

LINCOLNSHIRE ACTION TRUST

Post: Family Support Worker
Team: Children and Families
Responsible To: Family Engagement Manager
Location: Identified prison/s

JOB PURPOSE

- To assist in the provision of interventions, support and advice for children and families of prisoners visiting identified prisons ;
- 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-in of visitors
- To act as the first point of contact for family and friends visiting the prison, responding sensitively to requests made by visitors and assisting them to follow the correct prison procedures.
- To offer an induction to all new visitors prior to their first visit, providing information and answering any questions
- To engage with prisoners and families, including children, during each visit session
- To plan and deliver a short activity session for children to participate in during each visit session .
- 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 assist with providing refreshments to visitors
- To contribute to ensuring adult and child safeguarding procedures are proactively adopted across all interventions;
- To ensure the visits centre and visits hall are welcoming, safe and child-friendly environments;
- Produce and update 'New Visitor' information pack and ensure this is available in printed copy and electronically;
- To support planning and delivery of regular family days
- 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 cleaning, maintaining and updating toys, resources and equipment;
- To contribute to awareness raising about family engagement services;
- 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

Knowledge Skills and Experience

Experience of working with children of all ages	E	A/I
Experience of a customer service environment	E	A/I
A working knowledge of 'Every Child Matters'	E	A/I
Working knowledge of safeguarding approaches including 'early help'	E	A/I
Experience of working with individuals with multiple needs	D	A/I
Ability to work in a motivational way	D	A/I

Personal Attributes

Organisational Skills	E	I
Self Motivated and able to motivate others	E	I
Excellent oral and written skills when dealing with people at all levels	E	I
Able to develop and maintain positive relationships	E	A/I
Proven networking skills	E	A/I
Able to work independently and as part of a team	E	A/I
Willingness to update own skills and knowledge through training and development opportunities	E	A
Flexibility of being employed by one organisation but working within a second.	E	A/I
Ability to engage with children of different ages	E	A/I
Empathetic approach	E	A/I
Good awareness of appropriate boundaries	E	A/I
Good IT skills	E	A
Excellent co-ordination and negotiation skills	E	A/I
Ability to plan, meet objectives and deadlines and make informed decisions and problem solve within a changing environment	E	A/I
Personal and active commitment to equal opportunities	E	A/I
Ability to recognise the constraints of working within a prison regime and providing services to prisoners and their families	E	A/I

Qualifications

Relevant qualifications (e.g., NVQ 2 Childcare) or willingness to work towards an appropriate qualification	E	A/I
Driving Licence and access to vehicle / ability to travel throughout area	E	A

Criteria Requirement:

E – Essential Criteria
D – Desirable Criteria

Criteria Measure

A – Application
I – Interview
T – Test