

**Deportation Data Repository:
Statistics and Documents Relating to Deportation of People with a Refused
Refugee Claim**

CBSA Job Descriptions

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EXECUTIVE GROUP POSITION DESCRIPTION

JOB NUMBER: EXC184 (20015078)
GRP/LEVEL: EX-02
POSITION TITLE: Executive Director, GTA Region
BRANCH: Operations
POSITION NUMBER: 30172129
REPORTING TO: Regional Director General, GTA Region
LOCATION: Greater Toronto Area (GTA) Region
EFFECTIVE DATE: December 31, 2011
SECURITY REQUIREMENT: Top Secret
LANGUAGE REQUIREMENT: English Essential

GENERAL ACCOUNTABILITY

The Executive Director has the lead accountability within the GTA Region for the planning, direction and delivery of travellers, commercial and trade operations and for the fostering, development and enhancement of client relationships to maximize compliance with legislation and regulations governing trade and to facilitate the smooth flow of people and goods into and out of Canada. The Executive Director supports the Regional Director General (RDG) through the delivery of the corporate aspects of managing the Region (e.g.: corporate planning, resourcing and performance standards and frameworks); through leading on the horizontal priorities such as national security and public safety; and through the management of strategic files and issues that cross regional boundaries (e.g.: inter-regional, national and Public Service wide initiatives like Program Reviews, Establishment Reviews, Port Expansions and Closures, Reduction Initiatives, etc.). The incumbent develops and implements a performance measurement framework; provides functional direction to regional staff on all issues that are horizontal in nature (e.g.: new border facilities, shared facilities, traffic flows, etc.), and on issues that cross functional lines (e.g.: encompass both Commercial and Traveller, Programs and Operations, Immigration and Customs processing); and leads regional input to national undertakings that involve both the Region and Headquarters (e.g.: Program Reviews; reduction initiatives, etc.). The incumbent shares the regional budget (\$183.3M) and FTE complement (2217FTEs). The Executive Director works with the RDG in the development of regional direction, management, resource and business planning frameworks, as well as internal standards, processes and procedures that are required to optimize performance and results and in the development and integration of border services in the Region to ensure responsible enforcement and compliance with Canada's border, trade, immigration and tax legislation. The Executive Director leads the analysis and development of proactive positions, strategies and solutions to address horizontal, inter-organizational and strategic cross-cutting initiatives and emerging issues. This kind of issue and change management that is handled in a 7/24 operation requires day-to-day oversight of regional issues sensitive to regional and/or national interests

which often are subject to intense public and media scrutiny (this includes Union/Management issues, officer safety issues, processing times, native status, etc. which must be managed on an immediate basis to ensure no disruption in border operations).

ORGANIZATIONAL STRUCTURE

The Executive Director reports to the Regional Director General (RDG). The other executive managers reporting to the RDG are: Director, Corporate and Program Services; Director, Enforcement and Intelligence; Director, Trade Compliance; Director, Postal and Outport Operations; Director, Passenger Operations; and Director, Commercial Operations.

Reporting to the Executive Director is the same managers as report to the RDG.

NATURE AND SCOPE

The Canada Border Service Agency (CBSA) is an integral part of the Public Safety Portfolio which was created to protect Canadians and maintain a peaceful and safe society. The mandate of CBSA is the provision of integrated border services that support national security and public safety priorities and facilitate the smooth flow of persons and goods including animals and plants that meet all requirements under the program legislation. Agency programs and services are high profile, extremely visible, numerous and diverse. They encompass, for example, scientific and engineering innovation such as goods analysis, product verification, detection of contraband, development of detection tools, etc.; border management including security operations, admissibility, and enforcement; intelligence; large, complex automated systems and operations; strategic policy; and international, intergovernmental and client relations. To keep pace, and in efforts to enhance security and prosperity, the Agency works in collaboration with both domestic and international partners in areas as diverse as security, intelligence, trade facilitation, contraband detection, document fraud, immigration and public health.

The Agency operates on a 24/7, 365 days a year basis. Its workforce of approximately 15,400 employees, including over 7,000 uniformed Border Services Officers, provides services through approximately 1,200 ports of entry across Canada and at 39 international locations. CBSA manages 120 land-border crossings and operates at 13 international airports; of these land-border crossings, 62 operate on a 24/7 basis as does 10 of the 13 international airports. CBSA carries out marine operations at major ports and numerous marinas and reporting stations. CBSA officers also perform operations at 27 rail sites and process and examine international mail at three mail processing centres. CBSA administers the Customs Act, substantial portions of the Immigration and Refugee Protection Act and related regulations, as well as border-specific provisions of 90 Acts, regulations and international agreements managed on behalf of other departments and agencies; the provinces and territories and other partners. The Agency works closely with federal partner departments and agencies; national, provincial and international law enforcement agencies; commercial associations and organizations; and foreign governments. Many Agency initiatives involve highly sensitive political, safety and security issues that are subject to close media and public scrutiny.

The Regions of the Operations Branch, where this position is located, lead the operational delivery of CBSA programs; the gathering of information at the field level including intelligence and the enforcement of national standards for the delivery of pre-border, border and post-border programs and services; and the provision of national leadership in defining strategic operational delivery to ensure quality and consistency and to sustain services across the Agency. The Regions are the front line for the management of threats and emergencies at the border and the Executive Director plays a key role formulating and coordinating the Agency operational input to counter-terrorism and emergency planning activities and in providing leadership regarding the reporting on and making changes and adjustments to programs and service delivery within the risk assessment and risk management frameworks of the CBSA.

It is within this context, at the regional level, that the Executive Director, GTA Region provides expertise and leadership in the development of strategies, approaches, processes and standards to manage the continuum of Agency pre-border, border and post-border activities, strategic intelligence, risk assessment and targeting policies and programs. In a broader context, the incumbent is accountable for the effectiveness of the management of the Agency's relations with a wide array of national, interdepartmental and international stakeholders and partners and works in close collaboration with other parts of CBSA to ensure that Agency programs and policies are grounded in sound policy approaches and program principles and practices. The position has a distinctly corporate role but a decidedly regional expertise and it is this mix that contributes to practical solutions across lines.

The rapidly changing economic, demographic, and technological parameter of the public sector poses a challenge to management and continually requires new approaches and solutions. Within the regions, the Executive Director is accountable to the RDG for the planning, coordination and management of the files and activities falling under the following subject areas: strategic, horizontal, cross functional, national and interdepartmental issues management; change and transitional management; media and client relations; and national or inter-regional affairs; interdepartmental and partner relations; and for identifying and ensuring that the needs of the Branch are being met in a professional manner and that everything works across regional lines, horizontally, nationally and on an interdepartmental basis to facilitate the development and implementation of strategic plans.

