



# Manager Education and Program Services

Job Description

## CLASSIFICATION JOB INFORMATION

SAP Job ID:	90001335
Position/Classification Title:	Manager Education and Program Services
Pay Grade:	EC 12
Add-On Eligibility:	False
Standardized:	No
Inactive	No
Date Last Evaluated:	11/17/2021

## JOB INFORMATION

Job/Working Title:	Manager Education and Program Services
Department:	Justice
Division/Section:	Correctional Services / Community and Youth Custody Corrections
Reports To (Position Title):	
Exclusion Status:	Excluded

## OVERALL PURPOSE

To provide Correctional Services with leadership, management and operational support for the development, implementation and evaluation of case management practices, cognitive behavioral program delivery and the full range of education programs using the Nova Scotia Public School Program (PSP) curriculum, General Education Development (GED), Nova Scotia Community College (NSCC) courses, Nova Scotia School for Adult Learning (NSSAL), literacy and employment skills for 22 Community Corrections Offices, Nova Scotia Youth Centre (NSYC) and four adult correctional facilities. The Manager also provides leadership, management and operational support for Correctional Services cultural programs and services and assists to ensure policy and practices are aligned with the strategic direction of the division. Within the responsibilities, the incumbent is accountable for human resources, budget forecasting, and budget management. The manager collaborates to plan and implement initiatives that enhance services and provides oversight for integrated service delivery and interdepartmental and community program agency partnerships. Division/Department representation at Federal/Provincial/ Territorial (FPT) forums is also a requirement of the Manager Education and Program Services position

## KEY RESPONSIBILITIES

### Educational Programs and Services

Consistent with the requirements for Principals in Section 38 of the Education Act, provide comprehensive education programs and services by implementing and evaluating new and existing curriculum initiatives, maintaining student records, purchasing educational resources and providing professional development opportunities for staff. Establish and maintain partnerships with Education and Early Childhood Development, Labor and Advanced Education, SchoolsPlus, Regional Centres of Education and community partners to provide a continuum of educational support for clients, create collaborative opportunities to promote access and provide enhanced education programs and services, leverage resources and assist in facilitating successful reintegration and improving educational and employment outcomes for marginalized individuals.

### Cultural Programs and Services

Lead the development of equitable policies and procedures consistent with federal and provincial legislative reviews and analyses that direct Division operations. Provide direction for establishing a culturally competent and inclusive environment and enhancing culturally responsive programs and services. Develop culturally responsive training curriculum and inclusive practices and programs, establish professional partnerships with diverse communities in Nova Scotia and assist staff to better address the cultural needs of clients. Provide cultural-based professional development, engage stakeholders to enhance existing programs and practices and promote access and availability of culturally responsive programs and services to improve outcomes for marginalized individuals in the justice system.

### Case Management & Programming

Provide oversight and guidance with respect to case management practices and the development, implementation, and evaluation of cognitive behavioral programs. Conduct research about best practices in correctional programming, coordinate training opportunities for staff and lead implementation and evaluation of

new program initiatives. Chair the Provincial Program Committee and facilitate processes for maintaining program statistics. Establish and maintain interdepartmental and community partnerships to provide transitional support, enhance availability and access of responsive programs and services, and assist in facilitating successful reintegration of clients.

#### Human Resources

Ensures the effective management of human resources by setting and evaluating staff performance targets, promoting a diverse, healthy, and respectful workplace, demonstrating the leadership competencies, respecting corporate human resource practices, supporting teamwork and individual development, maintaining internal communication. Ensure the development of motivated, competent employees by directing the recruitment, hiring, and training of new staff. Motivates staff through ongoing supervision, coaching, promoting teamwork, encouraging initiative, fostering individual career development, and effective communication. Directs the deployment of staff to address operational concerns. Interprets collective agreements to resolve employee complaints and grievances. Initiates disciplinary action as required.

#### Budget

Ensures the effective management of financial resources by respecting corporate human resource practices, monitoring revenues and expenditures, adhering to procurement guidelines, acquiring goods and services in the most cost-effective manner, accurately forecasting budget requirements for staff development, culturally responsive programming, and educational services. Ensures staff, programs, and services are properly deployed and controlled within budget parameters by accurately forecasting and monitoring revenues, expenditures, expense submissions, and adherence to approved procurement guidelines. Ensures staff are properly equipped and resourced to provide a high level of service delivery while ensuring the safety of staff, clients, and the public.

