COPPer
European Volunteering in Probation



Volunteer's Manual

European training for volunteers in probation services

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CEP Confederation of European Probation

aproximar

DGRSP Direção-Geral de Reinserção e Serviços Prisionais

Reclassering Nederland

An tSeirbhís Phromhaidh The Probation Service

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Introduction

Acest manual este destinat voluntarilor care vor participa la formarea europeană pentru voluntari în serviciile de probațiune sau sunt interesați de aceasta. Manualul oferă contextul general al formării.

- Capitolul 1 descrie proiectul CoPPer. Unul dintre rezultatele acestui proiect este formarea europeană pentru voluntari în serviciile de probațiune.
- Capitolul 2 prezintă Cadrul de competențe. Acesta include un set de cunoștințe și abilități, combinate cu calități și atitudini pe care ar trebui să le aibă un voluntar care lucrează cu persoane aflate sub supravegherea serviciului de probațiune.
- Capitolul 3 se referă la conținutul formării. Oferă o prezentare generală a celor cinci module, scopurile acestora și temele abordate.

1. The CoPPer project

What is the CoPPer project?

'The CoPPer project (Cooperation to promote a European Volunteering Programme in Probation Services) responds to the EU Strategic Agenda 2019-2024 by promoting the active engagement of citizens and civil society as supporters in the social inclusion of offenders and ensuring that we all play our role as key guarantors of a common European culture of the rule of law and democracy' (CEP, 2023).

The CoPPer Project brings together European organizations including probation services, civil society, academia, and volunteering fields to create a transnational network focused on sharing knowledge and grassroot experience to co-explore ways of both increasing engagement and valuing the role volunteers and community play in offenders' rehabilitation journeys.

Training for volunteers in probation services

One of the CoPPer outcomes is to create a European training for volunteers in probation services. For this training volunteering in probation is especially envisaged as complementing the supportive and community building aspect of reintegration, while leaving the role of risk management to professional probation officers. The training is based on the Competency Framework for volunteers in probation.

Vision on volunteering

Across various European probation practices, probation work is completed in different ways. Two aspects in the reintegration of probation clients are always essential: risk management and community building. These aspects are interrelated, and both occur in probation practice. Sometimes the emphasis is more on the one, sometimes more on the other.

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- Risk management

In risk management, the approach of the probation officer is based on methodology and methods that are in line with the risk factor paradigm. The goal is the re-learning and internalization of social norms combined with sentence compliance management.

- Community building

In community building, the focus of the probation officer is on building a bridge between the judicial domain and the community. The goal is for the justice involved person to regain access to social ties and institutions and acquiring an accepted social position.

The involvement of volunteers can especially strengthen the community building aspect of reintegration. Reintegration is a process which involves communities beyond the individual client of the probation service. Reintegration is a two-way street where the community supports and welcomes the client from the probation service.

For this training volunteering in probation is especially envisaged as complementing the supportive community building aspect of reintegration. Leaving the role of risk management to professional probation officers.

2. Competency Framework for volunteers in probation

The competency framework consists of a set of knowledge and skills, combined with qualities, and attitudes a volunteer should have. This forms the basis for the expected conduct that enables volunteers to carry out the voluntary work at a certain level within the domain of the probation service.

There are differences within European probation practices regarding the approach of the probation service, roles & tasks of the volunteers and he way volunteers and probation cooperate. Despite these differences, several standard competences can be identified for volunteers in probation work.

The competency Framework below consists of three clusters that are divided into eleven competences. Main points of interests are mentioned for each competency.

Cluster 1 Attitude and qualities: how should the volunteer position himself?

Throughout the recruiting and selection process of volunteers it's important to keep in mind the competences mentioned in this cluster. During the process, the probation service should make an assessment to which extent these competences are present in the potential volunteer.

The competences in this cluster exist of attitudes and qualities which are not trainable. They already should be part of the of character and attitude of the potential volunteer. Therefore, these competences are not part of the training programme. Although of course one can observe in the training if these attitudes and qualities are present. Thus, the probation service might consider using the training program as a part of the selection process

The competences are:

1.1 Reliability

- The volunteer acts in line with generally accepted beliefs, norms, and values.

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Points of interest: ethics standard of conduct, power relations, act consistently (do what you say & say what you do).
- Adheres to the organization's policies and procedures.
  Point of interest: security, confidentiality, privacy, incidents, integrity.

1.2 Collaboration

- The volunteer contributes to an agreed result.
  Points of interest: consultation about tasks, transfer of information.
- Maintains good working relationships.
  Key topics: coordination, an eye for the well-being of others, collegiality.
- Supervises own work.
  Points of interest: systematic work, time management.

1.3 Reflective skills

- The volunteer evaluates their own behaviour and views.
  Points of interest: learning by doing, learning from one's own experiences, adapting.
- Is accountable for his own actions.
  Points of interest: receiving and giving feedback, adjust behaviour after receiving feedback.

1.4 Emotional stability

- The volunteer acts surely and calmly.
  Points of interest: dealing with setbacks, disappointment, or counter-play.

Cluster 2 Knowledge: what should the volunteer know?

To volunteer in probation volunteers needs to know some basics about the professional field and the body of knowledge on which probation work is based.
More importantly volunteers need to have knowledge about their role: expectations and responsibilities, the position of the volunteer in the organisation and the relationship with the client and probation officer. The training programme addresses the competences in this cluster through several short e-learning modules and webinars.

