

VOLPRIS: Managing Volunteers in Prison

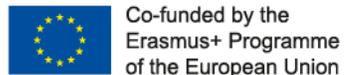
Study Trip to Bremen

13-15 October, 2021

Volunteer Training



Project Number 2019-I-DE02-KA204-006497



Co-funded by the
Erasmus+ Programme
of the European Union

Der Senator für
Justiz und Verfassung



Verein
Bremische
Straffälligenbetreuung

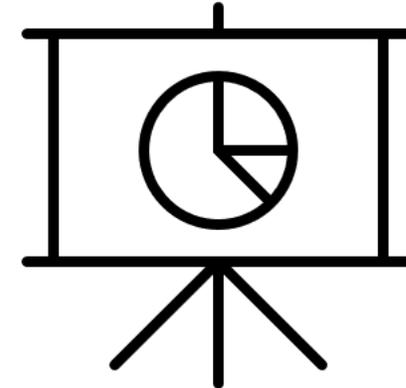


DGRSP
DIREÇÃO-GERAL DE REINTEGRAÇÃO E SERVIÇOS PRISIONAIS



Agenda

14:00 - 14:05	Welcome & Agenda presentation
14:05 – 14:15	Aproximar presentation and importance of JIVE
14:15 – 14:45	Presentation of Jive Project Presentation of the stages for volunteer training <ul style="list-style-type: none">- Volunteer Profile- Self-assessment- Training contents- Action Training Organization- Supervision and Evaluation
14:45 – 15:50	Activity 1 – Develop a Session Plan for a Volunteer Training Session
15:50-16:00	Questions & Closing



Presentation of Aproximar *Social Solidarity Cooperative– CRL*

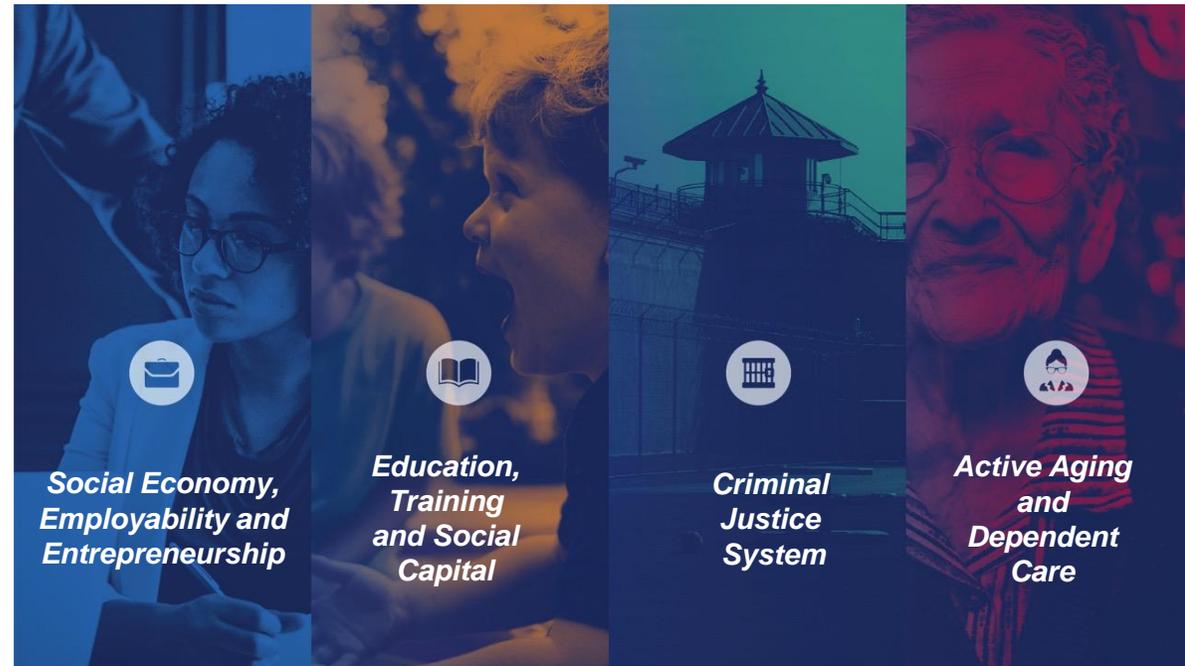
www.aproximar.pt



Our Mission



To value the social and human capital of people, communities and organisations



Presentation of Aproximar

Scope and intervention area



Transnational

Social Entrepreneurship, Innovation, Exchange of experiences



National

Volunteering in the Criminal Justice System.



