

## CLASSIFICATION JOB INFORMATION

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| SAP Job ID:                    | 90004703                    |
| Position/Classification Title: | Supervisor Support Services |
| Pay Grade:                     | EC 08                       |
| Add-On Eligibility:            | True                        |
| Standardized:                  | No                          |
| Inactive                       | No                          |
| Date Last Evaluated:           | 10/15/2020                  |

## JOB INFORMATION

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| Job/Working Title:           | Supervisor Support Services PPS  |
| Department:                  | Public Prosecution Service   |
| Division/Section:            | Halifax Region, Central Region, Western Region, Cape Breton Region, Appeals and Special Prosecutions |
| Reports To (Position Title): |  |
| Exclusion Status:            | Excluded   |

## OVERALL PURPOSE

The Supervisor, Support Services PPS is accountable for the overall delivery of an extensive range of managerial and operational activities involving Crown Attorneys, prosecution legal assistants, paralegals and clerks, and ensuring the provision of effective legal support to the Chief Crown Attorneys.

Under broad direction and leadership from the Chief Crown Attorney, the Supervisor works as part of the department's management team with significant independence and accountability to support and coordinate the efficient and effective operation of a regional office of the PPS, through the day to day management of a broad scope of business and financial processes, human resources, special projects and initiatives, and the development of new and revised business processes to support the smart deployment of resources in support of the Service's work.

The Supervisor leads a team of legal support professionals tasked with supporting the varying operational needs of the Public Prosecution Service. As the office manager, the Supervisor is the main point of contact for all administrative and corporate services needs of the Region, assigning, coordinating, and monitoring related activities for staff, while actively leading and implementing PPS objectives and strategies to improve service efficiency and effectiveness, and ensuring alignment with core financial, business and administrative systems and processes.

The Supervisor is a key partner in influencing the development of the overall mission, purpose and mandate of their Region and, more broadly, the Public Prosecution Service as a whole and is a critical part of ensuring the Service's effective operation

## KEY RESPONSIBILITIES

### Human Resources and Operations Management

The Supervisor, Support Services PPS is responsible and accountable for the oversight and management of a team of staff and the control/coordination of technical resources and related operations activities within an assigned regional office. The Supervisor:

- manages legal assistants, paralegals and clerks by providing clear standards, direction and support for the Public Prosecution Service business practices and processes, improving and streamlining administrative and operational processes to maximize efficiency;
- facilitates staff development that supports career planning and succession management, by developing recommendations for career training; implementing on-the-job training; providing staff development opportunities for staff; communicating individual responsibilities and organizational expectations;
- through experience and knowledge in HR concepts/practices, provides timely and effective performance management of staff, handles matters of employee relations, absence and attendance management, and leads the recruitment/selection of support staff;

- develops and/or delivers a plan for internal communications with guidance from senior colleagues, supporting the operation of the department's knowledge management system;
- actively ensures, promotes and contributes to a positive and safe work environment while encouraging a respectful workplace; and
- works with Records and Information Management to direct and ensure accurate file management for the regional office; ensures the confidentiality of all information and that proper records classification and retention policies are followed.

#### Project Management

With the creation of a new Director, Legal Support Operations position, the Supervisor will play an integral role in the transformation of support services within the PPS. The future of the PPS is a digital one as this new reality drives change.

Over the last two decades there has been an explosion of new and different ways to collect evidence and prosecute cases. Charges that used to be based solely on paper reports and photographs now include digital video, bodycams, dashcams, cell phone data, social media posts, and all manner of other electronic and digital evidence.

The police and the PPS have struggled to keep up with these changes in technology. The use of DVD's, memory sticks or portable hard drives is not sustainable, unsafe and lacks privacy safeguards.

The Supervisor currently plays a key role in assisting staff and Crown Attorneys in managing the various forms of digital and electronic evidence that are received on a daily basis. This includes training staff, assisting Crown Attorneys with specific requests, and working to adapt office processes to ensure the efficient receipt, redaction, disclosure and storage of digital evidence.