The competences are:

2.1 Knowledge of the professional field

- The volunteer knows the probation service.
  Points of interest: core tasks, goals, mission, vision.
- Is aware of the criminal justice system.
  Points of interest: key cooperation partners, place of the probation service in the justice system.
- Has knowledge of the criminal justice process.
  Points of interest: criminal justice procedures.

2.2 Knowledge of theories and methodologies

- The volunteer is familiar with the basic principles of probation work.
  Points of interest: principles of criminology, behavioural change, risk-assessment.
- Is familiar with clients of the probation service and their problems.
  Points of interest: common problems and issues, target groups.

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2.3 Knowledge of the volunteer role

- The volunteer knows what is expected.
  Points of interest: tasks, dos and don'ts, pro-social modelling.
- The volunteer knows their place in the service.
  Points of interest: accountability, collaboration with the probation officer.

Cluster 3 Skills: how should the volunteer act?

Volunteers in probation need a set of skills in order to make a connection with the probation client (communication and relational skills) and to identify and address issues in an effective way (relational and observational skills).
The training program addresses these competences in this cluster in a face-to-face training. Most of these skills need a hands-on approach, with plenty of opportunities to exercise the skills in interaction with volunteers.

The competences are:

3.1 Relational skills

- The volunteer enters a relationship with others.
  Points of interest: fundamental attitudes, empathy, non-judgemental, autonomy, reciprocity. The working alliance; direction, trust, bond, friction.

3.2 Communication skills

- The volunteer has conversational skills that can convey empathy and support dialogue.
  Point of interest: conversation skills, verbal and nonverbal communication, active listening, summarize, open and closed questions.
- Has writing and digital skills.
  Points of interest: reporting, working with a computer.

3.3 Observation

- The volunteer identifies problems.
  Points of interest: interpretation, objectivity, subjectivity, personal biases, emotions, and false beliefs.

3.4 Problem-solving ability

- The volunteer recognizes problems and has the skills to deal with them.
  Points of interest: life areas, clients in their context, the repair reflex, effective approaches, solution orientated questioning.

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3. What is the European training for volunteers about?

Formarea europeană pentru voluntari în serviciile de probațiune este alcătuită din cinci module.
Modulul 1 este un curs online, pe care voluntarii îl pot parcurge acasă, de pe orice dispozitiv digital.

- Modulele 2–5 se desfășoară cu prezență fizică și durează aproximativ 6–7 ore.

Modulul 1: Cunoașterea domeniului profesional al probațiunii (studiu individual)

Scop principal: creșterea nivelului de cunoaștere a domeniului profesional al probațiunii.

Principiile de bază ale activității de probațiune
Teme abordate:

- Dezvoltarea comportamentului infracțional
- Reducerea comportamentului infracțional
- Cele mai frecvente infracțiuni și grupuri-țintă

Sistemul de justiție penală
Teme abordate:

- Sistemul de justiție penală, principalele proceduri

Serviciul de probațiune
Teme abordate:

- Serviciile de probațiune
- Partenerii instituționali ai serviciilor de probațiune
- Misiunea și viziunea
- Principalele atribuții: rol consultativ și de supraveghere, munca în folosul comunității

Roluri și sarcini
Teme abordate:
• Rolul și sarcinile consilierului de probațiune
• Rolul și sarcinile voluntarului
• Colaborarea dintre consilierul de probațiune și voluntar
• Drepturile și responsabilitățile voluntarului

Modulul 2: Abilități relaționale

Acest modul urmărește să pregătească voluntarii pentru a stabili o legătură eficientă cu persoanele aflate sub supraveghere.

Scop principal: creșterea conștientizării importanței relației și înțelegerii aspectelor esențiale ale relației și atitudinii.

Teme abordate:

- Elemente ale alianței de lucru: încredere, legătură, direcție și obiective, fricțiune
- Atitudini fundamentale: empatie, absența judecății, respectarea autonomiei

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Modulul 3: Abilități de comunicare

Acest modul urmărește dezvoltarea capacității voluntarilor de a comunica eficient cu persoanele supravegheate.

Scop principal: îmbunătățirea înțelegerii competențelor necesare pentru o comunicare eficientă.

Teme abordate:

- Comunicarea verbală și nonverbală
- Ascultarea activă
- Tipuri de întrebări: deschise și închise
- Mesajul de tip „eu” (I-message)

Modulul 4: Observare și interpretare

Acest modul are ca scop dezvoltarea capacității voluntarilor de a sprijini și de a activa persoana supravegheată.

Scop principal: creșterea conștientizării în privința prejudecăților. Voluntarii învață să distingă între fapte și opinii.

Teme abordate:

- Subiectivitate
- Obiectivitate

Modulul 5: Rezolvarea problemelor

Acest modul vizează consolidarea competențelor de sprijin și activare a persoanei supravegheate.

Scop principal: exersarea abilităților de comunicare cu accent pe rezolvarea problemelor. Voluntarii analizează nevoile persoanei și adoptă o atitudine orientată spre soluții.

Teme abordate:

- Nevoile persoanei: factori personali și sociali

Succes la formare!

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Contacts:

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