

CORRECTIONAL OFFICER

Organization:

Ministry of Community Safety and Correctional Services

Division:

Correctional Services

City:

Any City

Job Term:

25 Temporary - Irregular On-Call, 6 months

Job Code:

50561 - Correctional Officer 1

Salary:

\$25.09 - \$29.50 Per Hour*

*Indicates the salary listed as per the OPSEU Collective Agreement.

Understanding the job ad - definitions

Posting Status:

Open

Job ID:

124291

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Do you have a desire to work for Correctional Services? If so, then consider this rewarding opportunity with the Ministry of Community Safety and Correctional Services, where you will support the correctional system in Ontario and contribute to keeping Ontario's communities safe. The Correctional Officer position is a rewarding career in the justice sector and is an opportunity to work with an employer that promotes diversity. This is an exciting time to join Correctional Services as it undertakes transformation!

There are a total of 25 positions across Ontario.

Below is a list of the locations:

- Brockville Jail - 10 Wall Street, Brockville, K6V 4R9
- Central East Correctional Centre - 541 Highway 36, Box 4500, Lindsay, K9V 4S6
- Central North Correctional Centre - 1501 Fuller Avenue, Penetanguishene, L9M 2H4
- Elgin-Middlesex Detention Centre - 711 Exeter Road, London, N6E 1L3
- Fort Frances Jail - 310 Nelson Street, Fort Frances, P9A 1B1
- Hamilton-Wentworth Detention Centre - 165 Barton Street East, Hamilton, L8L 2W6
- Kenora Jail - 1430 River Street, Kenora, P9N 1K5
- Maplehurst Correctional Complex - 661 Martin Street, Box 10, Milton, L9T 2Y3
- Monteith Correctional Complex - 3052 Rese Road, Monteith, P0K 1P0
- Niagara Detention Centre - Hwy 58, 1355 Uppers Lane, P.O. Box 1050, Thorold, L2V 4A6
- North Bay Jail - 2550 Trout Lake Road, North Bay, P1B 7S7
- Ontario Correctional Institute - 109 McLaughlin Road South, Brampton, L6Y 2C8
- Ottawa-Carleton Detention Centre - 2244 Innes Road, Ottawa, K1B 4C4
- Quinte Detention Centre - 89 Richmond Boulevard, Napanee, K7R 3S1
- Sarnia Jail - 700 North Christina Street, Sarnia, N7V 3C2
- St. Lawrence Valley Correctional and Treatment Centre - 1804 Highway 2 East, P.O. Box 8000, Brockville, K6V 7N2
- Sudbury Jail - 181 Elm Street West, Sudbury, P3C 1T8
- Thunder Bay Correctional Centre - 2351 Highway 61 South, Thunder Bay, P7C 4Y4
- Thunder Bay Jail - 285 MacDougall Street, P.O. Box 2806, Thunder Bay, P7A 2K6
- Toronto East Detention Centre - 55 Civic Road, Scarborough, M1L 2K9
- Toronto South Detention Centre - 160 Horner Avenue, Toronto, M8Z 0C2
- Vanier Centre for Women (Milton) - 655 Martin Street, P.O. Box 1040, Milton, L9T 5E6

Note: Hours for these positions are irregular and can vary from 0 up to 40 hours per week, with no guarantee of hours.

If you have applied for a Correctional Officer competition within the last 6 months, there is no need to re-apply.

What can I expect to do in this role?

In this role, you will:

- Perform a full range of duties, including the care, custody, control and supervision of offenders
- Interact with offenders to maintain security and safety in the facility
- Provide community escort duties to ensure the safety of offenders, staff, visitors and the public
- Maintain communications with a range of contacts, including offenders, co-workers, supervisors, clinical and medical staff

How do I qualify?

