


NEUSTART****

**LEADING A LAW-ABIDING
LIFE. WE CAN HELP.**

VOLUNTEER PROBATION SERVICE



Volunteer
probation
officers at
NEUSTART**
support those
guilty of
committing
offences on their
way to starting a
law-abiding life.**

VOLUNTEER WORK AT NEU**START**

Volunteer probation service is highly accepted, particularly appreciated and respected by **NEU**START****. Hardly any other field confirms and documents more impressively what can be achieved by the social commitment of just one single person. Volunteer probation officers employ their individual competences and skills as well as their time for helping offenders to find their way back into society.

Therefore, for **NEU**START****, volunteer work is not so much a supplement but rather an integral part of a kind of probation service which is trying to convince all classes of society of the importance of its work.

Full-time probation officers only rarely have the time to deal extensively with people who are in a delicate personal situation; this is only possible thanks to volunteer work.

As early as in 2005, when we were still in the project phase of our work for the state of Baden-Württemberg, volunteer work in the field of probation service was step by step built up and developed in a methodical manner. Since **NEU**START**** has been entrusted with all tasks of probation service by the federal state, teams of volunteer probation officers are put together and deployed in order to fulfil this important task in all regions of Baden-Württemberg.

COLLABORATION WITH OFFENDERS

The most important objective and the central motto of our work are the respectful and the understanding dealing with all our clients.

Only if client and probation officer work together on a basis of trust, conflicts can be dealt with successfully and ideally be overcome. The basic prerequisites for working successfully as a volunteer probation officer include understanding and empathy with regard to the expectations, the wishes and the needs of our clients and not last the willingness to not back off in problematic situations but to always try to stay in close contact with each other.

PROBATION SERVICE

Probation service is a meaningful alternative to serving a prison sentence since its objectives are – as are its methods – characterised by the pretensions to

- ... managing crises and conflicts as well as their negative consequences and side effects
- ... interrupting the circle of violence, frustration and repeating behavioural patterns which were already thought to have been overcome
- ... only impose sanctions on offenders who knowingly and intentionally refuse to try to reintegrate.

These pretensions are based on the belief that

- ... information and support are necessary for developing problem-solution models if repeated offences are to be prevented
- ... the execution of a penalty is not the only means of reacting to an offence
- ... that everyone deserves the chance to change
- ... that preventive measures are to be given priority over rigid punishment if they serve the social harmony.

PROBATION OFFICERS

- ... give advice to and support their clients in coping with personal and social problems and in finding tailored solutions
- ... help their clients to reflect upon and deal with their offence
- ... show the consequences of their offence for the victims up to their clients
- ... support and supervise their clients with regard to fulfilling judicial constraints and instructions
- ... offer concrete help in dealing with authorities (e.g. with the Federal Employment Agency, the social assistance and housing services)
- ... inform the court about the offender's development in the course of the probation period, about the fulfilment of conditions and the willingness of the client to cooperate
- ... give advice and help in developing solution concepts for the repayment of debts and restitution
- ... create contact with external advice centres (addiction counselling, family and marriage counselling etc.), if need be.

In addition to advice, support and assistance with private, social and employment-relevant matters, a solid, stable and respectful relationship between client and probation officer is the foundation for working successfully with and for socially reintegrating offenders.

VOLUNTEER PROBATION OFFICERS

Volunteer probation officers are important contact persons, mentors and consultants for our clients on their way back to a life within our society and our value systems.

You support the clients to deal constructively with problems and conflicts.

Volunteer **NEU**START**** probation officers are generally only entrusted with cases

- ... which correspond to their skills and competences
- ... which neither provoke a moral conflict nor come into conflict with the officer's personal ideals.

Moreover, volunteer probation officers working for **NEU**START**** are given advice by full-time probation officers when it comes to clarifying relevant factual issues, and they are prepared for their new task within the scope of training programmes.

The work of a volunteer **NEU**START**** probation officer

- ... consists in supporting just a few clients
- ... is characterised by a large amount of personal responsibility, commitment and empathy
- ... is always based on the **NEU**START**** quality standards.

Our volunteer probation officers often have an extensive life and professional experience and dispose of valuable networks in their region which they fall back on in the interest of their clients.

WE ARE LOOKING FOR “REALISTIC ENTHUSIASTS”

You are the ideal candidate for working as volunteer probation officer if you

- ... are at least 25 years old
- ... believe that every person can develop in a positive way, also and especially persons with a criminal past
- ... consider the work with offenders as a chance for further developing your personal skills
- ... have enough time and are sufficiently interested in dealing intensively with the concerns of other people
- ... are any time willing to enter into dialogue with “your” client, even in difficult situations
- ... lead a life with a stable and supporting environment which helps you to deal with extraordinary problem constellations in a quiet and prudent manner
- ... care about other persons’ concerns but without “missionary zeal” and not prone to develop a helper syndrome
- ... are tolerant towards and interested in the world view of other people, their convictions and social, moral or religious ideals
- ... you do this volunteer work with realistic enthusiasm by keeping in mind that an ideal solution is not at the beginning but at the end of every endeavour for a positive change.

WE OFFER AND WE GUARANTEE

- ... expert instruction, support and training with regard to the elementary methods of probation service
- ... support by your colleagues in committed teams whose members are all pursuing the same aim
- ... a socially relevant and recognised activity where you work independently with people who do not only challenge but also appreciate and acknowledge your personal competences.

We are looking forward to your call, your letter or your e-mail!

NEU**START** GEMEINNÜTZIGE GMBH

As of 1st January 2007, the federal state of Baden-Württemberg entrusted **NEU**START**** gemeinnützige GmbH with the provision of probation service, court assistance and victim-offender mediation.

NEUSTART**** gemeinnützige GmbH was founded in 2004 and is a branch of the Austrian non-profit organisation **NEU**START****, which has been active in judiciary social work for over 50 years.

For more information about **NEU**START**** gemeinnützige GmbH, please visit us on the internet at www.neustart.org.

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- ... PROBATION SERVICE
- ... COURT ASSISTANCE
- ... VICTIM-OFFENDER MEDIATION

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