The demands from Operations Branch clients are frequently overlapping, numerous and on occasion, have conflicting priorities. Therefore, the Executive Director (ED) is responsible for developing and implementing processes and systems which allow for a thorough analysis and ranking of priorities, are consistent with the frameworks established and with the broader horizontal communications policies and objectives. The ED is responsible for providing consistent, horizontal perspectives, advice and direction to senior executives of the Agency as they formulate and develop policies and initiatives. This advice and direction contributes to inter-branch, inter-regional, national and interdepartmental consistency in approaches and to an alignment of strategies and priorities of the Agency and its partners.

The Executive Director (ED) is responsible for managing issues of interest to the Operations Branch as a whole and dealing with the implementation of Agency and Governmental initiatives,

policies and directives respecting the need for managerial and operational changes in the way the Branch, the Agency, and even more broadly such as partner organizations, conduct business (e.g.: for leading and championing the implementation of a comprehensive performance measurement framework so that it is compliant with federal government requirements and directives; and for guiding and implementing transitional measures that introduce new concepts and approaches). The ED is also responsible for monitoring trends and developments in government activities, identifying opportunities to enhance programs and for reviewing and recommending changes in internal processes (e.g.: through taking the lead on Program Reviews). Once these changes are approved, the ED is responsible for leading the implementation of such changes. For large initiatives, more than one Executive Director will form a team and lead inter-regional or larger undertakings.

The Executive Director is accountable for the provision of corporate leadership in the development and maintenance of comprehensive direction and program frameworks (e.g.: that touch on regional direction, resource and business planning frameworks, as well as internal standards, processes and procedures required to optimize performance and results). The position brings regional expertise to the development and implementation of national, horizontal and cross functional strategic initiatives to enhance the Agency's capacity for setting policy and program directions and priorities and for improving operational efficiency and effectiveness and for ensuring that proposed courses of action are aligned with the government's national security and public safety priorities related to immigration, the facilitation of the processing of legitimate persons and goods, including animals and plants; the interdiction of illegal persons and goods; the ensurance of the operational integrity of national automated systems; and the implementation of business transformation projects.

The incumbent handles the interface between the Agency and national and international stakeholders and partners regarding issues that extend beyond the day to day regional work priorities. The Executive Director is also accountable for identifying and addressing emerging issues and managing strategic and corporate issues that are or are expected to be affecting the Agency's capacity to meet its mandate; for implementing and adapting national programs and policies by deciding upon the implementation strategy, for devising transitional measures and enlisting the cooperation and arranging for the education of the travelling and trading communities.

In order to accomplish the goals and objectives associated with the strategic initiatives, the Executive Director has to promote good and productive relationships with the traveling and trading communities, provincial and territorial ministries, other government departments, client groups, stakeholders and their representative associations and other governments and thereby create a climate conducive to open dialogue, developing mechanisms to investigate and to resolve complaints. The position leads a program of continuous cooperation and partnership by enlisting the cooperation and involvement of all major stakeholders in the introduction of change and by striving for service excellence. The Executive Director directs contingency and business resumption planning; leads the development of proactive positions, strategies and solutions to address horizontal, inter-organizational and cross-cutting initiatives and emerging issues/crises

with potential impacts for the Region, the Agency and the Government as a whole; and ensures horizontal coordination of all corporate services and issues in the Region (e.g., HR, Communications, financial and administration).

DIMENSIONS

GTA Region

FTEs: 2,217
 Budget: \$183.3 million

SPECIFIC ACCOUNTABILITIES

1. Plans and delivers programs and services related to horizontal and cross functional initiatives such as ones that affect trade, commercial and traveller operations in the Region; initiatives, through cooperative ventures, across regions or nationally to assess proposed changes or transformation initiatives to enhance or improve compliance with legislation and regulations governing trade and the facilitation and enforcement aspects to promote the safe and secure smooth flow of people and goods into and out of Canada.
2. Has lead accountability for the planning, direction and delivery of travellers, commercial and trade operations and for the fostering, developing and enhancing client relationships within the Region to maximize compliance with legislation and regulations governing trade and to facilitate the smooth flow goods into and out of Canada
3. Ensures the continuity of regional operations by exercising full delegated authority vested in the RDG for the management of regional human and financial resources and for regional corporate and operational decision-making; and creates, directs and provides corporate leadership with regard to the regional governance structure which includes performance management, resource and business planning and policy frameworks as well as internal standards, processes and procedures required to optimize performance and results.
4. Directs contingency and business resumption planning and leads the development of proactive positions, strategies and solutions to address emerging issues and crises with potential impacts for the Region, partners, the Agency, interdepartmentally and for the Government as a whole.
5. Ensures horizontal coordination of all corporate services and issues in the Region (e.g.: Human Resources, Communications, Finance and Administration).
6. Exercises sound, careful and fair decision-making that may result in national, precedent-setting milestones affecting the traveling and trading communities of Canada and foreign countries.
7. Establishes productive relationships and open dialogue with colleagues within the Region and at Headquarters, with clients and partners, including the traveling and trading

communities, with provincial and municipal governments, with other government departments and agencies, with law enforcement agencies, client groups, stakeholders and their representative associations and with other governments and represents the positions and interests of the Agency, the Region and the RDG at formal and informal meetings with other departments, provincial ministries, municipalities and stakeholder groups.

8. Manages strategic files and responds to internal and external policy directives and initiatives relating to the delivery of border management services in the federal government; provides strategic advice and recommendations to the Regional Director General on all aspects of Agency operations.
9. Provides a point of contact with Headquarters for the exchange of information and the provision of advice and guidance on nationally driven and unique horizontal issues; handles emerging issues and special events and occurrences requiring the development and implementation of strategies and plans; and often works with fellow Executive Directors in a team approach to issue resolution.
10. Provides functional direction to regional staff on all issues that cross functional lines (e.g.: Commercial and Traveller, Programs and Operations, Immigration and Customs processing)

CERTIFICATION

The foregoing is an accurate and comprehensive statement of the duties and responsibilities assigned to the Executive Director, GTA Region.

Executive Dir, GTA Region

Date

Signature

RDG, GTA Region

Date

Signature

EXECUTIVE GROUP POSITION DESCRIPTION

JOB NUMBER: EXC305 (20031606)
GRP/LEVEL: EX-02
POSITION TITLE: Director, Enforcement and Intelligence - GTA
BRANCH: Operations
POSITION NUMBER: 30254107
REPORTING TO: Regional Director General, GTA
LOCATION: Greater Toronto Area (GTA) Region
EFFECTIVE DATE: December 31, 2011
SECURITY REQUIREMENT: Top Secret
LANGUAGE REQUIREMENT: English Essential

GENERAL ACCOUNTABILITY

The Director, Enforcement and Intelligence, GTA, operating within a large region with significant enforcement and intelligence volumes and a large management challenge, directs the implementation of regional enforcement and intelligence programs to ensure the safety and security of Canadians through the investigation, apprehension, detention and removal of ineligible non-Canadians as per the *Immigration and Refugee Protection Act*; through investigations of potential offences contrary to the various Acts that CBSA administers; and through civil assessments and criminal prosecutions, all with a view to protecting the Canadian economy and contributing to the equitable competitiveness of Canadian businesses; and to ensuring the integrity of international trade agreements. The Director adapts national programs and policies to the unique needs of the Greater Toronto Area (GTA) Region, and establishes and directs the implementation of the management framework that rationalizes and supports the national enforcement programs within the Region; establishes and manages partnerships with officials of international, federal, provincial and local governments and law enforcement agencies to ensure the coordinated delivery of enforcement and intelligence programs; manages external communications through media and outreach programs with the travelling public, NGOs and community groups to enhance the visibility of, and strengthen public support for, CBSA enforcement and intelligence programs; exercises sound decision-making in addressing the job accountabilities and challenges, as decisions may result in national, precedent setting milestones; represents regional interests regarding the development of national enforcement legislation, regulations, policies and programs; manages staff by developing and implementing HR plans and internal guidelines and control mechanisms; by ensuring staff training and development; by evaluating management performance, and by managing union-management relations; and serves as a member of the GTA Management Committee and contributes to the management of the Region.

