

Job Description



Job Title:	Family Support Worker
Location:	HMP Lancaster Farms
Salary:	£12.71 per Hour
Responsible To:	POPS' Family Engagement Lead
Hours:	8 hours per week (Sat & Sun 12:15 – 16:15)

ABOUT POPS

POPS is a Charity set up to support the loved ones of those in prison and on community sentence. The Charity was founded by prisoners' families in 1988, we currently provide Family Support services in 14 prisons across the North West and Yorkshire.

This is an exciting time to become involved in the delivery and development of our Family Services and we are looking for people who can demonstrate a commitment to the ethos of our organisation to join and be a part of our new POPS team. Training for the role will be given.

POPS values diversity. We welcome and encourage job applications from people from diverse backgrounds. We particularly welcome applications from disabled and Black, Asian and Minority Ethnic candidates.

PURPOSE OF THE POST

The post-holder will work as part of a team to provide practical and emotional advice and support to all visitors. Working within the prison may be required on occasions. Work as part of a team to the wider POPS' staff team, to ensure that children visiting enjoy a wide range of play activities and experiences on visit session and also on scheduled family day events, to improve the quality of the prison visiting experience for children.

MAIN TASKS

- Meet and greet all visitors to the establishment
- Ensure a friendly and welcoming environment for visitors.
- Provide practical and emotional support to prisoners and their families.
- To maintain confidentiality and security of information
- Update notice boards and information stands with relevant information of relevance as directed
- Carry out administrative tasks in respect of booking in visitors, including check visitor ID documentation where required.

- Liaison with prison staff, including visits and security staff to ensure close co-operation in the smooth and efficient reception for of visitors to the prison.
- Access and update POPS' in house case management system for reporting purposes.
- Serve hot and cold drinks to visitors if required
- Assist with arrangement and delivery of Family Forums when required.
- Comply with POPS and Prison policies and procedures, including Security, Health and Safety and Safeguarding
- Participate in training relevant to the post.
- Undertake any other relevant duties as requested by Family Engagement worker .

Person Specification

The following are the minimum essential criteria, which will be used to assess your application form. Please ensure that you cover the criteria in your answers, including all your experience, both paid and unpaid.

Criteria	Description	Value
QUALIFICATION	Maths and English GCSE Level C or above.	Essential
EXPERIENCE	Experience of using own initiative with limited supervision.	Essential
	Experience of working in a team.	Essential
	Experience of providing emotional and practical support for people with multiple and complex needs.	Essential
	Experience of maintaining case management records	Desirable
	Experience of working in a prison or similar environment.	Desirable
SKILLS AND ABILITIES	Ability to build and develop sustainable professional relationships with visitors	Essential
	Ability to communicate clearly and effectively	Essential
	Ability to prioritise workload	Essential
	Excellent organisational skills.	Essential
	Able to use Microsoft Word, Excel and Outlook email.	Essential
WORK RELATED CIRCUMSTANCES	Enhanced DBS and prison vetting/clearance required	Essential
	Ability to work flexibly on a rota basis, including weekends and Bank Holidays	Essential
PERSONAL QUALITIES	Good listener, empathetic and non-judgmental.	Essential
	Friendly and approachable.	Essential
		Essential

	Confident communicator. Adaptable, flexible; willing to embrace change. Compassionate and understanding.	Essential Essential
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