

Candidate Connection

NEWSLETTER



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Prospective PPO

Thank you for your interest in joining the North Carolina Department of Adult Correction (NCDAC) as a Probation/Parole Officer. Candidate Connection is your one-stop resource designed to guide you through the journey of becoming part of our dedicated team. Whether you're just starting to explore the field or are already deep into the application process, this newsletter will provide essential insights, updates, and helpful tips to support you every step of the way.

Inside each issue, you'll find valuable information about the recruitment process, training requirements, job expectations, and life as an NCDAC Probation/Parole Officer. You'll also hear from current officers, learn about upcoming hiring events, and receive answers to frequently asked questions. We're here to help you succeed—and we're excited to help you take the next step toward a meaningful career in public safety and community supervision.

Ever wondered what really happens behind the badge?
Let's take a look at a day in the life of a NC Probation & Parole Officer.



Kaylyn York

Message

From Division 4 Recruiter

Dear New Applicant,
"Be patient, stay grounded,
and remember that how you
show up matters just as
much as what you do."

WINTER INSIGHTS



Upcoming Events and
Announcements



Employee / Team
Spotlights



Learning Corner



Winter Edition HIGHLIGHTS



1 A behind-the-scenes look at a day in the life of a NC Probation & Parole Officer



2 How accountability, support, and public safety come together, even on the coldest days



3 Courtrooms, field visits, and the work that continues beyond business hours

Through the Eyes of a NC Probation/Parole Officer

No two days look the same. Each day balances accountability, support, and public safety. Long before the first cup of coffee, officers are preparing for court, releases, and updates that don't wait for business hours.

It Starts Before the Office Opens

By the time the office opens, officers are reviewing caseloads that represent real people, not just names in a system. Some are making progress, working jobs, staying clean, rebuilding their lives. Others are one decision away from violating the conditions that keep them in the community.

Each day starts with prioritizing risk:

Who needs immediate attention

Who needs support

Who may need to be held accountable today



Morning: Meetings, Tough Conversations & Small Wins

By mid-morning, appointments begin. One person is frustrated about job applications. Another produces a clean drug screen after months of struggle. In one moment, it's a reminder about curfews or conditions. In the next, it's connecting someone to counseling, treatment, or employment resources. People often think this job is about checking boxes. But behind every appointment is a story, trauma, effort, setbacks, and sometimes progress that no one else ever sees.

Morning may include:

- Case appointments
- Drug screens
- Employment discussions
- Treatment referrals
- Accountability conversations



Midday: Court, Crisis & Collaboration

Late mornings often lead to the courtroom. Standing before a judge during violation hearings, officers present facts, progress where it exists, and consequences when boundaries have been crossed. The goal is to provide the full picture, not just the violation, but the pattern. These decisions matter. They impact victims, families, and entire communities. After court, the day rarely slows down. There are calls from treatment providers, hospitals, specialty courts, and law enforcement partners. Probation and parole isn't just one job, it's many roles woven into one.



Afternoon: Field Work Reality

By mid-afternoon, officers are back on the road. Home visits reveal what office visits never can. One home may be calm and structured, kids doing homework, stability finally taking hold. Another may feel chaotic before the door ever opens.

Officers quickly learn to read environments:

- A doorframe
- A yard
- A voice through a window

Safety is always first, but empathy rides along.

Field work may include:

- Home visits
- Electronic Monitoring checks
- Conversations with family members
- Verifying compliance and conditions



Evening: The Work Doesn't Clock Out

As the workday winds down, documentation begins. Case notes, reports, and risk assessments aren't busy work. They protect due process and guide future decisions. Sometimes, just as the day is ending, alerts come in. An ankle monitor is cut. A new arrest notification hits. Crisis mode begins. People often ask if the job is stressful. It can be. But it also matters. Every decision can change a life or protect one.



Why I Do This Work

This isn't just supervision. It's breaking cycles, creating direction, enforcing accountability, and opening doors to change, while keeping communities safe.
It's not easy work. It's meaningful work.

When the day finally ends, I think about:
The person who thanked me
The one who rolled their eyes
The one who lied
The one who tried
The one still deciding which way to go



Trivia Answer

last edition

What are the three main promotion levels a PPO can advance to?

Field Training Officer

Provides specialized support, training, and guidance in targeted areas while assisting officers in the field.

Chief Probation Officer

Leads office operations, supervises staff, and ensures compliance with policy while prioritizing public safety.

Assistant Judicial District Manager

Supports judicial leadership, helps manage court-related operations, and assists with administrative and supervisory functions.



KEY Insights

Fast Track Your Hiring — Quick Steps to Shine!

