

## Job Description

# Visitor Centre Key Worker Addiewell Prison Visitors' Centre

For over 50 years, Cyrenians (a Scottish Charitable Incorporated Organisation (SCIO), registered charity number SC011052) has tackled the causes and consequences of homelessness. We understand that there are many routes into homelessness, and that there is no 'one size fits all' approach to supporting people towards more positive and stable futures. That's why all our work is values-led and relationships-based.

We meet people where they are, and support them towards where they want to be.

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.

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## 1 General

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Since 2017 Cyrenians has been running the Visitors' Centre at HMP Addiewell, we are committed to supporting families affected by imprisonment. Our centre is open during prison visiting times and staffed by paid staff and volunteers. At present we are operating a remote support service but hope to return to face-to-face work soon.

Both Cyrenians and the prison recognise the vital importance of maintaining and supporting positive family relationships. We know that children and families can be hugely motivating factors for prisoners and can strongly influence positive behavioural change and improve offender outcomes. We also understand that prison visits can be very stressful for visitors who are likely to be facing their own emotional, financial and practical difficulties as a result of their family member's imprisonment.

Visitor Centre staff are committed to working with families, community and voluntary sector partners in order to maintain meaningful contact between prisoners and their families throughout the period of imprisonment.

We provide advice and information about the prison and how it works. We offer a safe space, a listening ear, and activities for children. We also engage in health promotion activities and work in partnership with NHS Lothian.

We work closely with other community organisations in West Lothian and Lanarkshire

We run a Visitor Forum every 6 –8 weeks, which gives visitors a chance to give feedback and tell prison staff about their visiting experience, which will hopefully improve the experience for everyone else.

The keyworker role is an integral part of the service and supports a larger team.

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## **2 Tasks and Responsibilities**

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### **Key tasks, duties & responsibilities – Prison visitors' centre**

- Assist in the day-to-day operation of the Visitors' Centre in conjunction with the staff team.
- 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 the Prison Family Support Team and/or 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.
- Be able to support a first-time visitor and 'walk through' the prison process.
- Be able to support families emotionally in a trauma-informed way.
- Ensure access to and maintain relevant information and publications for the Visitors' Centre.
- Assist with the organisation and delivery of targeted information sessions and induction for visitors/families.
- Facilitate research with, and feedback, from visitors.
- Maintain appropriate outcome monitoring and reporting systems
- Seek support from the Visitors' Centre Manager or Senior Key Worker when appropriate and necessary. Regular development sessions will be offered, and the opportunity to debrief at other times will be paramount
- Assist visitors who attend for virtual visits and guide them through the process.
- Feedback any emerging needs of visitors to Service Manager.
- Support visitors through the complaints process.

- To be able to support children’s worker staff during weekly family bonding visits using play.
- Offer support to families with play and wellbeing ideas.

### **Key tasks, duties & responsibilities – General**

- Adhere to all Cyrenians’ organisational policies and to work within the aims and objectives of the charity.
- Attend relevant and appropriate training courses.
- Attend and participate in staff meetings and wider Cyrenians’ events.

All staff are expected to undertake any other reasonable duties as required. Additional duties will be to cover unforeseen circumstances/changes in work and will usually be compatible with regular type of work. If an additional task or responsibility becomes a regular/frequent part of the job, it will be included in the job description in consultation with the post holder.

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## **3 Person Specification**

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### **Skills, knowledge and experience**

At least 2 years’ experience of working with disadvantaged or marginalised groups	Essential
Experience of working with volunteers	Desirable
Excellent negotiation, communication and interpersonal skills	Essential
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
Experience of accessing support from a wide range of external agencies	Essential
Ability to work independently and as part of a team	Essential
Ability to prioritise/manage work load in a pressurised environment	Essential
Experience of outcome monitoring and reporting	Desirable
Excellent IT skills	Essential
Knowledge and understanding of the issues families and children may face when a family member is imprisoned	Desirable
Experience of working with a range of age groups	Essential

### **Training and Qualifications**

HNC Health & Social Care Qualification or equivalent experience.	Desirable
Trauma Informed Training	Desirable
Current driving licence	Desirable
Safeguarding qualification or training	Desirable

Child play, learning and development qualification or equivalent experience or working towards	Desirable
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### Values and attributes

Adaptable	Essential
Honest, punctual, reliable and trustworthy	Essential
Positive thinker and creative problem solver	Essential
Calm and able to respond quickly to emerging situations	Essential
Patient and respectful of all people, whatever their background or presenting behaviour	Essential
Ability to maintain high standards of confidentiality	Essential

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## 4 Terms & Conditions

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<u>Employer:</u>	Cyrenians
<u>Accountability:</u>	Cyrenians Board of Trustees (via the Chief Executive of Cyrenians)
<u>Line Manager:</u>	Addiewell Visitors' Senior Keyworker
<u>Liaison with:</u>	Service Manager
<u>Workplace:</u>	HMP Addiewell
<u>Working Hours:</u>	This post includes evening and weekend work: 17 hours per week to be worked over 3 days: Tuesday and Friday 1pm – 8.30pm and Sunday 9.30 – 12.30. There may also be the opportunity to do occasional additional hours for staff cover.
<u>Annual Leave</u>	25 days plus 10 public holidays (pro rata)
<u>Salary:</u>	£22,622 - £25,295 per annum pro rata (scale points 20 to 24). This equates to £12,048 per annum for a 17 hour week at scale point 20.
<u>Pension:</u>	Auto-enrolment into Qualifying Workplace Pension Scheme (QWPS) which is a Group Stakeholder Pension Scheme – current contributions being 5% employee and 3% 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
<u>Duration:</u>	Initially funded to 30 <sup>th</sup> October 2023, dependant on continuation of funding.

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## 5 Application deadline and Interview dates

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<u>Closing date:</u>	Monday 26th September 2022
<u>Interview date:</u>	Monday 3 <sup>rd</sup> October 2022
<u>Stage 2 date:</u>	TBC

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