Regional

Development Network of Beira Interior (IBIS).



Local

Amadora/Aveiro/Leiria/Guarda/Paços de Ferreira: Youth, Families, School, Mentoring for Employment, Social Entrepreneurship



Sector

Criminal Justice System

Coordinator: Rita Lourenço

October, 2021

Mission

Develop and implement actions for the criminal behaviour rehabilitation, reinsertion and social responsibility promotion and for the criminal recidivism prevention.

Development

*Since 2009, Aproximar develops and implements initiatives related to the Criminal Justice System (CJS). In 2014, Aproximar was a strategic partner in **JIVE project** (2014-16), with the role to develop an EU volunteer profile; design, pilot and evaluate the training course in each of the 7 partner countries (training toolkit); and produce a best practice guide for volunteering in CJS.*

Since 2018, Aproximar established a strong partnership with Portuguese Prison and Probation Services (DGRSP) to develop and implement actions for the criminal behaviour rehabilitation, and also promoting and recognizing the volunteering in the CJS.

Aproximar has its own volunteering programme: a mentoring programme for (ex) offenders.

Some indicators

- 1 international conference on volunteering in prison context
- Multimedia training for volunteers in prison context
- Member of the Portuguese Confederation of Volunteering
- Organized more than 10 events (including training), covering more than 450 professionals and volunteers.



Experience - 2014-16 - JIVE – Justice Involving Volunteers in Europe



Experience - 2014-16 - JIVE – Justice Involving Volunteers in Europe

Partnership between **8** european NGO:



Work fields:

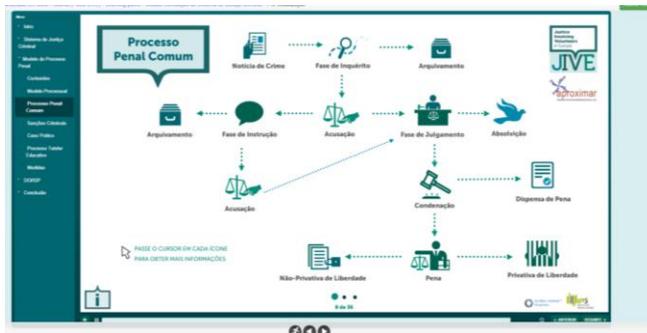
- 1) Evaluate the role and value of volunteers in CJS
- 2) Develop an effective training model

- **1 Final Conference**
- **1 KIT to Transnational Training**
- **1 Good Practice Guide** about recruitment, training and support of volunteers working in CJS

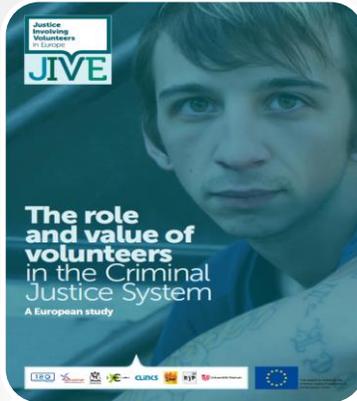
2014

2015

2016

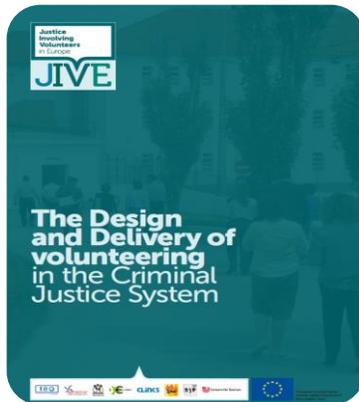


- **3 large European studies**
- **1 curriculum and transnational training programme** (*b-learning*)
- **6 transnational pilots**
- **87 volunteers**



“The role and value of volunteers in the Criminal Justice System” (Clinks, 2015)

- **Questionnaire at european level; 316 people from 22 countries;**
- **Goal:** to provide a better understanding of “how” and “why” organisations working with (ex) offenders, their families and victims of crime involved volunteers;
- **Respondents:** prisons and justice departments, voluntary sector organisations (including offender and victim support), networks and umbrella organisations, as well as research institutions.