Over the next few years it is anticipated the PPS, with the Supervisor playing a key role, will need to develop processes for:

- producing electronic real time transcripts of statements
- full forensic audit trails, in part to ensure we can prove the delivery of disclosure to the Defence, but also to know who saw what when
- secure encryption (at rest and in transit) and transfer files
- Canadian Cloud based at Protected B with data storage in Canada
- being open standards based (nothing proprietary that makes sharing difficult)
- managing all forms of digital evidence from multiple vendors, including but not limited to:
  - photos
  - videos
  - body camera video
  - in-car camera
  - CCTV
- public/business digital evidence submissions
- PDF documents
- being able to search, add and manage all aspects of the digital evidence including meta data
- being able to securely access from anywhere via internet browsers, including from tablets, mobile phones, etc.
- making digital disclosure easily and securely accessible by members of both Crown and defence bar
- making digital disclosure compliant with privacy acts
- performing extensive redaction

Developing, integrating and managing all of these processes into PPS operations will be a significant challenge. Staff and Crown Attorneys will require additional training and support. Some staff and Crown Attorneys will adapt and others will struggle. Supervisors will develop new procedures to integrate digital evidence into daily operations, liaise with the Crown Attorneys to solve specific problems, and manage morale and performance issues.

#### Client Services

The Supervisor, Support Services PPS:

- is accountable for the provision of current and accurate legal information and assistance to a diverse community which includes self-represented litigants, police, lawyers, the judiciary, outside transcription services, interpreters, the media, and many governmental and private agencies involved with the law (i.e. Victim Services, Registry of Motor Vehicles, Parole Boards, Mental Health) in conformity with the Civil Procedure Rules, Provincial and Municipal legislation;

- manages in-province and out-of-province transfer requests, disclosure requests, and referrals to Victim Services in accordance with the victim Bill of Rights;

- assumes responsibility of additional programs, such as administering the National Flagging System Program for High Risk Offenders, contacting/responding to police agencies and prosecution offices across Canada regarding program inquiries. This work is critically relied upon by the Crown to deal effectively with high risk violent offenders and supports the development and maintenance of a national database for use by prosecutors anywhere in Canada for Dangerous Offender Applications;

is responsible for the ongoing monitoring of legislative amendments in criminal legislation, to revise/create existing/new, highly complex procedures and ensure support staff's continued compliance with legislation, amid managing heavy volumes of referrals and ensuring their timely completion; and

- is responsible for the coordination/administration of various project processes and/or activities that require innovative approaches which have an impact on multiple functions and/or overall business results within the regional office and/or provincial department. This includes leading initiatives, delegating duties with participating staff, reviewing, assessing, monitoring, promoting, providing and/or reporting information related to projects' objectives and achievements, for review by senior management.

#### Change Management

The Supervisor, Support Services PPS is expected to continuously examine processes and procedures to identify and improve efficiency. Change may vary from simple to complex. For example, requiring one member of staff to change how a particular task is performed or requiring multiple staff to change multiple practices as an entirely new procedure is implemented. (It is anticipated in the next few years there will be significant changes for PPS to manage as law enforcement agencies increase reliance on digital evidence and electronic disclosure).

The Supervisor will demonstrate leadership by:

- Developing and implementing new procedures
- Encouraging all staff to bring forward ideas for new procedures to improve efficiency
- Evaluating alternatives to a proposed procedure
- Integrating these procedures into present processes
- Anticipating impact on other procedures and stakeholders and limiting negative effects
- Managing impact on staff workload and morale as a new procedure is adopted
- Educating other stakeholders and cooperating with them to ensure a new process can be integrated with how they deliver services

#### Knowledge

The Supervisor, Support Services PPS must be well versed in the application of the Criminal Code of Canada, Nova Scotia Civil Procedures, provincial, federal, and municipal legislation (i.e. the Occupational Health & Safety Act, Liquor Control Act, Controlled Drug and Substances Act, Motor Vehicle Act, Youth Criminal Justice Act, Summary Proceedings Act, Cost and Fees Act) as well as common law principles and departmental policy and procedures respecting the administration and access to justice. S/he must also be knowledgeable regarding PPS business practices and processes, PICS and JEIN policies and procedures, STAR/STOR, FOIPOP, ICTS and PSC policies and procedures.

