

A Coaching Tool for Probation and Parole Officer Supervisors and Field Training Officers

As supervisors and Field Training Officers (FTOs), you have an essential role in reinforcing promising practices and upholding victims' rights with the staff that you supervise, whether directly or indirectly. The following list includes some ideas and tips to support you in ensuring that the needs and rights of victims stay on the forefront of professional community corrections practice.

Coaching in Groups

- Invite community- or systems-based victim advocates to a staff meeting to present and speak with staff about common victim needs in your community
- Invite PPOs to share one way that they have interfaced with a victim or a victim advocate in their caseload at each staff meeting
- Make space on a staff meeting agenda to facilitate challenging conversations about how to balance the goals of rehabilitation and accountability
- Send group emails with resources or highlighting promising practices
- Plan for a PPO to do a case presentation at staff meeting for discussion
- Partner with community agencies to provide and receive training (cross systems/role)
- Share information about webinars and online training opportunities that staff can attend
- Facilitate a Victim Impact Panel for staff

Coaching Individuals

- Make time with staff for individual supervision that focuses on attending to the needs of victims
- Recognize individual staff efforts through an email or letter of commendation in their personnel file when they have demonstrated promising practices with victims
- Encourage them to prioritize restitution collection above other fines and fees
- Ask them about how they have worked with victims and victim advocates on the case
- Review confidentiality practices and reinforce staff precautions around protecting information
- Encourage staff to reach out to victim advocates and community resources on complex cases with victim involvement, especially in instances of safety planning

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