**Job Description**

**Job Title:** **Visit Centre / Refreshment Worker**

**Duration: Permanent**

**Salary: £11.44 per hour**

**Hours: 14.25 hours per week**

**Location: HMP Hindley**

**PURPOSE OF THE POST**

Based primary in the visit centre at HMP Hindley. The post-holder will work as part of a team to provide practical and emotional advice and support to all visitors. The post holder will sell and serve a range of hot and cold snacks and drinks to prisoners and visitors attending weekly visit sessions, maintain cleanliness of the refreshment area and collate stock take and ordering.

## ACCOUNTABILITY

The Family Engagement Worker

### 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 .
* Flexible approach to the role, including working weekdays and weekends on a rota basis.
* Ensure age-appropriate play activities are available and supervised on all visit sessions and additional family day/ special visit events.
* Arrange and implement a programme of varied play activities, taking into account the needs and ages of the children visiting the prison.
* Ensure that all play activities are fully planned and set out before children access the play area.
* Plan and evaluate each day’s activities as well as setting up and packing away any equipment.
* Maintain hygiene of equipment through regular cleaning
* Comply with POPS and Prison Policy and Procedures, including Health & Safety and Safeguarding requirements
* Attend regular supervision sessions with your line manager.
* Participate in training, relevant to the post as required.
* Undertake other duties as requested by the Family Engagement Worker