Mandatory

You must meet the following pre-requirements to apply:

- Be a minimum of 18 years of age
- Be able to provide proof of eligibility to work in Canada
- Possess oral French skills at the Advanced-Minus level (for bilingual positions)
- Be currently certified and/or able to be certified by first day of employment in Emergency First Aid, Cardiopulmonary Heartsaver (CPR) and Automated External Defibrillator(AED)
- Must have original proof of Grade 12 completion or an equivalency (e.g. general equivalency diploma/certificate)
- Must be able to work rotating shifts, including days, afternoons and nights, and on weekends and statutory holidays

Eligibility

To be considered for the Correctional Officer position, you must successfully complete the following during the recruitment process:

- Ministry administered aptitude, cognitive and psychological tests
- Candidates who are selected to participate in the Correctional Officer recruitment process will be required to successfully complete FITCO testing prior to a conditional offer of employment being made
- Correctional Officer pre-employment medical exam
- Correctional Officer Training and Assessment (COTA) program
- Oral French Language test at the Advanced-Minus level (for bilingual correctional officer positions only)
- Correctional Officer Enhanced Security Clearance process, which includes:
 - CPIC Check
 - Vulnerable Services Sector Check
 - Out-of-Country Check (if applicable)
 - RCMP Records Check
 - NICHE/RMS File Check
 - PIP (Police Information Portal) Check
 - Internet Search
 - Credit Equifax Check
 - Immigration Status Check
 - Ministry of Transportation (MTO) Check - last ten years

For further information on the Recruitment Process of Correctional Officers, please visit:

- http://www.mcscs.jus.gov.on.ca/english/corr_serv/careers_in_corr/become_corr_off/careers_corr_become_off.html

- Email: CSRU@ontario.ca
- Phone: 1-855-927-CSRU (2778)

Communication (Oral and Written) skills

You have:

- Ability to communicate effectively via oral and written communication
- Ability to communicate in writing (e.g. complete detailed, accurate and clear written reports), and documentation
- Ability to communicate verbally in a clear and respectful manner to provide information, instructions and direction

Observation, Analytical and Problem Solving skills

You have:

- Ability to assess problems and determine solutions
- Ability to make recommendations and take appropriate actions

Team Work/Interpersonal and Persuasion skills

- You have ability to work cooperatively towards a common goal
- You have ability to motivate, positively influence and assist people
- You can foster open communication and treat others in a consistent, fair, firm and non-judgemental manner

Crisis Intervention and Conflict Resolution skills

You have:

- Ability to recognize and understand situations that may produce conflict and use strategies to resolve and/or de-escalate
- Ability to recognize and assess a crisis or potential crisis situation, and implement appropriate solutions in an attempt to resolve the crisis

General Knowledge and Computer skills

You have:

- General knowledge of court procedures (e.g. to testify/present evidence at court hearings)
- Knowledge of different cultures and ability to understand and respect differences when interacting with others
- Ability to use computer software (e.g. database, Excel, MS Office) to input/retrieve data

Additional Information:

Address:

- 23 Temporary - Irregular On-Call, duration up to 6 months, Any City, Anywhere in Ontario , Enhanced - CPIC Check, VSS Check, Intelligence Check, Local Police Record Check, Internet Search, Credit Check, Immigration Status Check, MTO Check, Fingerprint-based CPIC
- 2 Bilingual Temporary - Irregular On-Call, duration up to 6 months, Any City, Anywhere in Ontario , Enhanced - CPIC Check, VSS Check, Intelligence Check, Local Police Record Check, Internet Search, Credit Check, Immigration Status Check, MTO Check, Fingerprint-based CPIC

Compensation Group:

Ontario Public Service Employees Union

Understanding the job ad - definitions

Schedule:

4.7

Category:

Corrections and Enforcement

Posted on:

Friday, June 1, 2018

Note:

- [This ad is also available in French.](#)
- In accordance with the Ontario Public Service Employment Screening Checks Policy, the top candidate(s) may be required to undergo a security screening check. Please refer to the Additional Information / Address section above to determine the screening checks that are required for this position.

You will be responsible for obtaining the criminal record check at your own expense and provide it, along with your written consent, to the Transition and Security Office (TSO), HR Service Delivery Division to evaluate the results. If applicable, the TSO, with your written consent, will request and obtain any additional screening checks as indicated in the Additional Information / Address section above that were not obtained directly by you. (Note: If a Vulnerable Sector Screening/Check is required, it must also be obtained in person at your local police service.)

