

Reinforce positive behavioural goals during relationships with offenders

Overview

This standard is about establishing and sustaining effective working relationships with offenders as part of an overall strategy to address their offending behaviour. A key part of this is helping individuals recognise and take responsibility for their behaviour and their obligations to others.

The standard is based on modelling pro-social behaviour. It involves establishing, developing and sustaining working relationships with individuals which reinforce positive behavioural goals.

In working with offenders you are expected to consistently display the skills of pro-social modelling, offender engagement and professional judgment to encourage offenders to desist from their offending behaviour and to reduce the risk of re-offending.

There are two elements

1. Establish working relationships with offenders which reinforce positive behavioural goals
2. Develop and sustain working relationships with offenders which reinforce positive behavioural goals

Target group

This standard is aimed at workers within the justice sector who work with offenders and who have an opportunity to modify and influence offenders' behaviour.

Performance criteria

You must be able to:

Establish working relationships with offenders which reinforce positive behavioural goals

1. obtain and review relevant information, including assessments regarding individuals, and familiarise yourself with their circumstances, behaviour and identified needs before making contact
2. identify any required information that is missing, and take the necessary steps to obtain it
3. explain your role and responsibilities, and how this relates to the relevant work of others
4. identify any potential diversity issues for your relationship with individuals, and take the appropriate actions to resolve these
5. explain your objectives and the nature and boundaries of the relationship with individuals
6. explore with individuals what they expect from you and your organisation
7. engage with the individual and model pro-social behaviour in line with recognised good practice
8. encourage an open exchange of views, using techniques appropriate to individuals and their needs
9. communicate using techniques appropriate to the individual and their needs
10. provide feedback to points raised by the individual constructively, using language they can understand
11. challenge any attitudes and behaviour by individuals which prejudice the rights of others or which are anti-social, whilst taking account of your personal safety

Develop and sustain working relationships with offenders which reinforce positive behavioural goals

12. act as a role model for pro-social behaviour in your workings with individuals
13. support individuals according to their particular needs, your role and responsibilities, and statutory requirements and organisational practice
14. explore and identify the individual's interests, needs and concerns, identifying factors known to contribute to offending behaviour
15. encourage individuals to review their behaviour and interaction with others
16. support individuals to practise positive behaviours in a safe and supportive environment
17. explore ways of changing attitudes and behaviour which promote inclusion and pro-social behaviour
18. agree with individuals relevant and realistic goals, and the actions that they

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need to take if the goals are to be attained

19. provide constructive feedback to individuals and reinforce positive changes in their behaviour

20. assist individuals to reflect on their progress and the factors that have contributed to their change in behaviour

21. assist individuals to find ways to sustain their behaviour change

22. summarise the outcomes achieved where your contact with individuals is to end

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Knowledge and understanding

You need to know and understand:

Legislative, regulatory and organisational requirements

1. legal and organisational requirements which relate to addressing the behaviour of offenders, and their impact for your area of operations
2. legislation, policies and procedures relating to data protection, health and safety, diversity and their impact for your area of operations
3. the role of your organisation and the services which it provides in relation to establishing and sustaining effective working relationships with individuals as part of an overall strategy to address offending behaviour
4. organisational policy and procedures regarding confidentiality of information and the disclosure of information to third parties, and the specific circumstances under which disclosure may be made
5. the limits of your authority and responsibility, and the actions to take if these are exceeded

Working with individuals

6. good practice communication techniques relevant to the situation and how to apply them
7. how the role of your organisation and its services relate to other organisations and services in the sector
8. the impact of physical, social, psychological and emotional development upon the behaviour of individuals
9. different ways of encouraging individuals to see the need to change their behaviour and develop the motivation to do so
10. the obstacles to change which may exist for individuals and methods of overcoming them
11. why it is important to help individuals consider the effects of their choices on others and to have ownership of, and be responsible for, the decisions that they make
12. the influence that peers can have on the individual
13. the impact of the broader social environment on individuals, including areas of material deprivation, crime and the fear of crime, poor housing and poverty
14. the evidence for the effectiveness of different ways of supporting individuals to change their behaviour
15. the importance of your role as a positive role model to reinforce pro-social behaviour, and ways of monitoring your effectiveness in this
16. the different styles and forms of communication that may be appropriate, and the methods for achieving this

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- 17. the importance of non-verbal communication, such as body language, and how different cultures use and interpret body language in different ways
- 18. possible barriers to communication, their causes, and ways to overcome them
- 19. the impact of crime on victims and their need for protection, respect, recognition and information

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