Let's speed up your journey—one smart step at a time!

Complete everything early.

Assessments, references, and background forms—done sooner means processed sooner.

Stay flexible with counties.

Your interview location may not be where you work. This is your opportunity to interview. Vacancies shift daily, so flexibility opens more doors!

Triple-check your application.

List all employment (paid or unpaid) from the last 10 years and make sure all your employment references are correct and reachable.

Be interview-ready.

Practice STAR answers, dress professionally, and bring your confidence. Your story matters.

Respond quickly.

If HR emails you—reply ASAP. It keeps your process moving forward.



Career Highlights

Flexible Scheduling Options

Probation and Parole typically operates on 8-hour work shifts, with multiple shift options available. Officers create their monthly schedules, allowing for flexibility while meeting operational needs.

Scheduling highlights include:

- A minimum of four evening shifts per month
- One weekend day per month, which provides an earned day off during the week
- Officers choose their day off during the week, offering added flexibility
- A balanced mix of field and office work

This flexible scheduling structure allows officers to manage doctor appointments and personal obligations without relying on earned vacation or paid time off, while still maintaining public safety responsibilities.

Schedules may vary by position, county, and operational needs.

Does this sound like you?

- ☒ You enjoy work that's meaningful, not routine
- ☒ You can balance accountability with compassion
- ☒ You adapt well when plans change
- ☒ You want a career that impacts your community

If you checked more than one, this career may be worth exploring.

JOIN OUR TEAM

New system, same opportunity! If you've applied before, please reapply through Workday so we can successfully receive and review your application.



A quick heads-up: you won't see a separate "reference" section in the application, but you will need a list of your past employers ready. These individuals may be contacted to help verify your work history and support the hiring process.

Because your journey shouldn't feel like a maze.

Stepping into the world of Probation & Parole can feel big, but that's why your recruiter is here!

From the moment you show interest to the day you step into training, we walk with you every step of the way.

Here are just a few of the ways we help you succeed:



Recruiter Magic

We help you with:

- Understanding the job and the 30-mile rule
- Making your application shine
- Interview prep (hello STAR method!)
- Mock interviews & resume tips
- County preference guidance
- Updates on hiring timelines
- Answering all those "I'm not sure..." questions

We're here to help you:

- Navigate Workday without stress
- Understand which counties are hiring
- Prep for interviews & mock interviews
- Know what to expect in each step
- Fix small mistakes before they cause delays

We assist with:

- Breaking down job duties
- Walking you through hiring steps
- Prepping you for interviews
- Explaining training and county placement
- Answering questions big or small

We're your onboarding sidekick — because starting strong starts with support.

Let's stay connected — fill out our interest form and we'll guide you from there!

SCAN ME



PPO Recruiters
Meet Our Team



Zachary Cochran - Division 1



Natalie Williams - Division 2



Crystal Bunch - Division 3



Kaylyn York - Division 4

Connect with a recruiter today!

Find your region here!

Quick Links *Corner*

APPLY NOW

Ready to start your journey? Submit your application and take the first step toward becoming a PPO.

[Subscribe / Unsubscribe](#)

Don't miss an update — subscribe to our newsletter for tips, events, and new hiring announcements.

FAQ

Got questions? Visit our FAQ page for quick answers about the hiring process.

Be an Ambassador: Love what we do? Share our openings with a friend, classmate, or community member. Help us build stronger teams across NC

We know the hiring journey can sometimes feel like a road trip without GPS—so we created a Hiring Process Map to help you see where you are and what's ahead!

Just a friendly reminder: the process can take some time, with a few key steps along the way like interviews, background checks, and approvals. But don't worry—we haven't forgotten about you!

Ready to see where you are on the path?

Check out the map, and get a sense of the route ahead. Whether you're at the "Interview Station" or cruising through "Reference Check Road," it'll give you a great idea of what's next.

Hiring *Process*



Application Review

Your application will be screened for minimum qualifications.



Interview

If selected, you will be invited to interview.



Background & Pre-offer Checks

If you move forward, we will complete: Criminal background check Reference Checks



Pre-offer assessments (FMRT)/ background information

You will receive links to complete this online.



Conditional Offer

Once you pass the above steps, you will receive a conditional job offer and move forward in processing.



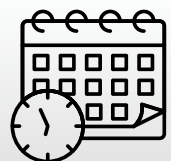
Processing Appointments

Regional Employment Office appointment for fingerprinting and completing onboarding documents. FMRT appointment for in-person psychological assessment, physical exam, and drug screening.



Final Approval for Hire

Once all requirements are successfully met, final approval is granted.



Start Date Confirmed

You will be contacted with your official start date.