ORGANIZATIONAL STRUCTURE

The Director, Enforcement and Intelligence, GTA reports to the Regional Director General (RDG). The other executive managers reporting to the RDG are: Director, Corporate and Program Services; Director, Trade Compliance; Director, Postal and Outport Operations; Director, Passenger Operations; Director, Commercial Operations and the Executive Director.

Reporting to the Director, Enforcement and Intelligence are the following positions:

Five (5) Managers, Inland Enforcement (272 FTEs) – are responsible for the investigation, detection and apprehension of violators of the Immigration and Refugee Protection Act (IRPA); and for ensuring the safe and secure removal of violators.

Manager, Criminal Investigations (53 FTEs) – is responsible for the conduct of criminal investigations into suspected cases of smuggling and fraud with respect to *the Customs Act, the Immigration and Refugee Protection Act (IRPA), the Food, Plant and Animal Acts (FPA), the Customs Tariff Act, the Excise Act, the Excise Tax Act and the Export and Import Permits Act*; and for prosecution where sufficient evidence is obtained to support convictions for deliberate or willful evasion with respect to these Acts and others enforced by CBSA.

Manager, Hearings and Detentions (111 FTEs) -- is responsible for conducting complex investigations of suspected war criminals, national security cases and organized crime cases; and for representing CBSA and CIC hearing or court proceedings which are concerned, for the most part, with admissibility.

Manager, Intelligence (50 FTEs) – is responsible for collecting, evaluating and analyzing data relating to actual, suspected and potential customs and immigration violations and the dissemination of the information on an as needed basis.

NATURE AND SCOPE

The Canada Border Service Agency (CBSA) is an integral part of the Public Safety Portfolio which was created to protect Canadians and maintain a peaceful and safe society. The mandate of CBSA is the provision of integrated border services that support national security and public safety priorities and facilitate the smooth flow of persons and goods including animals and plants that meet all requirements under the program legislation. Agency programs and services are high profile, extremely visible, numerous and diverse. They encompass, for example, scientific and engineering innovation such as goods analysis, product verification, detection of contraband, development of detection tools, etc.; border management including security operations, admissibility, and enforcement; intelligence; large, complex automated systems and operations; strategic policy; and international, intergovernmental and client relations. To keep pace, and in efforts to enhance security and prosperity, the Agency works in collaboration with both domestic and international partners in areas as diverse as security, intelligence, trade facilitation, contraband detection, document fraud, immigration and public health.

The Agency operates on a 24/7, 365 days a year basis. Its workforce of approximately 15,400 employees, including over 7,000 uniformed Border Services Officers, provides services through approximately 1,200 ports of entry across Canada and at 39 international locations. CBSA manages 120 land-border crossings and operates at 13 international airports; of these land-border crossings, 62 operate on a 24/7 basis as does 10 of the 13 international airports. CBSA carries out marine operations at major ports and numerous marinas and reporting stations. CBSA officers also perform operations at 27 rail sites and process and examine international mail at three mail processing centres. CBSA administers the Customs Act, substantial portions of the Immigration and Refugee Protection Act and related regulations, as well as border-specific provisions of 90 Acts, regulations and international agreements managed on behalf of other departments and agencies; the provinces and territories and other partners. The Agency works closely with federal partner departments and agencies; national, provincial and international law enforcement agencies; commercial associations and organizations; and foreign governments. Many Agency initiatives involve highly sensitive political, safety and security issues that are subject to close media and public scrutiny.

The Regions of the Operations Branch, where this position is located, lead the operational delivery of CBSA programs; the gathering of information at the field level including intelligence and the enforcement of national standards for the delivery of pre-border, border and post-border programs and services; and the provision of national leadership in defining strategic operational delivery to ensure quality and consistency and to sustain services across the Agency. The Regions are the front line for the management of threats and emergencies at the border and in formulating and coordinating operational input to counter-terrorism and emergency planning activities and in reporting on and making changes and adjustments to programs and service delivery within the risk assessment and risk management frameworks of the CBSA.

It is within this context that the Director, Enforcement and Intelligence, GTA Region provides expertise and leadership in the development of strategies, approaches, processes and standards to manage the continuum of Agency pre-border, border and post-border activities, risk assessment and enforcement policies and programs. In a broader context, the position is accountable for the effectiveness of the management of the Agency's relations with a wide array of national, interdepartmental and international stakeholders and partners and works in close collaboration with other parts of CBSA to ensure that Agency programs and policies are grounded in sound policy approaches and program principles and practices. The position has a distinctly corporate focus but a decidedly regional expertise and it is this mix that contributes to practical solutions across business lines.

The Director is accountable for the development and maintenance of regional policies, programs, systems, procedures and training related to the enforcement of the *Immigration and Refugee Protection Act*; and for the conduct of the regional program of investigations, hearings, detentions and removals. The Director is responsible for related information management; provides advice, support and guidance to senior regional management and to headquarters counterparts on the delivery of these programs and on the resolution of enforcement problems at the field level; ensures that existing and proposed plans, goals and funding allocations are sufficient to meet needs and that emerging initiatives are factored into the equation.

The Director is also accountable for the delivery of training and developmental programs to meet the needs of regional staff; for developing and implementing policies, programs and procedures regarding enforcement; and for providing direction within the Region in this area as well as to Portfolio and partners departments and agencies carrying out border management activities in the Region; for ensuring a broad understanding of all enforcement related CBSA and partner department and agency policies, programs and services to ensure consistent interpretation and application; and for monitoring enforcement regarding the movement of people and the processing of goods (imports and exports) with a view to ensuring the health, safety and security of Canadians is maintained and that program delivery advances the economy without compromising public safety.

