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**Job Description**

**Job Title: Visit Centre Support Worker**

**Location: HMP Thorn Cross**

**Salary: £11.44 Per hour**

**Responsible To: POPS Family Engagement Worker**

**Hours:** **20 Hours per week**

**PURPOSE OF THE POST**

Based primary in the visit centre at HMP Thorn Cross. The post-holder will work as part of a team to provide practical and emotional advice and support to all visitors. Working within the prison may be required on occasions

**MAIN 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.