

Correctional Peace Officer – Subsidiary 3

APS Benchmark Listings

Sub.No.	Bench- mark	Department	Working Title Job Title	Know-How				Creativity/ Problem Solving		Responsibility		Total Points
				Prof./ Cont.	Comp. Div.	H.R. Skills	Points	%	Points	Profile	Points	
Correctional Peace Officer 3 (Point Range 314 - 370)												
003	036CR09	Public Safety and Emergency Services	Correctional Peace Officer, Supervisor	E	I	2	200	33	66	R2	87	353
Correctional Peace Officer 2 (Point Range 228 - 268)												
003	034CR10	Public Safety and Emergency Services	Correctional Peace Officer 2	D	I	2	152	29	43	R2	57	252
Correctional Peace Officer 1 (Point Range 161 - 191)												
003	032CR18	Public Safety and Emergency Services	Correctional Peace Officer 1 (Entry)	C	I	2	115	25	29	R2	38	182

Last Reviewed: January 2023

Subsidiary 3 Benchmark Evaluation – 036CR09

Identification Section

Working Title:	Correctional Peace Officer, Supervisor
Department:	Public Safety and Emergency Services
Division, Branch/Unit:	Correctional Services Division, Custody Operations Branch
Reports To:	Deputy Director of Operations (Assistant Deputy Director in ERC, FSCC & CRC)
Levels to D.M.:	6
Job Description:	036CR09
Minimum Recruitment Standards:	See the Minimum Recruitment Standards for Correctional Peace Officer
Pay Grade:	036CR – Correctional Peace Officer 3

Comments on Role

Working under the authority of the *Alberta Corrections Act* and related federal and provincial legislation, in keeping with divisional policy as well as centre specific Standard Operating Procedures, the Correctional Peace Officer 3 provides for the custody and care and of offenders in a correctional centre or when under external escort. As a designated Peace Officer, the incumbent of this position is responsible for providing direction and supervision of subordinate staff to ensure the security and good order of the facility is maintained. These functions are provided in a 24-hour operation with rotating shifts in a challenging and potentially hostile environment.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
E 1 2 200	33% 66	R2 87	353

Comments on Evaluation

- **Knowledge:**

- **Professional/Content Knowledge:**

- The position requires an in-depth and comprehensive knowledge of offender management principles and practices, Standard Operating Procedures, Emergency Standing Orders, and applicable legislation (e.g. *Corrections Act*); and a knowledge of Divisional policies and procedures and other related provincial and federal statutes. The position also requires security management knowledge and skills including operation of security equipment/tools, and staff supervision. The rating of “E” recognizes the front-line supervisor role requiring a breadth and depth of specialized content knowledge, and application of associated principles and practices acquired via extensive experience working in a correctional centre and completion of mandatory in-service training to supervise, conduct investigations and resolve issues.

Complexity and Diversity:

“I” The position requires leadership abilities and sound knowledge of supervisory principles and practices to plan, organize and supervise a shift, staff development and training of staff and to resolve issues. The position is a liaison between staff and management requiring a strong understanding of how the work relates to operations and security of the offenders, staff and the centre.

Human Relations Skills:

Position requires strong communication and human relations skills and an understanding of human behavior to supervise staff, and oversee the custody and care of offenders, enforce rules and resolve conflict through the application of skills in persuasiveness and assertiveness. The “3” rating is not applicable as the main intent of the work is for the most part overseeing the custody and security of offenders within a correction environment, and not focused on changing long term behavior of the inmates or for the most part required to deal with ongoing situations of high emotional intensity requiring the application of in-depth understanding of human behavior.