The Director is accountable for establishing effective working relations with CBSA colleagues, with partners departments and agencies (partner OGDs) and with other stakeholders within and outside CBSA regarding the enforcement and intelligence programs, consultation, and education and facilitation issues. The incumbent is accountable for implementing national and international agreements in support of the enforcement and intelligence programs within the CBSA and, in collaboration with other partner government departments and agencies and external partners, and for reviewing and ensuring the consistent regional application of these programs and policies. In addition, the Director, Enforcement and Intelligence identifies the need for improvements so that hearings, detentions, and removals meet domestic and international requirements; develops tools for the Region including procedures, up-to-date information, and any additional support as required; and advocates funding allocations that match the current needs and address emerging initiatives. The Director is also accountable for negotiating and maintaining agreements in support of refugee initiatives within the Region and, in collaboration with other partner government departments and agencies and external partners; and for the development of performance measurements to monitor effectiveness of the implementation of change.

The Director, Enforcement and Intelligence leads the regional program for the investigation and pursuit of the prosecution of those who commit criminal offences under Canadian border legislation; the planning and direction of the regional criminal investigations program to enhance the level of compliance with border legislation through more effective and efficient enforcement actions; the establishment of performance objectives and the development of regional tools, policies, procedures; and the ensurance of quality control measures to be used during investigative activities.

The incumbent liaises with internal and external Portfolio members and other partner departments and agencies to ensure the CBSA has a strong internal and external ability to investigate and to criminally prosecute those who commit border related offences, such as *Immigration and Refugee Protection Act (IRPA)* violations, smuggling, fraud or willful non-compliance; and establishes a repository for responses to international assistance requests related to the criminal investigations of border related offences. The Director is accountable for providing advice and support within the Region respecting programs, policies and procedures regarding criminal investigations to ensure consistent interpretation and application; for establishing effective working relations with CBSA colleagues, partners departments and

agencies (partner OGDs) and with other stakeholders within and outside CBSA regarding the investigation of criminal offenses and related issues; and for enhancing strategic partnerships with other law enforcement agencies.

The Director delivers, manages and implements of policies, programs, systems, procedures and training programs that meet the objectives and goals of the IRPA in the processing of refugees and endeavours to achieve reduced investigations, fewer and shorter detentions and faster and more cost effective removals of failed asylum claimants; and briefs and advises senior regional management and Headquarters officials on issues as required. The Director is responsible for directing and managing a wide array of activities as follows: consultations and education (i.e.: for asylum claimants and for CBSA personnel); establishment of effective interrelationships with service providers in Canada and in foreign countries around the world (to arrange for travel documents and employment counselling and educational opportunities in the destination country of the failed claimant); and provision of advice, support and guidance to regional and senior management regarding the delivery of programs and on the resolution of potential enforcement and intelligence problems. The incumbent must ensure that those engaged in enforcement and intelligence activities have a full understanding of related CBSA and partner department and agency policies, programs and services (e.g.: Justice, Immigration and Refugee Board, the RCMP, CSIS, Public Safety, the Public Prosecuting Service of Canada, etc.), of provincial and territorial policies and programs and of the international situation for each claimant to ensure fairness, equitable interpretation and application of the Act.

With a mix of enforcement, consultation and education activities, the challenge for the Director is to facilitate the swift investigation of refugee status, to reasonably apply detention provisions, to train and counsel CBSA personnel and to ensure the effective education of asylum claimants on their options while ensuring that the safety and security of Canada is not compromised in any way. This means ensuring that people who have flight risk potential or are suspected of criminal tendencies, etc. are identified and appropriate enforcement action is taken to minimize the risk of these people entering and remaining in Canada. At the same time, the incumbent must educate failed asylum claimants on their options and provide reasonable incentives based on their individual situations to promote fast and efficient removals.

The Director coordinates and oversees the implementation of the required changes to CBSA internal business processes; and ensures that they are effectively linked with those of partner departments and agencies. The changes may include additions to front-end screening, document analysis and criminal investigations. These changes may require the updating of system interfaces and databases to support program integrity. The Director will also be responsible for managing the increased funding allocated to Ministerial interventions for cases of suspected criminality and security.

The Director requires strong networks of contacts in order to successfully deliver, for example, intelligence activities and the criminal investigations roles. There is a need to develop and enhance strategic alliances and partnerships with the RCMP and other law enforcement agencies; to ensure effective international cooperation and intelligence and evidence exchange with foreign administrations which is critical to the successful completion of investigations; to acquire the cooperation of other government departments and agencies, law enforcement agencies and

private industry in order to successfully develop leads on criminal cases. Equally important for the Director, is to maintain a high level of professionalism within the program and complete adherence to national policies to minimize risk of successful Charter challenges to investigations cases.

The investigations function has been and continues to expand beyond its original narrower investigation capacity which was essentially a custom focus to include international and other government and agency violations (e.g.: the Canadian Food Inspection Agency violations). In this growing set of responsibilities, the Director supports the Government's LDC initiative to detect, deter and minimize the impact of transshipment fraud. The incumbent also maintains and disseminates within the Region, enforcement policies and bulletins (e.g.: prosecution policy, Investigations Manual, etc.) and ensures an alignment of these policies exists with the broader Agency policies; provides strategic and business planning direction in the establishment of annual targets and program priorities and in the annual reporting of activities and accomplishments; monitors and reports on performance measurement regarding the program on an annual and ad hoc basis, including adherence to policy and performance expectations through quality assurance and program reviews of regional operations with a view to improving and updating the overall processes.

The Director has a major role in providing direction and interpretations to regional officers and management for border offences such as smuggling, counter proliferation, willful fraud, etc. (under *the Customs Act, the Export/Import Permits Act, the Special Import Measures Act, the Food/Plant/Animal legislation, etc.*); for *IRPA* offences such as human smuggling, counselling misrepresentation, document fraud, student/worker fraud, etc.; in liaising with internal and external partners on investigative matters, for example, the programs specific to immigration issues, including liaison with partners, legal research, and involvement in Memoranda to Cabinet (MCs); in initiating consultation sessions within the Region; in networking with OGDs using techniques like conference calls and establishing partnerships, etc; in adapting to an ever changing technological environment and legislative changes; and in balancing priorities like new emerging pressures and long term pressures (e.g.: tobacco and weapons).

The Director has the responsibility for managing the low and high risk immigration cases on behalf of all four (4) CBSA regions in Ontario which includes managing the Immigration Holding Centre (IHC) – a facility that houses low-risk detainees with a capacity of 120 persons. High-risk cases are housed in provincial jails and the incumbent negotiates on matters pertaining to detention and to the disbursement of approximately \$13 million to the Province of Ontario. Regular contact is maintained with NGOs and other organizations such as the Red Cross and UNHCR who have an interest in the welfare of immigration detainees.

DIMENSIONS (Directorate)

Full-time equivalents: 486
 Operating budget: \$42 million

BUSINESS VOLUMETRICS (GTA)

- 10.7 million travellers; 106,000 commercial importers; \$8.6 billion in commercial imports; 2 million commercial releases; \$11.6 billion in duties collected; 17 billion in HST collected; 7.2 million Courier shipments; 2,331 Warrants Issued; 26 Port Prosecutions; 129 charges under the IRPA; 4,277 Detention Reviews; 732 IRB Hearings; 7,011 Removals; 1,600 Arrests; 29,302 ACIS Enquiries; 178 Investigations files; and 2,619 Intelligence files.

