Job Description

Job Title:	**Family Engagement Lead**
Location:	**HMP Garth**
Salary:	**£14.25 per Hour**
Shifts:	**Week 1 – Wed / Thurs / Fri 7hrs / Sat & Sun 4.5hrs** **Week 2 - Tues 7.5 / Wed 7.5 / Thurs 7.5/ Mon or Fri**
Responsible To:	**POPS' Operations Manager**
Hours:	**30 hrs per week**

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

Based within the prison establishment, the focus of the role is to oversee the delivery of POPS' Visitor Centre and Family Welfare Service within the establishment and to work closely with prison staff to ensure POPS' family welfare and support is embedded and is an integral part of the prison pathways; providing information, advice and guidance for prisoners' children, families, and significant others, throughout the custodial sentence.

MAIN TASKS

- Support development and delivery Children, Families strategy at the establishment .
- Oversee the day-to-day operations of POPS' family welfare services

- Be the Single Point of Contract (SPOC) for prison staff in respect of ensuring complaint and effective delivery of Family Support Service
- Oversee the day-to-day rostering and supervision of POPS' staff to ensure contractual compliance.
- Ensure all prisoners are made aware of POPS' family support service on induction into the establishment
- Support prisoners and their loved ones to retain positive relationships and communication during the custodial sentence
- Engage with appropriate community agencies in response to the identified needs of prisoners' children, families and visitors. Including signposting where appropriate
- Support family members to be included and involved in the development of sentence plans, release plans, ACCT, Healthcare and other relevant prison processes.
- Ensure support for those prisoners not receiving visits.
- Maintain accurate case management files on POPS' online CRM system.
- Collate and produce statistical and narrative reports to be forwarded to Line Manger each month.
- Communicate with prison Offender Management Unit, Prison Key Workers and other agencies to ensure appropriately and timely sharing of information
- Attend and contribute to prison-based meetings when required
- Organise and Chair POPS' family forums (as stipulated by the Family Service contract) produce minutes and updates.
- Plan and facilitate Family Day visits in compliance with contractual requirement
- Participate in training that is considered relevant to the post.
- To be flexible i.e., work weekdays/weekends and travel as required.
- To cover other areas of POPS' service delivery as required.
- Ensure all POPS' and prison relevant policies and procedures are adhered too.
- Carry out additional relevant tasks as assigned by line manager.

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 initiating, planning and developing areas of work.	Essential
	Experience of supervising a staff team.	Essential
	Experience of collating data and report writing.	Essential
	Experience of working with individuals with multiple and complex needs.	Essential
	Experience of working on a 1-2-1 case management basis.	Essential
	Experience of meeting deadlines within a fast-moving environment	Essential
	Experience of maintaining an electronic case management system.	Essential
	Experience of working within a prison setting	Desirable
	Experience of chairing meetings and/or forums	Desirable
SKILLS AND ABILITIES	Ability to build and maintain professional working relationships with prisoners and their families.	Essential

	Ability to communicate clearly and effectively both verbally and in writing	Essential
	Ability to priorities workload	Essential
	Excellent organizational skills	Essential
	Excellent administration skills	Essential
	Understanding of the needs of prisoners' families	Desirable
WORK RELATED CIRCUMSTANCES	Able to work weekends on a shift/rota basis	Essential
	ICT literate, able to use Microsoft office applications	Essential
	Demonstrate commitment to POPS' ethos	Essential
	Enhanced DBS and prison vetting required	Essential
	Full driving license and access to a car	Desirable
PERSONAL QUALITIES	Good listener, empathetic and non-judgmental.	Essential
	Friendly and approachable.	Essential
	Confident communicator.	Essential
	Adaptable, flexible; willing to embrace change.	Essential
	Compassionate and understanding.	Essential