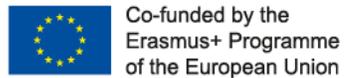
“The Design and Delivery of volunteering in the Criminal Justice System” (Aproximar, 2015)

- The data collection strategy is multi-method (quantitative and qualitative);
- **Six european countries** (England and Wales, Hungary, Italy, Netherlands, Portugal and Romania), **47 organisations/programmes;**
- **Goal:** to highlight volunteering practices and work methodologies so that these programmes, countries and stakeholders **may learn from others**, and that informed recommendations for **improving volunteer programmes** may be developed.

Volunteer Training



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Volunteer training

Stages of the training



VOLUNTEER PROFILE



SELF-ASSESSMENT CONFIGURATION



TRAINING CONTENTS SELECTION



ACTION TRAINING ORGANISATION



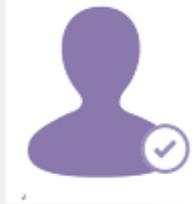
SUPERVISION AND EVALUATION

Volunteer training

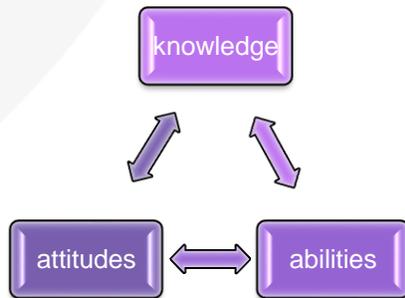
Volunteer Profile



SET VOLUNTEER PROFILE



- Identify fields and activities volunteers will perform
- Identify required skills



(Involve, 2018)

Areas of volunteering activity
<i>Development of social and personal capabilities</i>
<i>Community links</i>
<i>Arts and Cultural activities</i>
<i>Wellbeing (sports; art; meditation; yoga...)</i>
<i>Solidarity visit</i>
<i>Intermediating family relations/ working with prisoners' families</i>
<i>Teaching (specific subjects)</i>
<i>Health</i>
<i>Prison administrative support</i>
<i>Employment</i>
<i>Other</i>
<i>Legal support</i>
<i>Prison spaces improvement</i>
Total

Table 3 - Areas of volunteering activity

JIVE VOLUNTEER PROFILE - COMPETENCES

1. Generic competences

1.1. Communication and team work

Knowledge

be aware of relevant communications techniques

knowledge of the tools and techniques of the communicational process

technical knowledge at social and human relations

knowledge of team conflict management

knowledge of appropriate communication profile to the context. (physical posture, appropriateness of voice, use of examples for the target group, assertiveness towards beneficiaries)

Skills

ability to interact with CJS clients (e.g. inmates, victims and practitioners) in an assertive manner

ability to establish a relation of trust and respect within the different CSJ prison bodies | agencies

ability to exchanges experience and knowledge with CJS clients (e.g. Inmates and victims)

ability to give and receive feedback to and from colleagues and CJS stakeholders

ability to cooperate and act as a team player

Attitudes

an attitude of empathy and understanding towards the CJS clients

be attentive to the questions and try to answer with practical examples

Volunteer training

Self-assessment



SELF-ASSESSMENT CONFIGURATION



- Self-assessment **survey configuration**
- Run initial self-assessment
- Analyse questionnaires (self-awareness)



(Involve, 2018)

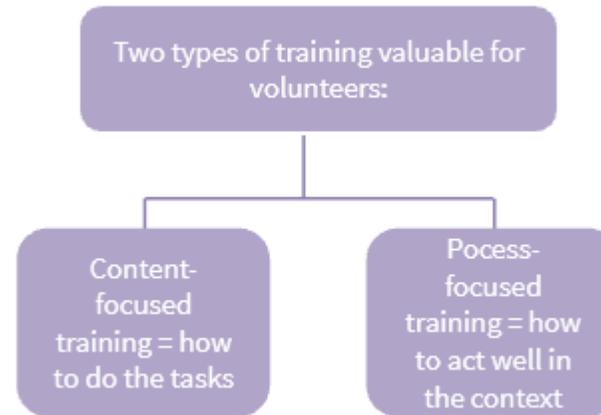
Volunteer training

Training contents selection



- **Select** the suitable training modules (those which addresses needs)
- **Fine** tune session plans, materials, exercises and learning path