SPECIFIC ACCOUNTABILITIES

1. Leads, directs and delivers the regional enforcement and intelligence programs which includes dealing with refugees, detentions, removals, investigations, etc.; and provides expert advice to regional staff and management regarding the correct application of policies, techniques and legislation, to ensure the consistent application of the law, and the resolution of complex enforcement and investigations issues; and monitors the performance of regional offices and border points to ensure that program objectives are being met.
2. Directs the development, maintenance, up-dating and dissemination of enforcement and intelligence policies and bulletins (e.g.: prosecution policy, Investigations Manual, etc.); ensures alignment of these policies, bulletins, manuals, etc. with the broader Agency policies; contributes to strategic and business planning directions in the establishment of annual targets and regional program priorities and in the reporting of activities and accomplishments through annual reporting.
3. Monitors policy specific to import and export legislation and criminal law issues and supporting legislative changes; provides direction and interpretations to regional staff and management for border offences such as smuggling, counter proliferation, willful fraud, etc. (under *the Customs Act, the Export/Import Permits Act, the Special Import Measures Act, the Food/Plant/Animal legislation, etc.*); and liaises with internal and external partners on investigative, intelligence and information sharing issues (e.g.: RCMP, CFIA, DFAIT, Trade, US DHS & ICE, WCO, etc.)
4. Develops enforcement and intelligence strategies, policies and procedures to enhance effectiveness; to further regional and national goals and future directions including in the areas of investigations and criminality; and to balance front line interdiction and trade fraud protection; and ensures that the tools and skills needed to accomplish the objectives of these programs and Acts are available.
5. Develops and enhances strategic partnerships with law enforcement agencies, other departments and agencies and partner border administrations to coordinate joint enforcement actions, joint intelligence initiatives and joint investigations; to negotiate solutions to complex cases; and to promote cooperation.

6. Provides direction and interpretations to regional staff and management regarding the *Immigration and Refugee Protection Act* (IRPA) offences such as human smuggling, counselling misrepresentation, document fraud, student/worker fraud, etc.
7. Delivers the regular programs for immigration enforcement actions, for the detention and removal of people inadmissible to Canada including foreign criminals and, unsuccessful claimants; leads or partners with other government departments and agencies in strategic and diplomatically sensitive negotiations with source countries on the removal of groups and/or individuals; and establishes effective relationships with Citizenship Immigration Canada (CIC) to successfully resolve immigration cases moving to the enforcement stream.
8. Leads and delivers Joint Border Threat and Risk Assessments, Border Threat and Risk Assessments, and National Port Risk Assessments; and contributes to the Quarterly Drug Reports and the Year Ahead in Irregular Migrations in order to project threats and trends over a number of months and years which permit informed decisions on where to concentrate resources.
9. Directs the development of tactical products through the identification of trends and fluctuating traffic, the analysis of such changes and the development of indicators that point to what to look for and what questions to ask; and oversees the production of regular written intelligence briefings for senior officials.
10. Manages the low and high risk immigration cases on behalf of all four (4) CBSA regions in Ontario which includes managing the Immigration Holding Centre (IHC) – a facility that houses low-risk detainees with a capacity of 120 persons.
11. Ensures that resources are managed with prudence and probity, and provides leadership in demonstrating the corporate values and ethics of the Government of Canada.

CERTIFICATION

The foregoing is an accurate and comprehensive statement of the duties and responsibilities assigned to the Director, Enforcement and Intelligence.

 Dir, Enforcement & Intelligence

 Date

 Signature

 RDG, GTA Region

 Date

 Signature



Canada Border
 Services Agency

Agence des services
 frontaliers du Canada

WORK DESCRIPTION - DESCRIPTION DE TRAVAIL

Position Number - Numéro du poste		Job Title - Titre du poste Assistant Director, Enforcement and Intelligence Operations Directeur adjoint, Opérations relatives à l'exécution de la loi et au renseignement
Job Classification - Classification du poste FB-8	Job Type - Type d'emploi	
	Headquarters Regional National <input type="checkbox"/> Adm. centrale <input type="checkbox"/> Régional <input checked="" type="checkbox"/> National	
Effective Date - Date d'entrée en vigueur June 2nd, 2014 Le 2 juin 2014		
Department/Agency - Ministère/organisme CBSA ASFC	Functional Authority - Autorité fonctionnelle Programs Branch DG, Enforcement & Intelligence Programs Operations Branch DG, Enforcement & Intelligence Operations Direction générale des programmes DG, Programmes relatifs à l'exécution de la loi et au renseignement Direction générale des opérations DG, Opérations relatives à l'exécution de la loi et au renseignement	National Occupation Code - Code national des professions 0412- Government managers - economic analysis, policy development and program administration 0412 - Gestionnaires de la fonction publique - analyse économique, élaboration de politiques et administration de programmes
Organizational Component - Composante organisationnelle Enforcement and Intelligence Operations Division (Regional) Division des opérations relatives à l'exécution de la loi et au renseignement (en région)		
Rating : Degree (Points)- Cotation Degré (Points) 5(135)-6(150)-5(100)-4(110)-5(150)-6(175)-C Occ(10)-2(4)-3(20)-3(10)-2(10)=874		
Geographic Location - Lieu géographique Region Région	Job/Generic Number - Numéro d'emploi / de générique 20036301/FBC057	
Special Instructions - Instructions spéciales Should manage an integrated enforcement and intelligence operations unit Devrait gérer une unité intégrée d'opérations relatives à l'exécution de loi et au renseignement		
Supervisor Position Number - Numéro du poste du surveillant	Supervisor Position Title - Titre du poste du surveillant Director, Enforcement and Intelligence Operations Directeur, Opérations relatives à l'exécution de la loi et au renseignement	
Supervisor Position Classification - Classification du poste du surveillant EX-1 or EX-2 EX-1 ou EX-2		
Language Requirements - Exigences linguistiques		Linguistic Profile - Profil linguistique
Communication Requirements - Exigences en matière de communication		
Office Code - Code de bureau	Security Requirements - Exigences en matière de sécurité	



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Client Service Results - Résultats axés sur le service à la clientèle

Under the authority of the Director or Executive Director, provides direction and leadership on the delivery of consistent, quality regional program activities and operations within the region related to intelligence, investigations and/or inland enforcement. Program delivery supports CBSA's mandate to ensure the health, safety and economic prosperity of all Canadians related to the international movement of goods, people and conveyances. Management and response to high profile, priority, urgent regional program issues; and, within a regional scope, engagement, consultations and coordination with domestic and foreign partners, multi-jurisdictional federal / provincial / municipal governments, organizations and other stakeholders.

