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**Job Description**

**Job Title: Family Engagement Worker**

**Location: HMP Ashfield (Bristol)**

**Responsible To: POPS’ Family Service Manager**

**Hours: 37.5 per week**

**Salary: £26,715.00 per annum. (optional pension contribution 3%)**

**About POPS:**

POPS (Partners of Prisoners & Families support Group) 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 15 prisons across the Northwest ,Yorkshire& Leicester.

We have recently partnered with SERCO, who have been commissioned by HMPPS to manage the Operation of HMP Ashfield, in Bristol.

POPS is contracted by Serco to provide family & relationship support to those visiting a loved one at HMP Ashfield

This is an exciting time to become involved in the delivery and development of our Family Service as at HMP Ashfield, 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 of 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 ensure prisoners, their children, families, and significant others have access to advice, guidance and 1-1 support to enable positive and supportive relationships to be maintained throughout the custodial sentence and prepare effectively for release and resettlement.

**MAIN TASKS**

**Activities**

* 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
* Carry out 1-1 assessments using The Outcome Star Assessment Tool
* Develop individual action plans to ensure need are met and outcomes achieved
* 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 prisoners’ sentence plans, release plans, Healthcare plans and other relevant prison processes.
* Provide support for those prisoners not receiving visits
* Maintain accurate case management information using POPS’ IT based CRM system.
* 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
* Support the planning and facilitation of Family Day visits in compliance with contractual requirement.
* Participate in training that is considered relevant to the post.
* To work flexibly, 5 days per week (daytime hours) over Monday – Sunday on a rota basis
* 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 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 | Essential  Essential  Essential  Essential  Essential  Essential  Essential  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  Excellent administration skills  Understanding of the needs of Prisoners’ families | Essential  Essential  Essential  Essential  Essential  Desirable |
| **WORK RELATED CIRCUMSTANCES** | Able to work on a shift/rota basis  ICT literate, able to use Microsoft office applications    Enhanced DBS and Prison vetting required.  Full driving license and access to a car | 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 |