(Involve, 2018)



Volunteer training

Training contents selection



MINIMUM CONTENTS

Techniques / strategies related to appropriate response for difficult situations

Develop self-management skill

Develop Sense of responsibility

Vulnerability of prison population

Learning outcomes:

- Responsibilities detailed in the volunteer profile
- Continuous self-development
- Cooperation with colleagues
- Display empathy towards (ex) offenders, families and victims
- Adapt appropriate interpersonal skills
- Identify and address the specific needs of (ex) offenders, families and victims
- Recognise the risks and limits of the volunteer role

(Jive, 2016b)

Volunteer training

Training contents selection

Communication



- Active listening
- Support attitudes “You can do it!”
- Rephrase
- Nonverbal language

(Involve, 2018)



Volunteer training

Training contents selection



- Time management
- Emotional regulation
- Stress management

(Involve, 2018)



ACTION TRAINING ORGANISATION

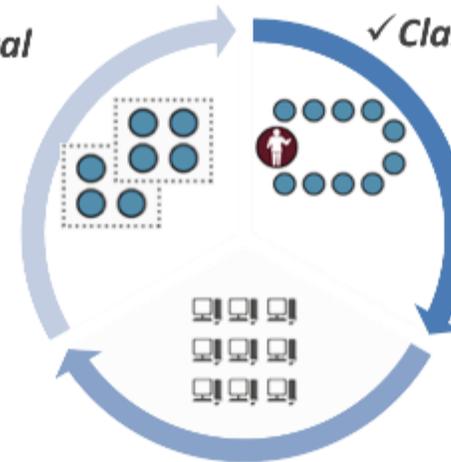


- Decide how to deliver online contents, which online **platform** should be used
- Select place, trainers, timetable

B-learning model

✓ Case Study & Practical Application

- Transfer to professional reality
 - Adapting to context
- Individual and group exercises
 - Supervision



✓ Class Sessions

- Clarification of theory
- Role-play, Case Studies
- Sharing experiences and good practices
- Validation and debates

✓ Online: E-learning platform

- Resources (presentations, documents, videos)
- Communication with the trainer | instructions and feedback
- Forms, tests and others

(Involve, 2018; Jive, 2016b)

Volunteer training

Supervision and Evaluation



SUPERVISION AND EVALUATION



- Evaluate **learners' satisfaction**
- Run **final self-assessment** to verify the improvement of skills
- **Impact** assessment

(Involve, 2018)

Questions?



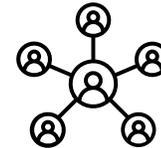
Activity 1 - Develop a Session Plan for a Volunteer Training Session

Imagine that you'll need to train your volunteers.

Here you have **2 groups of volunteers**:



- Previous volunteering in other fields
- No experience on volunteering in the CJS
- They will start now their experience in the CJS



- Already with experience in volunteering
- Volunteers with 2 or more years of experience in working within the CJS

Exercise (30 minutes)

1. Choose a profile of volunteers
2. Identify your volunteers' needs
3. Develop a session plan for a training session to cover those needs
4. Fill in the timeline for the training implementation

Activity 1 - Develop a Session Plan for a Volunteer Training Session




Session Plan

1st page:

+

Training: Volpris

Module:	Trainer:
Session nr.:	Duration:
Date:	
General objectives:	
Learning outcomes:	
Methods:	
Content:	

Time	Activities	Resources and materials:

Assessment:

Activity 1 - Develop a Session Plan for a Volunteer Training Session

Time	Month 1																															Month 2																														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Time																																																														
Activities	Ex.: Activity 1															Ex.: Activity 2																																														
Resources	Resources to do Activity 1																																																													
Tools	Tools to do Activity 1																																																													
Who responsible	Responsibles to do Activity 1																																																													
other																																																														

- Grossman, J. B. & K., Furano. (2002). *Making the Most of Volunteers*. Philadelphia: Public/Private Ventures.
- Jive. (2016a). *Good Practice Guide: Recruitment, training and support of volunteers working in the Criminal Justice System*. Jive
- Jive. (2016b). *Training Toolkit for Volunteers working in the Criminal Justice System*. Jive

Volpris.EU

*Prisons
Managing
Volunteers in EU*

Thanks for your attention!