▪ Creativity/Problem Solving:

Work is guided by established Standard Operating Procedures, Emergency Standing Orders and related policies and procedures. Under the general direction of a manager, the position has considerable independence in decision making in the provision of direction and supervision of staff and their duties, security, and overseeing offender management. Position encounters differing and variable situations, typically escalated by staff and/or offenders including conflict resolution, serious and/or continued inmate behavior issues, placement and move recommendations, initial response to serious incidents, investigation of reports of loss of inmate property, and charging an inmate per progressive discipline under legislation. The diversity of the issues/situations encountered requires the position to apply judgement in the determination of the appropriate principles and/or practice to use relying on its extensive body of content knowledge and correctional experience to formulate a response.

▪ Responsibility:

The focus of the position is to supervise staff, oversee and ensure custody and care of offenders, and security of the facility during a shift, and exercise within parameters, considerable authority over offender management. Position is responsible for investigating and has the ability to enforce under legislation.

Last Reviewed: January 2023

Subsidiary 3 Benchmark

Job Description – 036CR09

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Working under the authority of the *Corrections Act* and related federal and provincial legislation, in keeping with divisional policy, as well as centre specific Standing Operating Procedures, the Correctional Peace Officer 3 provides for the custody and care and of offenders in a correctional centre or when under external escort. As a designated Peace Officer, the incumbent of this position is responsible for providing direction and supervision of subordinate staff to ensure the security and good order of the facility is maintained. These functions are provided in a 24-hour operation with rotating shifts in a challenging and potentially hostile environment.

Correctional Peace Officers create a better Alberta by supporting, guiding and inspiring our clients to make positive, sustainable and lawful choices. Correctional Peace Officers are to guide and support clients, both in custody and within the community through responsive measures and evidence-based practices in order to reduce their interactions with the criminal justice systems and ensure strong communities across Alberta.

Responsibilities and Activities

(The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is.)

Provide effective staff supervision and ensure standards are maintained in operations and program delivery by:

- Monitor subordinate staff in the performance of duties to ensure compliance with standards identified in policies and procedures on an ongoing basis.
- Act as an effective role model, displaying effective leadership in providing direction, coaching and ongoing feedback to subordinates in the performance of their duties with the goal of maintaining a positive and productive workplace.
- Identify short and long-term training needs for employees and providing on-the-job training as applicable, as well as making recommendations for other training to meet developmental goals.
- Establish performance objectives and performs periodic formal performance appraisals of staff.
- Attend training as required to maintain a high standard of professional development.

Maintain the effective operational functions of assigned work areas by conducting routine and other rounds:

- Inspect security equipment and ensure related procedures are conducted appropriately to ensure a safe and secure working environment is maintained.
- Inspection to ensure standards of cleanliness and good hygiene are met.
- Make observations to ensure offenders are appropriately monitored and guided in a fair and impartial manner to maintain good order.
- Provide assistance and support to subordinate staff, on an as-required basis, as matters or situations requiring resolution arise, which are either outside the scope of staff to address or which present risk of escalating into more significant issues.
- Respond to emergency situations and take charge of the scene as the initial on-site coordinator.
- Maintain close contact with shift manager to ensure relevant information regarding ongoing operations is effectively communicated between line staff and management.

Perform a variety of administrative duties related to security, offender management or staff management by:

- Deploying subordinate staff to meet operational needs and to assist in the development of subordinate staff skills.
- Preparing and submitting reports on routine daily activities and significant incidents as they occur.
- Monitoring reports and other documentation prepared by staff for clarity, accuracy and completion and referring these reports to the appropriate areas for attention and action.
- Investigating, evaluating and resolving offender and operational concerns and problems, which are beyond the scope of staff to manage.
- Ensuring appropriate resources are provided to staff to enable effective performance of their duties.
- Assisting in recruitment and selection processes.

Scope

(List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Under the general direction of a manager, has considerable independence of decision making with respect to the provision of direction to and supervision of subordinate staff, in the performance of their duties, in keeping with established policies and procedures. This position carries a relatively significant degree of authority requiring only that unusual matters of significant issue, involving unusual incidents that may have impact on the safe and effective operation of the centre, be brought to the attention of the supervisor's manager for resolution assistance.