#### Community/Stakeholder Partnerships

Partner with various government and public agencies to address the complex needs of individuals under our supervision or in custody. Represent the division/department at the interdepartmental, community, and FPT levels

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

<b>Contacts (Typical):</b>	<p>The Division's senior management team, Correctional Services managers, superintendents, other facility-based managers, social workers, Community Corrections staff with respect to Legislative review and analyses, policy, program and services development and implementation, audits, investigations, evaluations, major projects, and training. Case management support, direction to Facility Management and Community Corrections staff with respect to programming and maintaining program statistics.</p> <p>Community partnerships and integrated service delivery opportunities. The department's Finance and Administration, Policy and Information Management, Legal Services and Public Safety and Security divisions. Other Justice partners: Restorative Initiatives Unit, Restorative Justice, Community Justice, IWK Youth Forensics</p> <p>Other government departments including Community Services, Education and Early Childhood Development, Labour and Advanced Education, Aboriginal Affairs, African NS Affairs, Community Culture &amp; Heritage, Public Service Commission, Office of the Ombudsman, Schools, Schools Plus, and Internal Services</p> <p>Nova Scotia Health Authority</p> <p>Federal, provincial, and territorial officials, individually and through FPT MSLN, Mi'kmaq Friendship Centre, universities, Nova Scotia Community College, and external accreditation agencies</p>
<b>Innovation:</b>	<p>The incumbent is the primary advisor to the Director, Correctional Services, in terms of Community Corrections, youth custody, educational/treatment programs, cultural services, and operations within the Province of Nova Scotia. Developing and interpreting policy and legislation; responding to and resolving issues of staff or resource deployment, financial management and program services.</p> <p>In collaboration with Justice Human Resources, the Manager Education and Program Services coordinates the recruitment, screening, and selection process for all positions within Education and Cultural Services.</p> <p>The incumbent supports staff planning and development by providing training, coaching, and development opportunities to assist staff in meeting performance goals while supporting the departments business plan. Promotes staff</p>

	<p>development and succession planning through ongoing consultation with human resources and periodic reviews of internal processes.</p> <p>The incumbent is responsible for a variety of operations in accordance with the Youth Criminal Justice Act which is distinct from adult custody in terms of legislative requirements, young person location, and program/treatment services. Young Persons sentenced or remanded to custody or community dispositions by the Youth Justice Court must be managed through a delivery of a variety of rehabilitative program interventions which respond to the complex criminogenic needs criminally involved youth.</p> <p>The Manager Education and Program Services must balance the challenges of operating within budget restrictions and requirements without adversely effecting service delivery, security, and safety. This requires ongoing evaluation of workload profiles, budget expenditures, current operations, services, and programs to ensure innovative practices are employed in achieving department goals.</p> <p>The incumbent leads the development of correctional policies, procedures, projects, educational/treatment programs, and training. The Manager Education and Program Services is the lead resource for all matters pertaining to Correctional Services programming, educational services and cultural services. This requires a broad knowledge of current correctional practices, relevant legislation, policies, procedures, stakeholders and programs.</p> <p>Identifies and facilitates cost-effective collaborative partnerships with other government and non-government agencies to provide services that are responsive to the complex needs of the individuals</p>
<b>Decision Making:</b>	<p>Interpret legislation, e.g. Criminal Code, Youth Criminal Justice Act, Corrections Service Act and policies and procedures for staff.</p> <p>Recruitment, selection, and hiring recommendations.</p> <p>Staffing, labour relations and program issues related to cultural and educational programs and services.</p> <p>Decisions regarding staff deployment, shift schedules, programming, education and cultural programming.</p> <p>Apply strategic thinking, especially with respect to initiatives with Justice partners, e.g. Restorative Initiatives Unit, IWK Youth Forensics, Community Services, Labour and Advanced Education and Education and Early Childhood Development.</p> <p>Decisions on operational amendments, resource allocations, education/program development, and cultural initiatives to meet the service delivery requirements.</p> <p>Develop budgets, approve/monitor expenditures, reallocate funds within and between cost centers, applications for special project funding, and negotiate funding agreements with the Federal government.</p> <p>Interpret and communicate Department/provincial positions at FPT meetings.</p> <p>Provide input to decisions which impact public safety with regard to the conditional releases of individuals from custody for rehabilitative and administrative purposes, transfer of individuals to other jurisdictions and between divisional correctional facilities.</p> <p>Incumbents require the Director's approval for the following:</p> <p>Matters requiring approval of budgets related to unexpected or extraordinary purchases.</p> <p>Development of major new policy, programs or educational initiatives.</p> <p>Issues requiring Minister or Deputy Minister authority or participation.</p>
<b>Impact of Results:</b>	<p>Operational compliance with legislation, standards, policy, and procedures.</p> <p>Province-wide implementation of culturally appropriate educational/treatment programs and services that reduce risk of an individual re-offending.</p> <p>Timely assessment and analysis of legislation, standards, policies, procedures, programs, and services.</p> <p>A recruitment, screening, and selection process that is delivered in efficiently, where staff are well trained and motivated to deliver programs and services.</p> <p>Program schedule that contributes to safe and secure operation of community corrections and custody facilities.</p> <p>Criminogenic needs of individuals under the supervision of Correctional Services are addressed by the provision of culturally responsive programs that promote behavior change and reduced recidivism.</p> <p>Rehabilitation of adults and young persons enhances public safety.</p> <p>Delivery of research-informed programs that promote long term behavior change and do not exceed budget allocation.</p> <p>Government and community partnerships that foster collaborative initiatives and leverage resources to provide and promote access to programs/services for individuals involved in the justice system.</p> <p>Department/Province is properly represented at FPT forums</p>

