

## Job Description

# Support Worker

## Addiewell Prison Visitors' Centre

(Maternity cover for 1 year)

For 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.

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## 1 General

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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.

The Visitors' Centre is committed to supporting families affected by imprisonment. We are open during prison visiting times and are manned by paid staff and volunteers.

The prison recognises that children and families are hugely motivating factors for prisoners who can influence behavioural change. We also understand that prison visits can be very stressful for visitors who are also likely to be facing 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 also work in partnership with Motherwell Citizen Advice Bureau (CAB) if families require further advice and support about debt, housing, improving the management of their finances. 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 tell prison staff about their visiting experience, which will hopefully improve the experience for everyone else.

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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 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 the 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.
- 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.
- Ensure access to and maintain/keep up to date relevant information and publications for the Visitors' Centre.
- Facilitate research with and feedback from visitors.

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

- 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 development sessions will be given, and the opportunity to debrief at other times will be paramount.

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**

Experience of working with disadvantaged or vulnerable groups	Essential
Experience of working with volunteers	Desirable
Good 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
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
Excellent IT skills	Essential
Current driving licence	Desirable

#### **Training and Qualifications**

Relevant qualification, e.g. health or social care	Desirable
Qualification in play-work	Desirable

#### **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
Able to cope with stress and be supportive of colleagues	Essential
Willing to undertake relevant training	Essential
Ability to work within Charity's systems and ethos	Essential
Able to maintain 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' Centre Manager
<u>Liaison with:</u>	Head of Service
<u>Workplace:</u>	HMP Addiewell
<u>Working Hours:</u>	16 hours per week to be worked on a set rota basis that include evenings and weekends. (Tuesday 4.00 – 8.30pm, Wednesday 3.30pm – 8.30pm, Saturday 9.30am – 4.30pm)
<u>Annual Leave</u>	25 days plus 10 public holidays (pro rata)
<u>Salary:</u>	Scale points 20 to 24: £21,214 - £23,721 per annum pro rata. This equates to a pro-rata salary of £9,174 for a 16 hour week at SCP20.
<u>Pension:</u>	Auto-enrolment into Qualifying Workplace Pension Scheme (QWPS) which is a Group Stakeholder Pension Scheme – current contributions being 3% employee and 2% employer, increasing to 5% employee and 3% employer on 01 April 2019. 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>	Fixed term maternity cover for 1 year

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## 6 Application deadline and Interview dates

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<u>Closing date:</u>	12 noon on Wednesday 17 <sup>th</sup> April 2019
<u>Interview date:</u>	Friday 26 <sup>th</sup> April
<u>Stage 2 date:</u>	to be confirmed

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