

Facilitator Qualifications

Facilitated Dialogue In Cases of Serious & Violent Crime¹ when offender is incarcerated

Oregon Serious Violent Crime Dialogue Advisory Committee

Goal: To provide quality facilitation for the serious and violent crime dialogue process consistent with the core values of the Advisory Committee.

Facilitator: One who is trained and skilled at providing a structured dialogue process between a crime victim/survivor and offender that neutralizes status and power in a safe environment conducive to meaningful discussion under highly emotional circumstances. **A facilitator does not promote forgiveness, reconciliation, settlement, or compromise.** Forgiveness and reconciliation may occur in some cases but must be a natural and genuine by-product of the dialogue, grounded in the expressed needs of the participants, not the needs of the facilitator.²

Recruiting & Training

There are **two** steps to becoming a facilitator:

1. Those persons expressing interest will fill out an application and go through an interview process with a sub-committee of the Advisory Committee.
2. Accepted applicants will be required to complete a specialized training which meets the Advisory Committee's approval.

Competency in this work is built upon a combination of knowledge, skills, other relevant abilities, personal qualities and character attributes. The goal is ultimately to build facilitation teams of individuals with complementary skill sets. The following are criteria for identifying successful facilitators for the Facilitated Dialogue Program:

Knowledge, Skills and Demonstrated Ability

- work with victims/survivors and/or offenders
- understanding of victim/survivor issues and needs
- understanding of offender issues and needs
- successful completion of training³ for the Facilitated Dialogue Program for Cases of Serious and Violent Crime or training/ education/experience confirmed by outside authority and screened by the Advisory Committee
- basic knowledge of the juvenile and criminal justice system and knowledge of relevant

¹ Facilitator qualifications adapted from Fraser Region Community Justice Initiatives Association

² Adapted from definition of a facilitator as defined by Mark Umbreit

³ The training must be recognized and endorsed by the Advisory Committee

policies and procedures

- knowledge of contemporary concepts within juvenile and criminal justice systems
 - ability to listen, gather and assess information thoughtfully, without blame or judgment
- ability to reflectively listen and acknowledge.
- ability to recognize that the client is the expert in his or her own experience
- ability to ensure personal safety for all participants
- cross-cultural training, sensitivity and experience
- basic record keeping, filing, typing and computer skills
- good communication skills: phone, writing and in person
- a sense of humor, while not imperative, is certainly an asset

Personal Qualities

- honesty
- integrity
- dedication, commitment
- trustworthiness
- respects confidentiality
- respectful of a variety of spiritual perspectives
- capacity for long-term commitment (some cases can take up to 2 years or more)
- non-controlling, flexible
- patience
- perceptiveness, intuitiveness
- directness, openness
- initiative
- team player
- straightforwardness balanced with diplomacy
- tolerant
- honest self-assessment

Interpersonal Qualities

- demonstrates respect for all parties
- open and receptive
- patient, tolerant
- supportive
- compassionate, without pity
- facilitative style that is more focused on eliciting, rather than prescribing, responses
- appropriate in attire, speech and presentation (including correctional institutional environments)
- empowering, providing information which enables people to make their own decisions regarding the value/need of their participation at all points of the process
- comfortable with other cultures and unfamiliar environments
- impartial, nonjudgmental
- committed to the well being and safety of all participants

A Team Approach

Facilitators will be expected to work in two member teams, and be willing to accept support and advice from the Advisory Committee and, when appropriate, Oregon Youth Authority staff.¹

Security Clearance

Facilitators must each pass a criminal record check and be cleared to enter correctional institutions.

¹ Using this team approach helps to address safety concerns for the team members as well as for dialogue participants, it helps to balance gender and culture related issues and provides the opportunity to include diverse perspectives. It allows for a broader range of skills and experience to be applied to each case, acknowledges the value of collaboration when dealing with complex issues, allows for more flexibility and greater availability of facilitators to respond to specific participant needs and it provides support and feedback for the facilitators. Those accepted as trained facilitators by the Advisory Committee will go through a mentoring process where they will be paired with an experienced facilitator for the first cases. Mentor facilitators will be identified by the Advisory Committee from the small pool of other experienced serious and violent crime dialogue facilitators.