

# LINCOLNSHIRE ACTION TRUST

**Post:** Visit Support Officer  
**Responsible To:** Senior Children and Families Practitioner

## **JOB PURPOSE**

- To assist in the provision of interventions, support and advice for children and families of prisoners accessing identified provision;
- To contribute to the smooth running of visits sessions
- To contribute to ensuring that project targets are met;

## **KEY TASKS**

- To assist with reception and booking facilities for visits
- To act as the first point of contact for family and friends visiting the prison, responding sensitively to requests made by service users and assisting them to follow the correct prison procedures.
- To deliver planned interventions/play activities with children, families and offenders in the prison to achieve identified outcomes for children, young people and families.
- To liaise with prison staff to ensure smooth running of daily visits, ensuring all aspects of provision are covered.
- To provide support and information to visitors face to face and via telephone, 'signposting' where appropriate
- To attend prison inductions to promote LAT services
- To assist with providing refreshments to visitors
- To contribute to ensuring adult and child safeguarding procedures are proactively adopted across all interventions;
- To assist in providing independent advice / guidance to family members accessing provision, formulating an agreed action plan to appropriate quality standards;
- To assist with determining the range of support required, co-ordinating access to and / or delivering interventions and regularly review progress;
- To support delivery of relevant courses to prisoners / families, assisting with development of such provision as required;
- To refer clients to internal / external provision as appropriate, providing necessary support;
- To ensure all work undertaken is within a risk management framework;
- To challenge inappropriate attitudes and behaviour;
- To assist with maintaining and updating resources and equipment periodically;
- To comply with relevant policies and procedures in relation to partner agencies and Lincolnshire Action Trust;
- To maintain and update computer and paper records to ensure information is accurate and up-to-date;
- To take an active role in implementing agreed quality assurance activities;
- To undertake any other duties which may reasonably be expected of this post;

## **PERSON SPECIFICATION**

### **ESSENTIAL REQUIREMENTS**

#### **Experience**

- Experience of working with children
- Customer service experience

#### **Proven Skills / Attributes**

- Ability to engage with children of different ages;
- Ability to work in a motivational and engaging manner;
- Tenacious, yet empathetic approach;
- Excellent communication skills, both oral and written;
- Ability to work as part of a team and a commitment to collaborative working;
- Empathetic approach;
- Good awareness of appropriate boundaries;
- Good IT skills;
- Methodical approach to working;
- Excellent co-ordination and negotiation skills;
- Proven networking skills;
- The ability to plan, meet objectives and deadlines and make informed decisions and problem solve within a changing environment;
- Willingness to undertake ongoing staff development;
- Personal and active commitment to equal opportunities

### **DESIRABLE REQUIREMENTS**

- Experience of working with clients with multiple needs
- Knowledge of the criminal justice system and relevant legislation