Knowledge, Skills and Abilities

(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; and specific training, occupational certification/registration required for the job.)

Knowledge:

- Working familiarity with current Divisional policies and procedures, centre Standing Operating Procedures and Emergency Standing Orders.
- Working familiarity with the *Corrections Act*, Criminal Code and other related provincial and federal statutes.
- Security knowledge and skills derived through on the job training and from participation in Correctional Services Induction Training
- Requires a thorough and comprehensive knowledge of staff and offender management principles, Standing Operating Procedures and all applicable legislation.
- Knowledge of organized crime/gang behaviour.

Skills and Abilities:

- Ability to observe and assess behaviours.
- Must have highly evolved skills in security management, staff supervision, communications and instructional methods.
- Individual must be physically able to perform the job duties of the role
- Must possess a valid Class 5 driver's license.
- Awareness of cultural diversity.
- Must be able to wear Personal Protective Equipment (PPE's) and be clean-shaven where the face piece of the equipment seal to the skin of the face (as per the Occupational Health and Safety Code, Section 250(2)).

Contacts

(The main contacts of this position and the purpose of those contacts.)

Primary contacts are the immediate manager, supervisory peers, staff being directly supervised, other centre staff and offenders to ensure the effective daily routines are maintained and/or when acting in an investigative or trouble-shooting capacity.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

Correctional Peace Officer 1 and 2, Correctional Services Worker 1 and 2

Subsidiary 3 Benchmark Evaluation – 034CR10

Identification Section

Working Title:	Correctional Peace Officer 2
Department:	Public Safety and Emergency Services
Division, Branch/Unit:	Correctional Services Division, Custody Operations Branch
Reports To:	Correctional Peace Officer Supervisor (CPO3)
Levels to D.M.:	7
Job Description:	034CR10
Minimum Recruitment Standards:	See the Minimum Recruitment Standards for Correctional Peace Officer
Pay Grade:	034CR – Correctional Peace Officer 2

Comments on Role

Working under the authority of the *Alberta Corrections Act*, related federal and provincial legislation, divisional policy as well as Standard Operating Procedure, the Correctional Peace Officer 2 is the full working level that provides for the custody and care of inmates/young persons in a correctional centre or when conducting external escorts. As a designated Peace Officer, under the *Corrections Act*, the incumbent of this position is responsible for ensuring the security and good order of the facility is maintained, as well as, providing direction to and supervision of inmates/young persons. These functions are provided in a 24-hour operation with rotating shifts in a challenging and potentially volatile environment.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
D 2 152	29% 43	R2 57	252

Comments on Evaluation

- **Knowledge:**

- **Professional/Content Knowledge:**

- This is a full working level Correctional Peace Officer requiring considerable related work experience in a correctional centre/facility including directly related on-the-job experience and completion of required in-service training. Position requires working knowledge of Standard Operating Procedures, Security (emergency) Operating Standards, policies, and related legislation; and must maintain required mandatory certifications. The level of specialized skills and content knowledge acquired via considerable on the job experience and directly related in-service training is well encompassed within the “D” rating. A rating of “E” is not applicable as knowledge is gained through directly related experience and does not require the application of a body of theoretical knowledge, nor is the position supervisory in nature.

Complexity and Diversity:

Position requires an understanding of how its role relates to offender management, care and custody, and security within a correctional centre.

Human Relations Skills:

Consistent with the “2” rating, the position requires a high level of human relations skills to enforce rules and to resolve conflict through persuasion and assertiveness. The position also requires skills in observing and interpreting offender behaviors and ability to take action in an appropriate and timely manner. The “3” rating is not supported; for the most part the work is focused on custody and security of offenders within a correction environment, and not on changing long term behavior of the inmates or dealing with ongoing situations of high emotional intensity requiring the application of in-depth understanding of human behavior.