**People Management:**

	# Direct Resources Managed	# Indirect Resources Managed						
<b>Additional Information (if required):</b>	<p>This Job Reports to: Director Correctional Services</p> <p>Job Titles and number of incumbents reporting to this job:</p> <table> <tr> <td>Teachers</td> <td>-</td> <td>13</td> </tr> <tr> <td>Manager Cultural Services</td> <td>-</td> <td>2</td> </tr> </table>	Teachers	-	13	Manager Cultural Services	-	2	
Teachers	-	13						
Manager Cultural Services	-	2						

**LICENSES/CERTIFICATIONS**

	<p>Includes information not referenced elsewhere in the job description that will further help the understanding of what is typical of this job, such as a credential, license or professional designation which is required to perform the work (ex: P.Eng., CPA, Journeyperson Certificate, etc.). Does not include education and experience.</p> <p>The Manager Education and Program Services must have a MEd, be eligible for a NS teaching license and be knowledgeable about best practices in correctional programming.</p> <p>The functions performed by the Manager Education and Program Services relate to quality control management for the Division in wide range of matters extending between legislation and program delivery - as noted in the overall purpose. Correctional Services are a dynamic and responsive component of the Department of Justice dedicated to community safety by pursuing the highest standards of supervision, intervention, programs, services, and community involvement. Errors related to the performance of these functions may relate to costly litigation; serious injury to the public, individuals, or staff; extensive property damage; loss of life.</p> <p>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.)</p>
<b>Data From Conversion:</b>	

**WORKING CONDITIONS****Physical Effort****Physical Environment****Sensory Attention****Psychological Pressures**

<b>Examples/ Additional Information:</b>	
	<p>Examples:</p> <p>A - Physical Effort Work is primarily office and driving.</p> <p>B - Physical Environment While most of the work occurs in an office setting, there is a requirement for travel to custody facilities and Community Corrections offices. There is potential for confrontation/violence from close contact with individuals in custody or under supervision of community corrections in offices/custody facilities</p>
<b>Data From Conversion:</b>	<p>C - Sensory Attention Daily operations require frequent listening and reading to assimilate information. Visual demand is associated with computer monitors. There is regular need to read correspondence, meetings with stakeholders and colleagues both in person, on the phone, and virtually.</p> <p>D - Mental Pressures There is considerable pressure to develop effective and culturally appropriate educational/treatment programs and services which facilitate the reintegration or effective community supervision of complex, high-risk individuals</p>