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**Job Description**

**Job Title: Family Service Manager**

**Location: HMP Ashfield (Bristol)**

**Hours: 25 per week**

**Salary: £21,500.00 per year (Optional Pension Scheme 3%)**

**Responsible To: POPS’ Operations Manager**

**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 North West; Yorkshire & Leicester.

We have recently partnered with SERCO, who have been commissioned by HMPPS to operate 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 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**

The purpose of the post is to Manage POPS’ Family Services Contract at HMP Ashfield. To manage POPS’ staff team, ensuring the compliant delivery and development of POPS’ services and to work directly in partnership with the prison’s senior leadership team at HMP Ashfield, to implement and develop their Children and Families strategy.

**MAIN TASKS**

* Manage and develop POPS’ Family Service at HMP Ashfield
* Be the single point of contact (SPOC) for the establishment in respect of POPS’ family services at HMP Ashfield
* Ensure contractual KPI’s and POPS’ quality standards are met and maintained.
* Manage and develop POPS staff, based at the establishment.
* Produce staff rotas and arrange appropriate cover for staff absence e.g. annual leave and sickness absence
* Record and collate performance data and produce monthly and quarterly reports to meet the prison and POPS’ deadlines.
* Ensure POPS’ electronic case management system is maintained and updated by staff in accordance with the contractual requirements.
* Engage and maintain positive relationships with a range of agencies and stakeholders with the custodial environment and the community e.g. Probation staff, DWP to ensure support needs of prisoners and their families can be met
* Attend a range of meetings both within the establishment and externally to maintain robust delivery and development of POPS’ Family support service.
* Plan and facilitate regular family forum meetings at the establishment.
* Plan and ensure delivery of regular Family Day events as stipulated in POPS’ contract with HMP Ashfield
* Ensure POPS’ services adhere to and actively promote diversity and equality agendas within its policy statements and wider practice.
* Comply with POPS and SERCO policies and procedures.
* Work flexibly including weekends and bank holidays as and when required.
* 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** | **REQUIREMENT** |
| **EDUCATION AND QUALIFICATIONS** | GCSE Maths and English ( or equivalent) | **Essential** |
| **EXPERIENCE** | Experience of managing staff to ensure performance and quality standards are met.  .  Experience of planning and coordinating activities, tasks and staff time  Experience of working on a case management basis  Experience of managing contractual compliance and meeting KPI’s  Experience of working to meet designated deadlines.  Experience of collating data and producing reports  Experience of working with individuals with complex needs.  Experience of working a in partnership with multiple agencies  Experience of working within the Criminal Justice System. | **Essential**  **Essential**  **Essential**  **Essential**  **Essential**  **Essential**  **Essential**  **Essential**  **Desirable** |
| **SKILLS AND**  **ABILITIES** | Excellent literacy and numeracy skills.  Excellent communication and interpersonal skills  Fully competent in using all Microsoft Office applications, specifically Word, Excel, Outlook, PowerPoint.  Excellent organisational skills.  Ability to prioritise and meet deadlines.  Ability to work unsupervised and effectively as part of a team | **Essential**  **Essential**  **Essential**  **Essential**  **Essential**  **Essential** |
| **WORK RELATED**  **CIRCUMSTANCES** | Successful completion of enhanced DBS and full prison clearance required.  Demonstrate a commitment to promoting Diversity and uphold POPS’ ethos  Access to a car with a full driving licence. | **Essential**  **Essential**  **Desirable** |
| **PERSONAL**  **QUALITIES** | Methodical and accurate with a positive approach  Adaptable and able to respond positively within a fast-changing environment.  Willing to undertake training | **Essential**  **Essential**  **Essential** |