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**Job Description**

**Job Title: Visit Centre Worker**

**Location: HMP Ashfield (Bristol)**

**Salary: £11.44 per hour**

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

**Hours: 21.5 Hours per Week (all day Friday, Saturday afternoon, all day on rota basis)**

**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 and 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**

Based primary in the prison visit centre, the focus of the role is to work as part of a team to create a welcoming environment, meet and greet visitors. The post holder will provide information, practical advice and guidance and emotional support to visitors where necessary.

**MAIN TASKS**

* Meet and greet all visitors to the establishment
* Ensure a friendly and welcoming environment for visitors.
* Provide practical and emotional support to visitors where required.
* 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.
* Update POPS’ in house case management system where required.
* Serve hot and cold drinks to visitors from the visit centre café 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 POPS’ Family Service Manager
* Flexible approach to the role, including working weekdays and weekends on a rota basis.

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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 above. | Essential |
| **EXPERIENCE** | Experience of using own initiative with limited supervision.  Experience of working in a team.  Experience of providing emotional and practical support for people with multiple and complex needs.  Experience of maintaining case management records  Experience of working in a prison or similar environment. | Essential  Essential  Essential  Desirable  Desirable |
| **SKILLS AND ABILITIES** | Ability to build and develop sustainable professional relationships with visitors  Ability to communicate clearly and effectively  Ability to prioritise workload  Excellent organisational skills.  Able to use Microsoft Word, Excel and Outlook email. | Essential  Essential  Essential  Essential  Essential |
| **WORK RELATED CIRCUMSTANCES** | Enhanced DBS and prison vetting/clearance required  Ability to work flexibly on a rota basis, including weekends and Bank Holidays | Essential  Essential |
| **PERSONAL QUALITIES** | Good listener, empathetic and non-judgmental.  Friendly and approachable.  Confident communicator.  Adaptable, flexible; willing to embrace change.  Compassionate and understanding. | Essential  Essential  Essential  Essential  Essential |