▪ Creativity/Problem Solving:

The position works under the direction of a Correctional Peace Officer Supervisor and work is guided by diversified standard operating procedures, guidelines, policies and procedures. Within these established parameters/procedures the position encounters changing work priorities requiring considerable judgement and latitude in the determination of which procedures are appropriate in response to a wide variety of situations. There is access to a supervisor for guidance and direction in problem solving.

▪ Responsibility:

The focus of the position is on offender management and security within a correctional centre by enforcing policies and procedures.

Last Reviewed: January 2023

Subsidiary 3 Benchmark

Job Description – 034CR10

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Working under the authority of the *Corrections Act*, related federal and provincial legislation, divisional policy, as well as Standing Operating Procedures, the Correctional Peace Officer 2 provides for the custody and care of inmates/young persons in a correctional centre or when conducting external escorts. As a designated Peace Officer, the incumbent of this position is responsible for ensuring the security and good order of the facility is maintained as well as providing direction to and supervision of inmates/young persons. These functions are provided in a 24-hour operation with rotating shifts in a challenging and potentially volatile environment.

Correctional Peace Officers create a better Alberta by supporting, guiding and inspiring our clients to make positive, sustainable and lawful choices. Correctional Peace Officers are to guide and support clients, both in custody and within the community through responsive measures and evidence-based practices in order to reduce their interactions with the criminal justice systems and ensure strong communities across Alberta.

Responsibilities and Activities

(The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is.)

Performs a variety of security functions to ensure the security of the centre and the safety of the public, staff and other inmates/young persons and the prevention of property damage, including:

- Oversee and monitor inmate/young person movements within assigned work area.
- Conducting formal and informal counts of inmates/young persons.
- Exercising effective disciplinary controls through the enforcement of centre rules.
- Escorting inmates/young persons within the confines of the centre or to and from community locations.
- Conducting rounds to observe behaviour and mood of individual and groups of inmates/young persons and reporting notable incidents of sudden or unusual changes.
- Responding to emergency situations by participating as a member of the centre emergency response teams and/or otherwise responding to emergency situations as they arise.
- Conducting searches of inmates/young persons and the physical plant.
- Acts as a role model to demonstrate appropriate behaviour to inmates/young persons.
- Provide effective on the job training, guidance and mentoring to less experienced employees.

Performs a variety of duties related to inmate/young person management and supervision including:

- Provide direction to inmates/young persons with respect to schedules, rules and behavioural requirements.
- Respond to inmate/young person requests, concerns and/or complaints within the scope of the position as defined by standing operating procedures.
- Facilitate inmate/young person requests for information or intervention outside scope of the position by referring inmates/young persons to appropriate programs and resources.

Performs a variety of administrative duties related to security and inmate/young person management:

- Maintain up-to-date and accurate written routine records and reports on inmate/young person movements, counts, searches, inmate/young person behaviour, property records, logs, etc.
- Provide accurate verbal and/or written incident reports, on an as required basis, related to maintenance of physical plant, incidents, special situations, etc.

Scope

(List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Under the general direction of a supervising correctional peace officer (CPO3) or manager, the incumbent has considerable independence in making decisions relating to day-to-day operations and is responsible to directly supervise and manage the activities of individual or groups of inmates/young persons in keeping with divisional policies and procedures and centre standing operating procedures. There is a relatively significant degree of intuitive judgement required to recognize anomalies of inmate/young person behaviour that may, if not detected and addressed early, result in dangerous and/or life-threatening incidents.

Knowledge, Skills and Abilities

(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; and specific training, occupational certification/registration required for the job.)

Knowledge:

- Working knowledge of current departmental policies and procedures, centre Standing Operating Procedures and Emergency Standing Orders.
- Knowledge of organized crime/gang behaviour.
- Security knowledge and skills derived through on the job training and from participation in Correctional Services Induction Training.
- Principles of inmate/young person management/knowledge of indigenous culture.
- Position must attend centre re-refresher training, First Aid/CPR, when required.

