

Visits Support Officer – Children & Families Service - Lincolnshire Action Trust

Saturday & Sunday Working

Permanent Role

HMP Morton Hall – work at other local prisons e.g. HMP Lincoln may occasionally be required

Do you have a customer service background? Do you embrace your own learning and development?

At Lincolnshire Action Trust we are all proud to demonstrate our 5 core values:

Achievement – Empowerment - Inspiration – Quality – Respect

If you believe in our five core values and their everyday application and enjoy learning and developing yourself then read on.

You are able to show.....

- your ability to engage and build rapport with all people
- your ability to deal effectively with conflict
- your ability to work alongside others productively in an often busy environment
- an organised and methodical approach to your work
- an ability to record data electronically
- the right to work in the UK (you must be able to demonstrate this)

Due to the location of the role applicants must be 18 years of age or over.

Safeguarding, health and safety and confidentiality are important to us and we would like to believe that they are just as important to you. We will expect all candidates to demonstrate knowledge in these areas.

Our benefits.....

- a competitive salary (full time salary £17,340 for those working towards a relevant NVQ Level 3 or equivalent qualification)
- a 6% employer pension contribution
- a minimum of 33 days annual leave per year (pro rata part time) including statutory holidays, increasing to by one day per full year of service to a maximum of 38 days
- access to a non-contributory cash back health scheme and well-being service
- a salary sacrifice scheme for childcare vouchers
- excellent ongoing training and development – you will be expected to undertake mandatory qualifications (dependant on your current qualification level).

We have a number of hours to cover on a Saturday and Sunday rota and may require cover at HMP Lincoln.

The post will be subject to an enhanced DBS with adult and child barred list check and prison security clearances. Satisfactory references will also be required.

Our clients are central to everything that we do.....

Lincolnshire Action Trust (LAT) is a registered charity that works with individuals who are in contact with the criminal justice system across Lincolnshire and surrounding areas. The main focus of our work is resettlement and rehabilitation including employability, accommodation, finance and debt and work with children and families.

Over 20,000 clients access our services each year and volunteers are a valuable element of LAT's support for individuals involved in the criminal justice system.

Over 125,000 children in England and Wales have a parent in prison and these children will experience a range of emotions, fears and concerns which will have an impact on their schooling, family relationships, health and general wellbeing. The purpose of our family support provision is to develop a range of services for the families of prisoners to encourage increased contact, facilitate visits, mediate for the children, provide signposting support to mothers and carers, and to deliver parenting skills courses. This is achieved through a variety of elements including developing play activities for the children to participate in during visits; acting as a point of contact before and after visits; 1-1 case management, liaising and negotiating with Prison and Probation staff, Children's Services, internal and external agencies, schools etc.

The role.....

The Visits Support Officer will act as the first point of contact for visitors, welcome them and book them into the visits centre. You will deal with telephone calls from visitors and respond to any requests they make including signposting them to other agencies/organisations where necessary. Working with prison staff you will ensure visits run smoothly, arrange transport/taxis where required and maintain accurate records. You will adopt an objective but sensitive and professional approach to any conflict management as a result of high levels of emotion.

Still interested?

We would love to hear from you.

Please submit your CV and account for any gaps in your employment history.

Applications must arrive with us no later than 9am on Monday 31st January 2022. If we have sufficient applications beforehand we reserve the right to close the opportunity earlier.

No agencies please.