

WORKPRIS

Final seminar

Key competencies for TSO staff working with people in prison

WORKPRIS-Key competencies for TSO staff working with people in prison©2025 by Richtungswechsel, VOLONTE, CIK Trebnje is licensed under CC BY-NC 4.0. To view a copy of this license, visit <https://creativecommons.org/licenses/by-nc/4.0/>.

Skill and competency framework

Background & Purpose

- Developed within the EU-funded WORKPRIS project (Prague June Workshop etc.)
- Responds to current labour market and human rights priorities
- Supports vocational education and training (VET) for TSOs
- Strengthens collaboration between NGOs and prison systems

How It Was Developed

- Collaboration with experts from 17 European countries that includes:
Inputs from Mapping survey and following surveys, expert consultations,
webinars and workshop
- Put together based on inputs and feedback from both TSO and correctional
professionals and their experience and practice

Purpose of the Skill and competency Framework

- Define and standardize core competencies for TSOs
- Clarify expectations between NGOs and prison staff
- Guide training design and professional development
- Promote ethical, human-centered cooperation

5 Core Competencies for TSO staff (Overview)

- Providing social support and assistance
- Legal and regulatory compliance
- Facilitating (re-)integration measures
- Building cooperation and networks
- Professional ethics and resilience

Competency 1: Providing Social Support and Assistance

- That means: Addressing the needs of incarcerated people and their families through counselling, guidance, and advocacy.
- *Knowledge*: social services, family and community resources
- *Skills*: case management, advocacy, guidance, trust-building
- *Attitudes*: empathy, respect for dignity, social justice

Competencies 2 & 3: Legal Compliance & Reintegration

- **Legal & Regulatory Compliance:**
Know prison rules and human rights standards
Apply them with accountability and integrity
- **Facilitating (Re-)Integration:**
Support education, work, and family connections
Use motivational interviewing and counselling

Competency 4 & 5: Cooperation & Professional Ethics

- **Building Cooperation and Networks:**
Work with prisons, municipalities, NGOs, employers
Foster trust and shared responsibility
- **Professional Ethics and Resilience:**
Maintain boundaries, manage stress, practice self-care
Act with professionalism and empathy

Using the Framework

We suggest to follow these steps when using the competencies for preparing yourself or other professionals entering prisons:

- 1) Identify key competencies relevant to your role**
- 2) Reflect on strengths and areas for development**
- 3) Engage in training and supervision**
- 4) Apply and integrate learning in practice**
- 5) Use the competency list as a living, evolving tool**

Final Message

“Professional competence builds trust – and trust builds rehabilitation.”
Motto of our lecturers and mentors

- This competency framework promotes ethical, skilled TSO engagement in correctional systems
- Aims to strengthen human-centered correctional practice across Europe

Thank you for your attention

Ing. Daniel Kolář - VOLONTÉ CZECH, o.p.s

email: daniel.kolar@volonte.cz

The project is funded by the European Union. However, the views and opinions expressed are solely those of the authors and do not necessarily reflect the views of the European Union or the OeAD-GmbH. Neither the European Union nor the granting authority can be held responsible for them.

WORKPRIS Key competencies for TSO staff working with people in prison

©2025 by Richtungswechsel, VOLONTE, CIK Trebnje is licensed under CC BY-NC 4.0. To view a copy of this license, visit
<https://creativecommons.org/licenses/by-nc/4.0/>