Skills and Abilities:

- Ability to observe and assess behaviours.
- Awareness of cultural diversity.
- Instructional skills/communication skills both verbal and written.
- Individual must be physically able to perform the job duties of the role.
- Possess a valid Class 5 Alberta Driver's License.
- Must be able to wear Personal Protective Equipment (PPE's) and be clean-shaven where the face piece of the equipment seal to the skin of the face (as per the Occupational Health and Safety Code, Section 250 (2)).

Contacts

(The main contacts of this position and the purpose of those contacts.)

The incumbent of this position is a primary contact point between inmates/young persons and the centre to enable the secure, safe and smooth functioning of ongoing operations.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

No supervision.

Subsidiary 3 Benchmark Evaluation – 032CR18

Identification Section

Working Title:	Correctional Peace Officer 1 (Entry)
Department:	Public Safety and Emergency Services
Division, Branch/Unit:	Correctional Services Division, Custody Operations Branch
Reports To:	Correctional Peace Officer, Supervisor (CPO3)
Levels to D.M.:	7
Job Description:	032CR18
Minimum Recruitment Standards:	See the Minimum Recruitment Standards for Correctional Peace Officer
Pay Grade:	032CR – Correctional Peace Officer 1

Comments on Role

This is the developmental level Correctional Peace Officer role. Working under the authority of the *Alberta Corrections Act*, related federal and provincial legislation, divisional policy, as well as Standing Operating Procedures, the Correctional Peace Officer 1 provides for the custody and care of inmates/young persons in a correctional centre or when conducting external escorts. As a designated Peace Officer, the incumbent of this position is responsible for ensuring the security and good order of the facility is maintained as well as providing direction to and supervision of inmates/young persons. These functions are provided in a 24-hour operation with rotating shifts in a challenging and potentially volatile environment. The position is designated as a Peace Officer under the authority of the *Alberta Corrections Act*.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
C 1 2 115	25% 29	R2 38	182

Comments on Evaluation

- **Knowledge:**

Professional/Content Knowledge:

Position requires basic knowledge related to offender management and security functions acquired through related education, experience and certifications. Through on-the-job experience, in-service training (Correctional Services Induction Training) and certifications (e.g. CPR, First Aid, Use of Force), knowledge and skills required to perform a custody/care and offender management and security functions, including operation of electronic surveillance in a Correctional Centre is further developed. Knowledge of related divisional policies, standard operating procedures for the centre, and relevant legislation governing their role as a Correctional Peace Officer is gained. This is an entry/developmental role well encompassed within the “C” rating.

Complexity and Diversity:

Position requires a good understanding of offender management and security within a correctional centre.

Human Relations Skills:

Consistent with the “2” rating, the position requires a high level of human relations skills to enforce rules and to resolve conflict through persuasion and assertiveness. Also requires skills in observing and interpreting offender behaviors and ability to take action in an appropriate and timely manner. The “3” rating is not applicable, for the most part, as the work is focused on custody and security of offenders within a correction environment, and not on changing long term behavior of the inmates or dealing with ongoing situations of high emotional intensity requiring the application of in-depth understanding of human behavior.

▪ Creativity/Problem Solving:

This is an entry/developmental role working under the direction of a Correctional Peace Officer Supervisor. The position works within and is guided by defined standard operating procedures, policies, guidelines and legislation. As knowledge and experience is gained on the job, the position is able to exercise greater independence in its day-to-day work.

▪ Responsibility:

The focus of the position is on offender management and security within a correctional centre by enforcing policies and procedures.

Last Reviewed: January 2023

Subsidiary 3 Benchmark

Job Description – 032CR18

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job operates and the main contribution to the organization.)