Key Activities - Activités principales

1. Provides leadership in the integration of operations to deliver results that are consistent with the vision for the Agency, national goals, priorities and policies as defined by stakeholders within national Headquarters. Champions, plans and ensures that every opportunity is exploited to facilitate the integration of the three programs of the Division.
2. Plans, regionalizes, operationalizes, develops and implements the tactical and strategic program delivery direction and service standards related to intelligence, investigations and/or inland enforcement, in response to changing Agency legislation, regulations, policy, applicable jurisprudence and international conventions to which Canada is a signatory, and/or government priorities.
3. Evaluates and approves criteria pertaining to the development, implementation and monitoring of measures that assess program and strategic effectiveness and efficiency related to regional program delivery operations and services, also in response to operational requirements, events and circumstances.
4. Represents CBSA when developing, managing, fostering and negotiating partnerships and collaborative relationships with other levels of government, other federal government departments, representatives of foreign governments as applicable to the program, non-governmental sectors, stakeholders and special interest groups. Manages the negotiation and development of operational bi-lateral and multi-lateral agreements and MOU's with other regional authorities, or other stakeholders to enhance program delivery, integrity, effectiveness and sound financial management.
5. Participates in the development of national strategies, policies, programs and initiatives that modify the program management framework, including the design, revision and implementation of legislation, policy and procedures and systems, also analyzing their



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impact on regional operations. This includes developing and/or recommending after consultation, research and analysis, changes to legislation, policies, procedures, delivery strategies, short and long term plans, systems, standards of work, service or behavior, directives and processes.

6. Provides leadership on major investigations, enforcement actions, intelligence projects and files; reviews recommendations made on complex cases to determine any impact on national policies and intervenes in the final decision-making and resolution of files that have implications to programs of the Division. Raises issues and consults with regional management and national headquarters on possible impacts to legislation, judicial challenges, national policies or sensitivities affecting the image of the Agency. .
7. Influences and provides strategic program and operational advice, guidance and analysis related to CBSA programs, to the CBSA management team at the regional and national levels in support of regional programs and the attainment of Agency priorities and tactical / strategic goals; and contributes to the overall management of the region.
8. Participates in national and regional committees or working groups involved in the planning and direction of regional programs and services, and serves as a subcommittee member or chair. Represents the Region or CBSA when participating on various internal and external committees, discussing and resolving areas of conflict, obtaining commitment and cooperation, presenting and defending the Agency's position, and when promoting Agency programs, services and activities.
9. Manages external communications through media and outreach programs with the traveling public, non-governmental organizations (NGOs) and community groups to enhance the visibility of and strengthen public support for CBSA program activities related to intelligence, investigations and inland enforcement.



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Employee's Statement – Déclaration de l'employé

I certify that I have received this work description. / J'atteste que j'ai reçu cette description de travail.

Name of Employee – Nom de l'employé

Signature

Date

Supervisor's Statement – Déclaration du surveillant

This work description accurately describes the work assigned to this position.
Cette description de travail décrit adéquatement le travail assigné à ce poste.

Name of Supervisor – Nom du surveillant

Signature of Supervisor – Signature du surveillant

Date

Delegated Authority – Autorité délégué

Richard Wex

Vice President, Programs Branch
Vice-président, Direction générale des programmes

R. Wex 24/4/14

Signature

Date

Martin Bolduc

Vice President, Operations Branch
Vice-président,
Direction générale des opérations

M. Bolduc 22/04/14

Signature

Date

for



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Skill – Habiletés

Knowledge of strategic planning methods and practices is required to address issues of a macro level with vision, to interpret guidelines and to reformulate this direction into the development of business and program action plans in support of regional program service delivery. This requires knowledge of assessing business cases, understanding business and management concepts as they relate to the delivery of operational programs within the region, extensive knowledge of the program client areas, the external environment and external pressures.

Knowledge of business and management concepts and principles is required to manage working groups engaged in multiple and diverse activities to achieve national border services objectives, to establish the business direction of its section, to direct the development and implementation of operational policies, to participate in the design and development of national projects, and to lead their implementation in the regions. This knowledge is also needed to set human resource levels, develop and assess proposed business cases, negotiate for base and additional resources, assign division priorities based on CBSA priorities, contribute to regional program goals and objectives through participation as a member of the management team and on governance and operational committees, and to ensure the division goals are delivered by subordinate levels.

Knowledge of Agency / federal government financial management policies is required to manage strategic and operational program budgeting for the section. Knowledge is required of personnel management programs and directives to effectively manage the human resources of the regional program area, through subordinate managers, including staffing. Knowledge is also required of the collective agreements and methods and procedures of resolving union concerns.

Knowledge is required of the CBSA mandate, various legislation, regulations and policies, organizational structure, information systems, also the aspects of other government departments' legislation that deal with trade in goods or movement of people and conveyances internationally, to manage regional programs and the application of the various Acts and policies related to internal and external stakeholders, including the roles and responsibilities of the Canadian International Trade Tribunal and the Canadian Human Rights Tribunal. Thorough knowledge of all three programs in the Division to provide technical support to subject matter experts, to guide and intervene in the resolution of the most complex cases. In rare instances, may need to be on-site as the senior Agency representative to monitor large-scale, and /or sensitive enforcement actions for these complex cases. Extensive knowledge of CBSA policies, programs, operational areas (e.g., CBSA ports of entry, regional recourse divisions and HQ related functional areas), operational systems, functions, procedures, guidelines, service standards is required to plan, design and implement the program delivery direction and service standards related to program areas such as intelligence, investigations and inland enforcement.



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Knowledge is also required of the federal government of Canada structure, priorities, and the roles and responsibilities and policies of central agencies such as Finance, Treasury Board Secretariat (e.g., administrative, financial, ATIP), Public Works and Government Services Canada (PWGSC), also other government departments and agencies such as the Royal Canadian Mounted Police (RCMP), Foreign Affairs and International Trade (DFAIT), the Canadian Food Inspection Agency (CFIA), Citizenship and Immigration (CIC), Canadian Security Intelligence Service (CSIS), Canada Revenue Agency (CRA), and other border agencies (e.g., the U.S.) as they relate to the management of program delivery in the region.

Knowledge is required of bilateral and multilateral trade agreements and applicable legislation between Canada and other nations, as well as Memoranda of Understanding, divisions of responsibility and other collaborative arrangements among the CBSA, its domestic partners, the CHRC and review bodies. This knowledge is necessary to ensure adherence to protocols and agreements, in alignment with CBSA's domestic and international policy priorities. Knowledge of international, national and provincial economic issues, as well as political, social, religious and cultural issues affecting the public and private sectors is required, also knowledge of diverse international and domestic businesses and manufacturing industry sectors to understand and analyze potential impacts on CBSA regional policies and programs.

Analyzes and evaluates operational trends, identifies emerging key issue areas, and assesses the degree and nature of impact that these issues will have on the CBSA programs and service delivery capacity and capability in order to develop, maintain and continuously improve border service delivery standards and ensure that regional programs are relevant to emerging import/export/migration trends; also to analyze business, program and management processes and provide strategic and operational recommendations.

Researches, analyzes and evaluates data and proposals from subordinate managers and staff such as workload analysis, program delivery effectiveness and budgetary inputs. Controls the efficiency and effectiveness of the operations through directing audits, compliance checks and operational reviews. Develops and implements changes to program delivery within the region. Develops strategic and tactical plans for the region taking into consideration other program area delivery objectives, as well as recommendations on the overall direction of the Agency regarding regional programs.

