Job Description

Job Title:	Family Support Worker – Prison Visitor Centre and Visit Hall
Location:	HMP Dovegate
Hours:	37.5 per week
Salary:	£12.71 p/h

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 16 prisons across the Northwest England, Bristol, Leicester, Yorkshire and Staffordshire.

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

As part of the POPS team, the post holder will provide a welcoming, supportive and family-focused service to prisoners' children, families and visitors. The role combines visitor centre support, play provision and refreshment services to help create a positive visit experience that promotes and maintains family relationships throughout a custodial sentence and supports preparation for release and resettlement.

The post holder will meet and greet visitors, provide information, practical guidance and emotional support where required, and maintain a welcoming environment within the visitor centre and visit hall.

On a rota basis, they will facilitate a range of age-appropriate play and family engagement activities for children during prison visits and family events, ensuring activities are enjoyable, inclusive and responsive to the needs of different age groups.

The role also includes assisting with the refreshment service, serving hot and cold drinks and snacks to visitors, processing sales transactions and cash reconciliation, and maintaining all required records. Assisting with managing stock levels and ordering.

The post holder will be responsible for maintaining clean, safe and welcoming environments across all service areas, ensuring compliance with Environmental Health, Health and Safety, safeguarding and prison regulations, and contributing to the smooth delivery of visits, family days and other family-focused activities.

Accountability: POPS' Lead Family Engagement Worker

Main Tasks

- Work on a shift pattern rota basis, including weekends, evenings and bank holidays.
- Welcome, support and assist visitors attending the prison, ensuring a friendly, respectful and inclusive environment.
- Provide information, guidance, practical assistance and emotional support to families, children and visitors as appropriate.
- Promote positive family relationships by supporting meaningful engagement during visits, family days and special events.
- Liaise effectively with prison staff, visitors, families and partner agencies to support the smooth delivery of services.
- Support the delivery of family forums, family days and other family-focused initiatives.
- Operate in accordance with POPS safeguarding policies and procedures, ensuring the welfare and safety of children and vulnerable adults.
- Maintain confidentiality and ensure the secure handling of information and records.
- Undertake administrative duties, including record keeping, data entry, visitor administration and report preparation.
- Ensure compliance with POPS policies, prison regulations, health and safety requirements, and equality and diversity standards.
- Attend mandatory training and continuing professional development activities.
- Provide cover across different areas of service delivery when required.
- Undertake any other duties appropriate to the role as directed by the line manager.

Supporting the Play Area

- Develop, prepare and deliver age-appropriate play and family engagement activities for children attending prison visits, family days and special events.
- Ensure activities are inclusive and accessible, taking account of additional needs, neurodiversity, cultural diversity and individual circumstances.
- Create and maintain a welcoming environment for children.
- Set up play activities prior to the commencement of visits and supervise the play area throughout visit sessions.
- Maintain the cleanliness and hygiene of play equipment through regular cleaning.

Supporting the Refreshment Service

- Operate the refreshment service during social visits, family days and special events.
- Serve a range of hot and cold snacks and drinks to visitors.
- Monitor stock levels, carry out stock checks and place orders as required.
- Process sales transactions, including cash handling and daily till reconciliation.
- Operate in accordance with Environmental Health, Food Safety and Health & Safety requirements.
- Maintain cleanliness, hygiene and all required records relating to food service operations.

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 or equivalent	Essential
	Safeguarding qualification or willingness to undertake training	Desirable
EXPERIENCE	Experience of using own initiative with limited supervision.	Essential
	Experience of working in customer facing environment	Essential
	Experience of working as part of a team	Essential
	Experience of working with people with multiple complex needs.	Essential
	Working knowledge and experience of Safeguarding practices	Essential
	Experience of working in the criminal justice system	Desirable

	Understanding the impact of imprisonment on families and children	Desirable
SKILLS AND ABILITIES	Ability to build and develop sustainable professional relationships	Essential
	Ability to communicate clearly and effectively	Essential
	Ability to prioritise workload	Essential
	Excellent organisational skills.	Essential
	Numerate and literate	Essential
	Able to use Microsoft Word, Excel and Outlook email.	Essential
	Ability to maintain accurate records and documentation	Essential
WORK RELATED CIRCUMSTANCES	Pass enhanced DBS and prison vetting/clearance	Essential
	Work on shift rota basis including weekend, evenings and Bank Holidays	Essential
	Uphold POPS ethos	Essential
	Comply with POPS' dress code policy	Essential
	Promote equality and diversity and challenge discrimination	Essential
PERSONAL QUALITIES	Good listener,	Essential
	empathetic	Essential
	non-judgmental.	Essential
	Friendly and approachable.	Essential
	Confident communicator.	Essential
	Adaptable, flexible;	Essential
	willing to embrace change.	Essential
	Compassionate and understanding.	Essential