The Supervisor, Support Services PPS must have a broad knowledge base of:

- all aspects and procedures of the various courts of Nova Scotia, the Department of Justice, and Sheriff Services;
- provincial, community and social service agencies to enable proper referral of clients;
- project management including implementation and evaluation;
- accounting principles including monthly reconciliations, petty cash, and monthly reporting;
- labour relation, relevant policies, collective agreements, grievances and arbitration procedures, and fair hiring guidelines; and
- proficiency with computers, including programs such as Word, Excel, JEIN, PICS, PowerPoint, Internet, intranet, among others.

This knowledge is demonstrated and applied through the Supervisor's

- recommending improvements and enhancements to policies, procedures and guidelines and assistance in the establishment and implementation of PPS best practices province-wide, consulting with senior leadership and contributing to development of the department's strategic and business planning;
- superior leadership skills and experience in team building and staff motivation;
- flexibility and creativity in problem solving and troubleshooting;
- high level of diplomacy, tact and professionalism, especially when dealing with difficult people in demanding situations;
- careful time and priority management skills, with the ability to meet deadlines and balance priorities;
- delivery and/or participation in small-scale or medium-scale projects, working within an established program management plan; and
- leading and facilitating change management and conflict resolution activities.

#### Financial Responsibility

The Supervisor, Support Services PPS is responsible for:

- bringing forward issues that may impact forecasts and projections;
- the authentication and recommendation for payment of invoices, per diem accounts, P-card reconciliation;
- identifying opportunities for cost saving measures and recommending changes or improvements to the Director of Business Affairs;
- purchasing and maintaining control of equipment and supplies within their region;
- overseeing clerical staff financial support work (such as witness travel), handling of petty cash, ensuring all proper procedures and financial protocol are followed.

#### Occupational Health and Safety

In consultation with the Joint Occupational Health and Safety committee, staff and Public Prosecution Service stakeholders, the Supervisor, Support Services PPS:

- promotes a positive and safe work environment and encourages a respectful workplace;
- ensures adherence to Occupational Health & Safety Act requirements and is responsible for staff and public safety;
- conducts workplace inspections and hazardous assessments;
- represents management on local JOH&S committees, where required;
- participates, mentors and supports the Health and Wellness Initiative with staff for a healthy workplace.

#### May perform other related duties as assigned

In addition to the knowledge, skills and abilities outlined in the job description, this job may include other, assignment-specific requirements (ex: French language, drivers license, membership in an employment equity group or security screening, etc.)

## SCOPE

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| <b>Contacts (Typical):</b> | <p>Frequent contact with Directors, Chief Crowns, Crown Attorneys and support staff, as well as with inter-office and intra-departmental contacts (ISD, ICTS, Finance). Regular contact with goods and service providers both internal and external to government to ensure efficient delivery and value of required services (security, telecoms, mobility, printing, copying, equipment purchases, procurement, IT support, building management, etc.). Point of contact for Region staff and stakeholders in relation to elevated inquiries, problem solving and information.</p> <p>Relationship Development<br/>The Supervisor, Support Services PPS must present and maintain a solid and credible presence with managers and Crowns across the Region, Department and intra-governmental departments and agencies to gain their commitment in actively supporting PPS initiatives. S/he influences management by demonstrating positive impact of division initiatives on client service delivery and the smart deployment of resources within the PPS.</p> <p>Ensure the effective management of human resources and financial resources by setting and evaluating employee performance targets, promoting diversity and a healthy and safe workplace, demonstrating the leadership competencies, respecting corporate human resource practices, promoting teamwork and individual development and maintaining internal communications.</p> <p>The Supervisor, Support Services PPS, in consultation with the PSC and the Chief Crown, will have accountability and responsibility for ensuring the provisions of all collective agreements are adhered to and will respond to any matters requesting corrective action including formal and informal grievances or such other remedies available under the collective agreement. The incumbent will be responsible for promoting and fostering employee engagement, attendance management, leave requests, employee development and performance management.</p> |
| <b>Innovation:</b>         | <p>The Supervisor, Support Services PPS will ensure the priorities of the PPS are implemented across operations. The Supervisor, Support Services PPS must be a critical thinker to evaluate solutions in terms of operational, financial and client impacts and to look for opportunities to strengthen and support the development of processes, systems and infrastructure within the PPS. The Supervisor, Support Services PPS must be forward thinking to identify existing service strengths and gaps, to leverage resources and develop realistic and cost-effective solutions that balance service to client, capacity within the PPS and available resources. S/he contributes to innovations in work practices that will build and improve methodologies and approaches.</p>   |
| <b>Decision Making:</b>    | <p>The Supervisor, Support Services PPS works within the framework of legislation, regulations, collective agreements, corporate/departamental policies, and professional knowledge. S/he works under the broader guidance of the Chief Crown and makes decision around the day to day implementation, management and organization of PPS office operations. S/he works with autonomy to make decisions on the coordination and management of support services within the Region and under the direction or with approval of the Chief Crown for managing business process and supports outside the Region.</p> <p>The Supervisor, Support Services PPS will ensure resources are allocated to meet operational requirements and goals and will recommend approaches and methods of service delivery in accordance with the PPS' strategic and operational plans.</p>  |
| <b>Impact of Results:</b>  | <p>Results achieved affect the ability of the Crown Attorneys to deliver prosecutorial services to the justice system and to successfully support the annual mandate of the PPS.</p> <p>This position has a direct impact on the management of the division's budget, the effective and efficient provision and deployment of resources and the resulting quality of prosecutorial services provided.</p>  |