This is the developmental level Correctional Peace Officer position. Working under the authority of the Corrections Act, related federal and provincial legislation, divisional policy, as well as Standing Operating Procedures, the Correctional Peace Officer 1 provides for the custody and care of inmates/young persons in a correctional centre or when conducting external escorts. As a designated Peace Officer, the incumbent of this position is responsible for ensuring the security and good order of the facility is maintained as well as providing direction to and supervision of inmates/young persons. These functions are provided in a 24-hour operation with rotating shifts in a challenging and potentially volatile environment.

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Responsibilities and Activities

(The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is.)

Performs a variety of security functions to ensure the security of the centre and the safety of the public, staff and other inmates/young persons and the prevention of property damage including:

- Oversee and monitor inmate/young person movements within assigned work area.
- Conduct formal and informal counts of inmates/young persons.
- Exercise effective disciplinary controls through the enforcement of centre rules.
- Escort inmates/young persons within the confines of the centre or to and from community locations.
- Conduct rounds to observe behaviour and mood of individual and groups of inmates/young persons and reporting notable incidents of sudden or unusual changes.
- Respond to emergency situations by participating as a member of the centre emergency response teams and/or otherwise responding to emergency situations as they arise.
- Conduct searches of inmates/young persons and the physical plant.
- Act as a role model to demonstrate appropriate behaviours to inmates/young persons.

Performs a variety of duties related to inmate/young person management and supervision, including:

- Provide direction to inmates/young persons with respect to schedules, rules and behavioural requirements.
- Respond to inmate/young person requests, concerns and/or complaints within the scope of the position as defined by standing operating procedures.
- Facilitate inmate/young person requests for information or intervention outside scope of the position by referring inmates/young persons to appropriate programs and resources.

Performs a variety of administrative duties related to security and inmate/young person management, including:

- Maintain up-to-date and accurate written routine records and reports on inmate/young person movements, counts, searches, inmate/young person behaviour, property records, logs, etc.

- Provide accurate verbal and/or written situation reports, on an as required basis, related to maintenance of physical plant, incidents, special situations, etc.

Undertake available training to maintain a high standard of professional development.

Scope

(List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

In this developmental role, the Correctional Peace Officer 1 is trained to gradually assume the full responsibilities of a Correctional Peace Officer 2. Under the general direction of a senior correctional peace officer or manager, the incumbent has some independence in making decisions relating to day-to-day operations and is responsible to directly supervise and manage the activities of individual or groups of inmates/young persons in keeping with divisional policies and procedures and centre standing operating procedures. There is a relatively significant degree of intuitive judgement required to recognize anomalies of inmate/young person behaviour that may, if not detected and addressed early, result in dangerous and/or life-threatening incidents.

Some restrictions apply to work assignments including the escort or supervision of certain specific inmates/young persons or types of inmates/young person's depending on security classification and/or other considerations, subject to a risk assessment by operational managers.

Knowledge, Skills and Abilities

(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; and specific training, occupational certification/registration required for the job.)

Knowledge:

- Developing knowledge of current departmental policies and procedures, centre Standing Operating Procedures, and Emergency Standing Orders.
- Developing knowledge of the principles of inmate/young person management/.
- Developing awareness of indigenous culture and cultural diversity.
- Developing knowledge of organized crime/gang behaviour.
- Developing security knowledge and skills derived through on the job training and from participation in Correctional Services Induction Training.

Skills and Abilities:

- Developing ability to observe and assess behaviours.
- Strong interpersonal and communication (verbal/written) skills.
- Developing instructional skills.
- Individual must be physically able to perform the job duties of the role
- Must possess valid and current first aid and CPR certificates.
- Possess a valid Class 5 Alberta Driver's License.
- Must be able to wear Personal Protective Equipment (PPE's) and be clean-shaven where the face piece of the equipment seal to the skin of the face (as per the Occupational Health and Safety Code, Section 250(2)).

Contacts

(The main contacts of this position and the purpose of those contacts.)

The incumbent of this position is a primary contact point between inmates/young persons and the centre to enable the secure, safe and smooth functioning of ongoing operations.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

No supervision.