Knowledge of change management to effect a change to organizational culture and create a collaborative environment where the integration of activities is done in an innovative way; encourages change in regional policies, procedures and processes to remove barriers to effective decisions and communication. Raises issues with, and ensures that Managers responsible for Enforcement, Investigations, Hearings or Intelligence actively engage with their colleagues to discuss and consider how recommendations and decisions impact on each other's programs.



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Analyzes trends in human resource plans, develops and implements innovative management practices, and forecasts future needs by assessing trends and requirements for new skill sets in an ever changing environment and to anticipate economic growth and the future direction of domestic and international programs; also to provide input into national policy strategies, and to develop regional operational policies and procedures.

Communication skills are required to represent the CBSA in consultations to clearly articulate and support CBSA strategic and operational positions and decisions on highly complex, sensitive program and operational issues with a range of clients, stakeholders and partners, the media, other government departments (OGDs), to present the Agency's position on decisions, and to influence / persuade stakeholders to accept decisions and positions, on complex or contentious technical, operational and policy issues of significant importance to the region. A high level of human relations skills is required to develop and maintain effective working relationships with domestic and international enforcement and/or intelligence agencies prosecutorial services, the courts and stakeholders and to possess the expertise to manage the integration of interests and concerns of a broad range of stakeholders.

Written skills are required to develop analytical briefings, recommendations and reports in response to major investigations / files, complaints, inquires and related to the resolution of sensitive, high profile issues for senior management, regionally and at CBSA headquarters.

Responsibility – Responsabilités

Influences NHQ management and staff, industry representatives, OGDs and other stakeholders to accept and understand Agency objectives, directions, interests and values. Negotiates and develops bi-lateral and multi-lateral agreements and MOU's with other regional authorities to enhance program delivery integrity and effectiveness. Provides advice and direction related to regional program areas such areas as: intelligence, investigations and inland enforcement, and on the development of agency positions, policy and legislation, operational plans, systems, work standards and processes, as well as promoting compliance within stakeholder groups.

Directs the delivery of the regional programs, at singular or a multi work location, with multiple layers of subordinate managers, supervisors and individual contributor positions. Integrated Enforcement may include programs being delivered directly at the border, or within the Canadian territory, including the management of Immigration Holding Centers.

Ensures consistency for program delivery within the program and with regional and national policy. Directs the regional program staff and assesses performance evaluations of program managers within the region; and provides leadership and direction on how to achieve program objectives.



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Manages a regional cost-centre program budget, which includes forecasting, planning, allocating, maintaining and monitoring cost centre activities. Reallocates resources as deemed appropriate to ensure program objectives are met and/or identifies resource pressures/gaps developing business cases in support of regional programs and the Enforcement and Intelligence Operations Division. Manages and supports program activities and staff by developing and implementing HR plans, developing internal guidelines and control mechanisms, ensuring staff training and development, and promoting and monitoring for compliance the Agency's Code of Conduct and Values and Ethics towards a respectful workplace.

Decisions contribute to the determination of the regional program operational policy objectives, systems requirements and procedures, national policy and pilot project implementation strategies and the tactical/strategic direction within the region to deliver and monitor programs. Complex delivery strategies are developed by adapting and tailoring national and regional priorities into viable operational program strategies adapted to the unique needs of the region and by identifying and understanding key critical relationships between relevant and/or impacted programs. National, Regional and Enforcement and Intelligence Operations Division priorities and objectives are aligned to meet the needs of the program(s) work environment, clients, stakeholders, and industry sectors.

Exercises sound, careful, fair management decision-making in addressing the job accountabilities and challenges, as decisions may result in national, precedent setting milestones.

Effort – Efforts

The work is primarily performed in an office environment and involves sitting for long periods of time, while seated at a computer terminal involving the use of a keyboard for several hours at a time; also extended telephone calls and often sitting for long periods when attending meetings.

When managing, or participating in surveillance, investigations and other enforcement operations, activities are occasionally conducted on public streets or private property where variables are numerous and uncontrollable (weather, level of traffic, criminal behaviour of the target, etc.) and the risk of accidents causing physical injury to team members and to the public are significantly increased due to the nature of the activity.

Heavy Physical Effort: Less than 10 percent of daily activity involves activities such the off loading and storage of large quantities of contraband products, and the continuous and awkward body positioning required while conducting surveillance operations. Occasional heavy physical effort is required to restrain, arrest, detain and transport persons to detention facilities.



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Occasionally required to use personal protective equipment and to employ use-of-force techniques to control and disarm violent persons, which requires physical dexterity and hand-eye coordination. Strength and dexterity are sometimes needed to drive vehicles or boats.

Working Conditions - Conditions de travail

There is a requirement to perform critical analysis, make recommendations and develop reports, on a continuous basis, within very short deadlines. There is a lack of control over the pace of the work with a continuous requirement to satisfy multiple, concurrent and sometimes conflicting demands made by senior managers, colleagues or clients for high quality service, expert advice and program results.

The work is primarily performed in an office environment, and involves the management of human resources, also regular dealings with staff representatives, clients and stakeholders, which can sometimes be confrontational. Domestic and international travel is required, which can cause fatigue and exposure to health issues, such as infectious disease and safety risks. There is also a requirement to travel between remote offices, including in inclement weather conditions.

There is a requirement to manage situations involving highly distressed or challenging individuals or situations such as client/public/Ministerial complaints; high profile removals; employee personal and performance issues; use of force issues which may include injury and/or death of an employee, client or member of the public; and, managing/providing leadership in an environment of continuous change.

There is an occasional requirement to supervise search warrants and audits which take place in private residences or on commercial/industrial installations. When attending search warrants in warehouses or industrial settings, managers must work amidst heavy equipment, large quantities of inventory and numerous warehouse employees.

When working in the field, the incumbent occasionally works in an outdoor uncontrolled environment with exposure to adverse weather conditions, rough and uneven terrain when investigating, pursuing and physically restraining individuals. Some locations are overcrowded and unsanitary with potential exposure to hazardous and infectious substance and diseases.

During case review or during searches, there may be exposure to disturbing sights and sounds such as child pornography or hate propaganda. There is also interaction with the criminal portion of society; smugglers (human and commodity), child pornographers, terrorists and illegal immigrants exposure to their activities produces unpleasant psychological surroundings.

The physical activities and requirements associated to the job function include the use and wearing of protective clothing, safety boots and related safety equipment, including a firearm and



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restricted weapons, specialized equipment which is heavy and cumbersome and worn or carried when conducting field activities or being present in various operational areas.

When supervising or participating in surveillance operations, activities are conducted on public streets where variables are numerous and uncontrollable (weather, level of traffic, etc.) and the risk of accidents causing physical injury to team members and to the public are increased. Prolonged visual contact in poor lighting or weather may be required.



