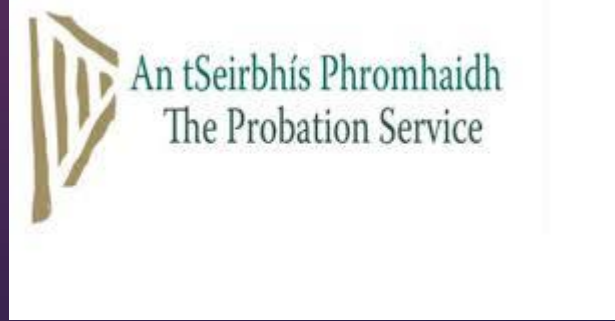




David Williamson - Senior Probation Officer
06/05/2021

Probation Training in a Pandemic

THE RESPONSE IN THE REPUBLIC OF IRELAND



Service Parameters - impact

- ▶ National Service – Central Government – staff complement 400+
- ▶ Office sizes from 4 to 80 staff
- ▶ Based in both community and custody settings
- ▶ Working with approx. 19,000 offenders a year
- ▶ Core staff professionally qualified social workers



Challenges

Technology

- Traditionally office based IT access
- Limited access to smart phones/laptops/pads
- Very limited remote access
- No culture of IT/on line training

Focus for 2020/21

- Planning implementation of a new Offender Supervision Framework
- Introducing new Core Probation Skills Training
- Introducing Risk based Workload management
- Recruitment/induction of new cohort of staff
- Increasing cultural competency levels across the Service

Resources

To be delivered by Learning and Development Unit – Two Senior Probation Officers and two Probation Officers with admin support and led by a Regional Manager.



Meeting Training needs

▶ Technology

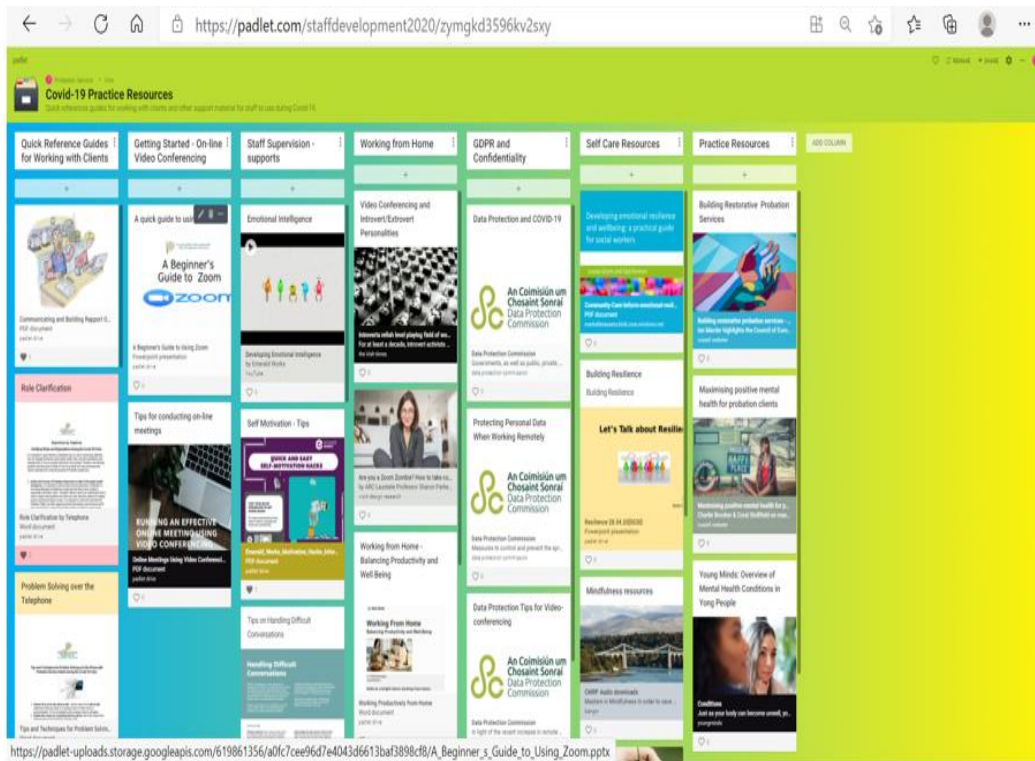
- ▶ Roll out of individual IT to Probation Officers – laptop/desktop with remote access
- ▶ Upgrade to smart phones for all staff with e mail access