**People Management:**

|  | # Direct Resources Managed   | # Indirect Resources Managed |
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| <b>Additional Information (if required):</b> | Regional/Chief Crown Attorney (currently)<br>Director, Legal Support and Operations (NEW/TBD - future)<br>Job Titles and number of incumbents reporting to this job:<br>Direct Reports<br>Legal Services Technicians<br>Legal Assistants<br>Clerk Receptionists<br>When necessary, casual legal support staff<br>Indirect Reports (functional)<br>Records Clerks |                              |

**LICENSES/CERTIFICATIONS**

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| <b>Data From Conversion:</b> | This position involves a high level of potential stress, both as a result of regular contact with individuals who are in distress (i.e., victims of crime, witnesses, accused persons) and have potential for violence, as well as daily handling of detailed information regarding crimes such as murder, DUIs causing death, sexual assault, human trafficking, or child pornography. The Supervisor, Support Services PPS must ensure that all staff maintain professionalism and confidentiality in order to maintain the integrity of the Public Prosecution Service. The Charter rights of all accused and the rights of victims must always be at the forefront, while the consequence of error can result in serious criminal charges being dismissed and thus have a huge impact on public safety. In addition to the knowledge, skills and abilities outlined in the job description, this job may include other, assignment-specific requirements (ex: French language, drivers license, membership in an employment equity group or security screening, etc.) |
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**WORKING CONDITIONS****Physical Effort****Physical Environment****Sensory Attention****Psychological Pressures**

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| <b>Examples/ Additional Information:</b> |   |
| <b>Data From Conversion:</b>             | <p>Examples:</p> <p>A - Physical Effort 3 – Moderate</p> <p>Sitting in office at desk. Moving through offices. Free stand and moving around. Travel by car, sometimes involving long distances. Occasional lifting (paper, books, or boxes up to 25 lbs). Moving of equipment and supplies.</p> <p>B - Physical Environment 2 – Minimal/Moderate</p> <p>Located in Office Environment. Travels to multiple office locations or meetings throughout the province. Works closely with the public; exposed to disturbances and high emotions. Some danger of physical abuse when dealing with angry and irate individuals.</p> <p>C - Sensory Attention 5 – Considerable</p> <p>Need to concentrate on a variety of sensory inputs requiring due diligence and attention to interpret effectively and accurately while under tight deadlines. Response to a variety of inquiries and sources including phone, email, SAP input, JEIN/PICS. Approximately 50% of workday is at a computer.</p> <p>D - Mental Pressures 5 – Considerable</p> |

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|  | Meeting deadlines with very little margin for error. Works with minimal supervision and therefore timely completion of duties rests with the incumbent. Competing priorities and multiple projects require balancing and time management, in a time of financial restraint. Viewing audio and/or video content containing highly sensitive material. Dealing with problematic employees and discipline issues. Need for continual awareness of legislative changes and ensuring these are communicated to staff in a timely and effective manner. |
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