

Casual Worker: Support Worker, Addiewell Visitors' Centre

For almost 50 years, Cyrenians (a Scottish Charitable Incorporated Organisation (SCIO), registered charity number SC011052) has served those on the edge; working with the homeless and vulnerable to transform their lives.

Our Vision is an inclusive society in which we all have the opportunities to live valued and fulfilled lives. We work to make that vision a reality through our Mission to support people excluded from family, home, work or community on their life journey.

We aim to offer consistently excellent service across all locations and in all our activities. Our way of working is built on our four core values:

Compassion: We believe that everyone should have the chance to change, no matter how long that might take.

Respect: We believe in tolerance, acceptance, valuing diversity and treating each other as equals.

Integrity: We are committed to the highest quality of work, grounded in honesty, generosity, sincerity and professionalism.

Innovation: We are willing to take risks, challenge convention and be very creative in our search for new ways of working, in particular by taking account of the environmental impact of our decisions.

1 Tasks and Responsibilities

Our Visitor Centre is committed to supporting families affected by imprisonment. We do this by being a bridge between the family, prison and the community through the development of trusted and secure relationships.

The impact of imprisonment on families may include:

- Loss of income/money worries
- Stress from the media coverage
- Victimisation/bullying
- Changes to family relationships
- Struggling to keep in contact with your family
- Moving house or school

This post assists with the operation of the prison Visitors' Centre at HMP Addiewell, providing emotional and practical support and information to visitors both directly and through engagement with other services.

Main duties of this role are to:

- Assist in the day-to-day operation of the Visitors' Centre in cooperation with prison staff.
- Provide a welcoming environment and age-appropriate activities for children/young people.
- Engage positively with visitors to offer one-to-one and ongoing emotional support and information as required, and refer them to any additional support from appropriate services (e.g. prison, housing, health, welfare) as necessary.
- Support families to be involved in case conferences within the prison and discharge planning where possible.
- Maintain a database of relevant organisations, support given and referrals made.
- Identify appropriate services to provide information to and/or deliver support in the Visitors' Centre.
- Assist with the organisation and delivery of targeted information sessions and induction for visitors/families.
- With the Visitors' Centre Manager, develop and organise family-friendly events at the prison and Prison Visitors' Centre.
- Assist Visitors' Centre Manager in the support and supervision of volunteers.
- Ensure access to and maintain/keep up to date relevant information and publications for the Visitors' Centre.
- Facilitate research with and feedback from visitors.

General duties and responsibilities are to:

- Adhere to all Cyrenians organisational policies and to work within the aims and objectives of the charity.
- Assist in statistical monitoring and reporting of outcomes as required.
- Attend relevant and appropriate training courses.
- Attend and participate in staff meetings and in Cyrenians events as required.
- Assist with the development and maintenance of a database of relevant organisations in conjunction with Cyrenians staff.
- Seek support and help from the Visitors' Centre Manager when appropriate and necessary. Regular support and supervision sessions will be given, and the opportunity to debrief at other times will be paramount.
- Undertake any other reasonable duties as required.

2 Person Specification

Relevant qualification, e.g. health or social care	Desirable
Qualification in play-work	Desirable
Experience of working with disadvantaged or vulnerable groups	Essential
Experience in working with volunteers	Desirable
Good negotiation, communication and interpersonal skills	Essential
Some knowledge of the criminal justice system	Desirable
Ability to relate sensitively to the needs of prisoners' families	Essential
Ability to work with a wide variety of people at all levels	Essential

Ability to access support from external agencies	Desirable
Ability to work independently and as part of a team	Essential
Ability to prioritise/manage work load in a pressurised environment	Essential
Computer literate	Essential
Adaptable	Essential
Honest, punctual, reliable and trustworthy	Essential
Calm attitude	Essential
Non-judgemental	Essential
Able to maintain confidentiality	Essential
Willing to undertake relevant training	Essential

3 Casual Worker Conditions

<u>Employer:</u>	Cyrenians
<u>Accountability:</u>	Cyrenians Board of Trustees (via the Chief Executive of Cyrenians)
<u>Line Manager:</u>	Service Manager
<u>Liaison with:</u>	Addiewell Prison Visitors' Centre Staff
<u>Workplace:</u>	HMP Addiewell
<u>Basis:</u>	Casual worker - hours will be offered when required.
<u>Salary / Annual leave:</u>	£12.70 per hour – this is an hourly rate of £10.99, plus an additional payment of £1.71 per hour to reflect any entitlement to annual leave.
<u>Pension:</u>	Auto-enrolment, where eligible, into Qualifying Workplace Pension Scheme (QWPS) which is a Group Stakeholder Pension Scheme – current contributions being 1% employee and 1% employer. Option of enhanced Employer contributions to the same QWPS of 6% initially, rising to 9% after 2 years and 12% after 5 years (subject to employee contributions of 6%)
<u>Disclosure:</u>	PVG scheme membership required

4 Application deadline and Interview dates

<u>Closing date:</u>	Applications will be reviewed on receipt
<u>Interview date:</u>	TBC
<u>Stage 2 date:</u>	TBC

Please refer to the Recruitment Information leaflet for further information on completing and submitting your application form.