

Lincolnshire Action Trust

Visitors Centre Volunteer

General overview of role:

Visitors' centres exist to meet the needs of adults and children visiting relatives or friends in prison / at an IRC. Prison Service Guidelines state that they aim to offer "a safe, pleasant environment where all visitors are met with dignity and respect, provided with the facilities they need and offered information, support and the opportunity to discuss the difficulties they may face in confidence" and this statement is reflective of the visitors' centres that Lincolnshire Action Trust runs.

Volunteers in this role will offer a warm welcome to all visitors arriving for a domestic visit and assist in registering visitors who arrive. They will also provide refreshments and offer emotional support and information to the families who are waiting for a visit.

Role description:

Main tasks will include:

- Welcome visitors and register and log each visitors as they arrive
- Assist staff with booking visitors in
- To offer any information and support as necessary to the families of prisoners / detainees
- To explain to new visitors the visiting process
- To serve refreshments
- To tidy the centre at the end of visiting time

Skills required:

- Welcoming and friendly outlook
- Non judgemental attitude
- Ability to work as part of a team
- An understanding of confidentiality
- Sensitive to the needs of visitors
- Basic numeracy and literacy

Locations:

HMP Humber near Brough

HMP Lincoln

HMP North Sea Camp (near Boston)

HMP Stocken (near Oakham)

Morton Hall Immigration Removal Centre

Expenses: Public transport costs or mileage up to 20 mile radius at 45p per mile.

Training and support:

- Initial project induction and training
- Level 1 Safeguarding training available
- Volunteer meetings are held at regular intervals throughout the year
- LAT offers a training day for all volunteers annually
- Volunteers are eligible to attend some prison organised training

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Commitment

LAT asks volunteers to:

- commit to the project and its purpose and give notice of absence as soon as possible
- be available for a minimum of one session / 4 hours per month
- undertake an induction programme
- agree to an Enhanced DBS check and prison clearance (this will require a form of photo ID)

Volunteers can expect

- Support from members of staff
- Training opportunities
- Invitation to volunteer meetings
- Recognition of their work

To apply: Please download an application form from the 'Getting Involved' page of our website or contact: volunteering@LATcharity.org.uk , or ring us on 01522 806611