Screening checks will only be reviewed and evaluated by the TSO for the purpose of making a security clearance decision. The details of an individual's screening checks will be considered in specific relation to the duties and responsibilities of the position being filled. Screening check records will be maintained by the TSO and kept strictly confidential. A record under the Criminal Code and/or other federal offence record(s) does not automatically mean you will be ineligible for the position.

How to apply:

1. You must apply online.
2. Your cover letter and resume combined should not exceed five (5) pages. For tips and tools on how to write a concise cover letter and resume, review the [Writing a Cover Letter and Resume: Tips, Tools and Resources](#).
3. Customize your cover letter and resume to the qualifications listed on the job ad. Using concrete examples, you must show how you demonstrated the requirements for this job. We rely on the information you provide to us.
4. Read the job description to make sure you understand this job.
5. OPS employees are required to quote their WIN EMPLOYEE ID number when applying.
6. If you require a disability related accommodation in order to participate in the recruitment process, please [Contact Us](#) to provide your contact information. Recruitment Services staff will contact you within 48 hours.

Please be advised that the results of this competition may be used to form an eligibility list of qualified candidates to potentially fill future vacancies represented by the Ontario Public Service Employees Union (OPSEU). In accordance with the Collective Agreement, eligibility lists are shared with OPSEU representatives. By applying to this competition, you are providing consent that your name may be shared with OPSEU representatives.

All external applicants (including former employees of the Ontario Public Service) applying to a competition in a ministry or Commission public body must disclose (either in the cover letter or resume) previous employment with the Ontario Public Service. Disclosure must include positions held, dates of employment and any active restrictions as applicable from being rehired by the Ontario Public Service. Active restrictions can include time and/or ministry-specific restrictions currently in force, and may preclude a former employee from being offered a position with the Ontario Public Service for a specific time period (e.g. one year), or from being offered a position with a specific ministry (either for a pre-determined time period or indefinitely). The circumstances around an employee's exit will be considered prior to an offer of employment.

Remember: The deadline to apply is **Friday, June 29, 2018 11:59 pm EDT**. Late applications will not be accepted.

We thank you for your interest. Only those selected for further screening or an interview will be contacted.

The Ontario Public Service is an inclusive employer.

Accommodation is available under the [Ontario Human Rights Code](#).

 [Apply Online](#)

Job Specification

Position Title:

Correctional Officer

Job Code:

50561 - Correctional Officer 1

Job ID:

124291

Purpose of Position :

To perform a full range of duties related to the care, custody, control and supervision of offenders for a correctional facility on an assigned shift.

Duties / Responsibilities :

Within an assigned internal/external area of the facility, and through rotational posts, the position:

1. Takes charge of an assigned area to maintain custody of, and supervise all offender activity occurring on that post (e.g. to account for and allow movement/access of offenders, visitors, professionals, volunteers; to facilitate participation in institution programs, visits, medical/dental services, food services, fresh air and video court).
2. Processes offenders on admission and discharge including verifying committal warrants and holding document(s), updating computerized offender management records systems, ensuring proper receipt, storage and recording of offenders' personal property such as money and clothing within established facility practices, policy, processes and institutional standing orders.
3. Interacts with offenders to maintain security and safety of all persons in assigned area, instructs offenders in expectations of the facility, reports and controls risks and behaviours (e.g., escapes, infractions of rules), and acts as a role model on a day to day basis.
4. Conducts searches of offenders, their living areas and the facility property for irregularities and taking appropriate corrective action to maintain security and safety of the facility, offenders and staff.
5. Responds to emergencies including but not limited to medical, fire, escape attempts and offender disturbances in accordance with institutional standing orders and ministry policies and procedures.
6. Provides institution/community escort duties for offenders (e.g., visits, transfers between institutions, hospitalization, medical appointments, court attendance, temporary absences) to ensure the safety of offenders, staff, visitors and the public.
7. Maintains communications with a range of contacts (e.g., offenders, co-workers, supervisors, clinical and medical staff) including preparing written reports regarding incidents, offenders' conduct/behaviour, accidents or injuries sustained by staff or offenders and action taken, preparing daily log entries and completing forms to meet legal and/or legislative requirements; and participating in case management

meetings and reviews as required. Maintains ongoing discussions to provide and/or exchange information, provide updates and discuss issues internally.

