributes which may link with this skill statement include: observant, focused, decisive...*

- Ability to accurately perform routine security functions, using good judgment, to ensure the safety, security and good order of the institution. **(Learn)**

*Personal attributes which may link with this skill statement include: focused, consistent, observant...*

- Ability to recognize the stressors inherent in shift-work and develop positive coping strategies to minimize the negative impact. **(Learn)**

*Personal attributes which may link with this skill statement include: adaptable, patient, self-confident...*

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## **Personal Attributes**

### **(Bring)**

Personal Attributes identify qualities of character, which a person must have to be an effective and successful performer in the job. They are underlying characteristics which are deep and enduring parts of an individual expressed most of the time. They are one's personal style or personal effectiveness, such as feelings, attitudes, habits and traits. Each of these is demonstrated by behavioural examples which allow one to objectively determine whether an individual possesses the required personal attributes.

Attributes, together with the knowledge and skill competencies, help you to predict what a person will do in a given situation.

### **Personal attributes for the Institutional Corrections Workers include:**

#### **To Be...**

- a positive role model in order to promote positive growth in a challenging environment
- adaptable in order to perform effectively in a diverse and changing work environment
- patient in order to effectively meet a vast range of demands in an ever changing work environment
- self-confident in order to meet goals, provide direction and empower ourselves and others
- realistic/sensible in order to make appropriate recommendations, plans and exercise good judgment to meet the needs of the client, institution and community
- trustworthy in order to earn respect and establish credibility for building mutual trust
- consistent in order to enhance staff and offender relations and promote accountability and respect for rules
- supportive/empathetic in order to maintain effective relationships and encourage personal growth in others
- focused in order to provide quality service and meet goals and objectives



- observant in order to detect changes in daily routines surroundings and individual/group behaviour that may indicate potentially dangerous situations and breaches of security
- energetic/vital in order to meet the challenges of balancing personal and work lives to ensure a healthy perspective
- a team player in order to ensure the job is performed in a safe, co-operative and effective manner
- responsible/accountable/decisive in order to meet organizational goals in a challenging environment while maintaining client/staff and public trust and confidence

[Back to top](#)