▶ Staff tasks

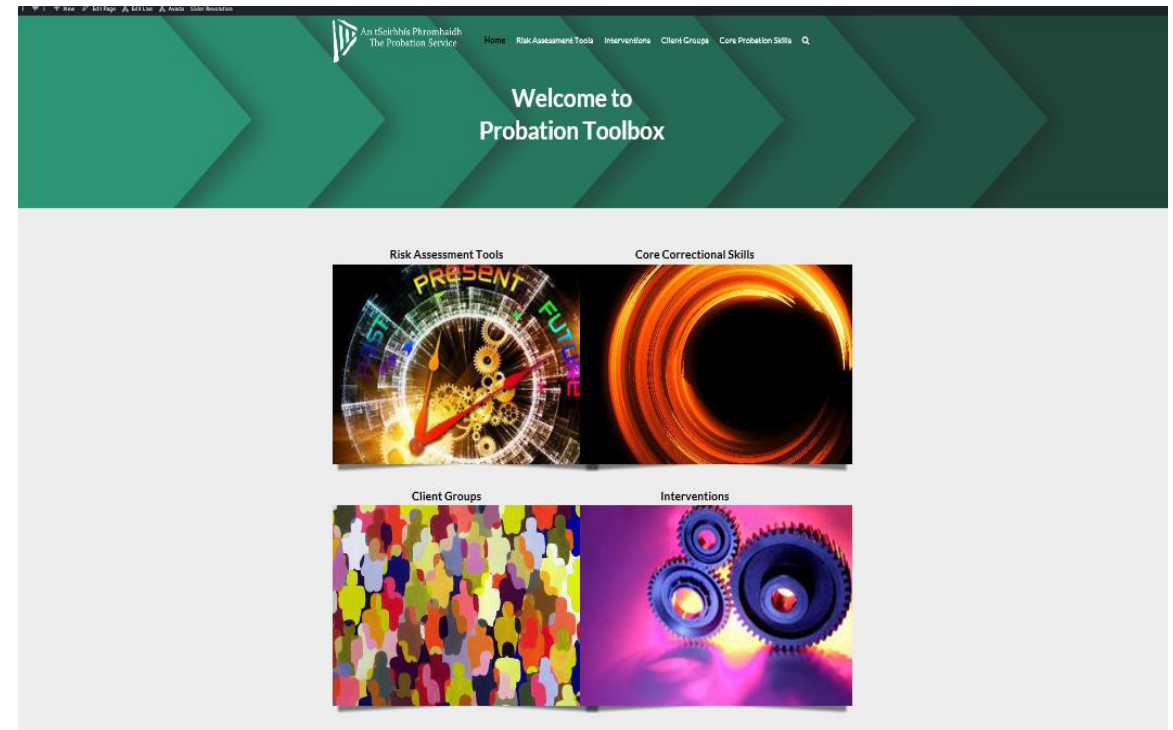
- ▶ L&D staff trained in on line delivery techniques
- ▶ Redesigned all training into on line delivery versions
- ▶ Designed manuals and on line resources
- ▶ Maintain on line resources to keep them fresh when needed

Additional Responses

Padlet



Online Toolbox/Hard Copy Manual



Directions for L&D

Using animation



Loom



In L&D we are creating short videos on practice issues for distribution to staff

Lessons from the Pandemic and training in Ireland

challenges

- ▶ Delivering on line in practice areas such as group work interventions or specific skills in the interview area
- ▶ Losing the benefits of the coffee cup/ lunch discussions
- ▶ Technology still a challenge
- ▶ Distractions for participants/double jobbing
- ▶ Develop culture of self directed learning

gains

- ▶ Training staff reinvigorated and developing new skills
- ▶ Better attendance at training
- ▶ Development of new tools for assisting staff in a mobile arena
- ▶ The move to mobile working and remote access