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WORK DESCRIPTION - DESCRIPTION DE TRAVAIL

Position Number - Numéro du poste	Position Title - Titre du poste Supervisor, Inland Enforcement	
Position Classification - Classification du poste FB 05	National Occupation Code - Code national des professions	
Department/Agency - Ministère/organisme Canada Border Services Agency		Effective Date - Date d'entrée en vigueur 2007-02-21
Organizational Component - Composante organisationnelle Enforcement Branch		
Geographic Location - Lieu géographique NATIONAL	Job/Generic Number - Numéro d'emploi / de générique FBC006	
Supervisor Position Number - Numéro du poste du surveillant	Supervisor Position Title - Titre du poste du surveillant	
Supervisor Position Classification - Classification du poste du surveillant		
Language Requirements - Exigences linguistiques		Linguistic Profile - Profil linguistique
Communication Requirements - Exigences en matière de communication		
Office Code - Code de bureau	Security Requirements - Exigences en matière de sécurité	

Client Service Results - Résultats axés sur le service à la clientèle

Supervision of the delivery of enforcement programs and services, to prevent the entry to Canada and / or removal of people who violate the Immigration Refugee Protection Act. (IRPA)

Key Activities - Activités principales

Supervises a shift of employees by establishing work objectives and shift schedules, assigning and monitoring work, providing technical guidance and training, resolving performance problems and taking or recommending disciplinary actions.

Manages or conducts projects and participates in regional and national working groups and committees to develop or modify program policies, procedures, initiatives and systems.

Provides senior level programs advice, direction and expertise to staff.

Determines re-determines eligibility for Refugee claims, authorizing release and imposing terms and conditions authorizing cases for admissibility hearings and signing directions and Warrants.

Manages community relations activities and outreach initiatives, promotes effective working relationships with enforcement partners.

Manages risk within the Canada Border Services work environment to achieve effective Border Protection.

Employee's Statement - Déclaration de l'employé

I have been given the opportunity to read and comment on the content of this work description.
J'ai eu l'occasion de lire et commenter le contenu de cette description de travail.

Name of Employee - Nom de l'employé

Signature

Date

Supervisor's Statement - Déclaration du surveillant

This work description accurately describes the work assigned to this position.
Cette description de travail décrit adéquatement le travail assigné à ce poste.

Name of Supervisor - Nom du surveillant

Signature of Supervisor - Signature du surveillant

Date

Authorization - Authorisation

Name of Manager - Nom du gestionnaire

Chudette Deschênes / Cathy Munroe

Manager's Signature - Signature du gestionnaire

[Handwritten Signature]

Date

Skill - Habiletés

Knowledge of management principles and practices is required. This knowledge is used to manage a team of enforcement officers to deliver the various programs in order to achieve efficiency and effectiveness.

The work requires knowledge of the legislation administered by the CBSA, including the Immigration Refugee Protection Act, the criminal code, the Charter of Rights and working knowledge of other Federal and foreign legislations and regulations. This knowledge is used to provide advice, guidance and direction to staff and to properly use powers of arrest and detention. Knowledge is required of the roles and responsibility of other enforcement work groups to understand accountability, authorities and the chain of command for various enforcement actions.

Knowledge of the roles, jurisdictional authorities and mandated Regional and national structures, policies, inter-department agreements of federal organization in order to establish and maintain effective working relationships, share required intelligence and evidence and resolve joint operational issues.

Knowledge of international political and social-economic conditions, and the effects these influences may have on immigration patterns, program delivery and to predict shifts in resource requirements.

Analyzes, evaluates and weighs the results of information gained through investigation, documentary evidence and interviews to form an opinion as to whether clients are in violation of the Immigration Refugee Protection Act and determine if the person will be admitted, detained or removed.

Monitors and analyzes strategic and operational planning and budget development and project management methods, techniques and practices in order to report to the manager and prepare yearly forecasts. Prepares analysis and substantiating data to support resource requirement for input to business plans and budgets in accordance with national and regional enforcement priorities. Prepares cost estimates for new policy/programs initiatives.

Analyzes complex and high-profile enforcement cases, identifies key legal and procedural issues, and develops strategies that balance legal, operational and human rights concerns and coordinates and directs staff.

Communication skills are required to question or advise people who are agitated or violent. Communication skills including interrogation techniques must be adapted in order to obtain information from non-co-operative individuals.

The work requires developing, writing and delivering departmental statement on issues and high profile cases to the media, clients and client's representatives. Public speaking and presentation skills are also required at presentations to OGD's and other enforcement agencies on program policies and interpretation of the IRPA.

Communication skills are required to explain complex technical, legal, legislative and procedural interpretation and explanations to management, colleagues, staff and other enforcement partners.

Effort - Efforts

There is a requirement to use personal protection and use of force techniques and requires physical dexterity and hand-eye coordination to handle enforcement support equipment.

Stands for prolonged periods of time observing the work of employees.

There is a requirement less than 1/3 of the time to sit at a computer keyboard completing reports and accessing database.

Responsibility - Responsabilités

Interprets and explains the Enforcement legislation, regulations and requirements to the clients in order to obtain information that isn't forthcoming through questioning and interviewing and to bring the situation to a resolution.

Plans and establish priorities, goals and work plans for enforcement work group, conducts recruitments, orientation, individual and work group training and professional development, provides leadership and coaching, develops group and individual performance objectives, monitors work and appraises performance, authorizes leave, prepares standby schedules and incidents reports, and takes/recommends disciplinary action for subordinate staff.

Makes decisions in complex cases pursuant to the act and regulations resulting in the arrest and detention of clients and in submissions being made on behalf of the department to reject and/or remove persons from Canada. These decisions affect bilateral agreements nationally or internationally, with for example the United States Customs and Border Protection, embassy, consulates or airlines.

Decides if information concerning non-compliance can be exchanged with outside agencies, police forces and other federal departments.

Evaluate national and regional enforcement policies and proposed program initiatives, identify potential operational and service delivery impacts and costs, recommend adaptations to meet local needs and conditions.

Estimates demands for enforcement services and participates as a member of the management team in development of forecasts, business plans and budgets.

Identifies emerging issues requiring pro-active regional positioning and/or the need for memoranda of understanding (MOU) with partner agencies and manages MOU's.

Decisions taken pursuant to the act and regulations could result in the arrest and detention of clients and in submissions being made on behalf of the department to reject and/or remove persons from Canada. Authorizes non-escorted removals and recommend-escorted removals to the manager. This requires judgment in order to make proper decision as the result could have national and international impact of relations with airlines, embassy and other high foreign government officials.

Working Conditions - Conditions de travail

There is exposure to irate clients, threats and abuse, potentially violent situations and persons in detention or under arrest. The work results in exposure to unpleasant materials or actions when involving arrest and searches of clients, review of hate literature, police and incidents reports and examination of personal effects and files which can be offensive. There is a risk to potential exposure to communicable disease and other unknowns when doing an out of site investigation and arrest of non compliant clients.

Additional Information - L'information additionnelle

No attachments were found