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**Job Description**

**Job Title: Lead Family Engagement Worker**

**Location: HMP Manchester**

**Responsible To: POPS’ Operations Manager**

**Hours: 37.5 hours per Week**

**Salary: £13.70 per hour**

**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 at HMP Manchester; providing information, advice and guidance for prisoners’ children, families, and significant others, throughout the custodial sentence

**MAIN TASKS**

**Activities**

* 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.

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**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.

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| **Criteria** | **Description** | **Value** |
| **QUALIFICATION** | Maths and English GCSE Level C or equivalent | Essential |
| **EXPERIENCE** | Experience of using own initiative with limited supervision.  Experience of initiating, planning and developing areas of work.  Experience of supervising a staff team.  Experience of collating data and report writing.  Experience of working with individuals with multiple and complex needs.  Experience of working on a 1-2-1 case management basis.  Experience of meeting deadlines within a fast-moving environment  Experience of maintaining an electronic a case management system.  Experience of working within a prison setting  Experience of chairing meetings and/or forums | Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential  Desirable  Desirable |
| **SKILLS AND ABILITIES** | Ability to build and maintain professional working relationships with prisoners and their families.  Ability to communicate clearly and effectively both verbally and in writing  Ability to priorities workload  Excellent organizational skills  Excellent administration skills  Understanding of the needs of Prisoners’ families | Essential  Essential  Essential  Essential  Essential  Desirable |
| **WORK RELATED CIRCUMSTANCES** | Able to work weekends on a shift/rota basis  ICT literate, able to use Microsoft office applications  Demonstrate commitment to POPS’ ethos  Enhanced DBS and prison vetting required  Full driving license and access to a car | Essential  Essential  Essential  Essential  Desirable |
| **PERSONAL QUALITIES** | Friendly and approachable  Confident communicator  Adaptable and flexible; willing to embrace change  Compassionate and understanding | Essential  Essential  Essential  Essential |