8. Deals with the public, external agencies and professionals visiting the facility including answering phone calls, testifying/presenting evidence at court hearings, coroner's inquests and ministry investigations.

Managers have the right to assign additional duties

Staffing and Licensing :

- Minimum 18 years of age.
- Proof of eligibility to work in Canada.
- Minimum grade 12 or equivalent education.
- Successful completion of ministry administered aptitude, cognitive and psychological tests.
- Current certification in Emergency First Aid, Cardiopulmonary Heartsaver (CPR) and Automated External Defibrillator (AED).
- Successful completion of the Fitness Test for Ontario Correctional Officer Applicants (FITCO).
- Passing of the Correctional Officer Enhanced Security Clearance process.
- Passing of the Correctional Officer pre-employment medical exam.
- Successful completion of Correctional Officer Training and Assessment (COTA) program.
- Oral French skills at the advanced-minus level.

Knowledge :

Job requires knowledge of:

- correctional theory and principles included in the Correctional Officer Training and Assessment (COTA) program (e.g. The correctional system, effective communication, offender management and intervention techniques, offender programs and services, and workplace safety and security);
- Institution Standing Orders (ISO), policies and procedures; Ministry of Correctional Services Act and regulations; Ministry Statement of Ethical Principles; relevant sections of legislation such as the Criminal Code, Canada Evidence Act, Occupational Health and Safety Act, Freedom of Information and Protection of Privacy Act (FIPPA), Human Rights Code, Bill 168; and relevant facility programs and processes to complete documentation and ensure compliance in order to maintain the safety and security of offenders, staff, the general public and the facility;
- Emergency First Aid, Cardiopulmonary Resuscitation Heartsaver (CPR) and Automated External Defibrillator (AED) certification to respond to medical emergencies;
- court procedures to testify/present evidence at court hearings, Coroner's inquests, and ministry investigations;
- ministry reporting requirements to prepare reports in accordance with established policies and procedures;
- diverse cultures and populations to understand and integrate individual and group differences when interacting with others; and,
- computerized offender management system in order to input/retrieve offender data.

Skills :

Job requires:

- observation skills to allow effective proactive/reactive assessment of offender behaviours and interactions and to determine appropriate course of action;
- analytical/reasoning skills to recognize changes in offender behaviour and make referrals to appropriate institutional personnel or professional staff (e.g., psychologist, chaplain, social workers) for suitable action;
- conflict resolution skills to recognize and understand situations that may produce conflict and use strategies to resolve, de-escalate and minimize the effects of conflict;
- crisis intervention skills to recognize and assess a crisis or potential crisis situation, and to prioritize and implement appropriate solutions in an attempt to resolve the crisis;
- team work to work cooperatively with other staff towards a common goal;
- written and oral communication skills to convey facts and information through respectful verbal and non-verbal communication with offenders, staff, supervisors and the public;
- written communication skills to complete required reports, documentation, and to maintain accurate counts;
- interpersonal skills to act as a role model to offenders and to communicate with offenders, staff,

supervisors and the public; to foster two way open communication to ensure accurate interpretation of messages, and to interact with others in a consistent, fair, firm and non-judgemental manner;

- persuasion skills to motivate offenders to participate in activities and to adhere to institutional rules and regulations;
- Oral French communication skills at the advanced level.

Freedom of Action :

Job requires working in accordance with institution standing orders, policies and procedures and relevant sections of legislation such as the Ministry of Community Safety and Correctional Services Acts and Regulations, Criminal Code, Occupational Health and Safety Act and Human Rights Code when making decisions in response to medical or behavioural emergencies, breaches of institutional security or offender behavioural problems to maintain the care, custody and control of offenders in the assigned area and to ensure the safety and security of all offenders, staff and the public. Job requires making well Informed decisions while Integrating past knowledge and experience and seeking advice/guidance/direction from an operational manager for situations not covered by institution standing orders, policies and procedures manuals (e.g., special offender requests, unusual behaviours, contraband). Job requires assessing situations that may require an intervention and determining the most appropriate course of action to effectively control the situation without putting oneself or others at risk. Work is reviewed on an ongoing basis throughout the shift to ensure the standards of care, custody and control are maintained.