**Volunteer Visits and Café Assistant**HMP Lincoln

**Lincolnshire Action Trust:**

Lincolnshire Action Trust was established in 2000 and works with a variety of agencies within the criminal justice system to reduce re-offending, by working with people with convictions to address some of the issues and challenges which have resulted in their sentence.

The charity offers a range of training opportunities and employment support to prepare people for their release. Additional key services are also offered to their families and dependants, both during their time in prison and following their release.

**General Overview**

Ted’s To Go is a small scale café which is available for visitors as they are arriving and booking into their domestic and family visits. There is also Ted’s Place café within the visits hall of HMP Lincoln, throughout the duration of the visit refreshments such as hot and cold drinks, crisps, chocolates and fruit are served to both the prisoners and their families to provide a sense of normality throughout the visit. Visits are a vital part of ensuring family connections remain strong, a volunteer would be at the centre of that aiding in family engagement.

A volunteer would be required to help maintain the service and cleanliness of the café alongside the Café Supervisor, as well as engaging with both prisoners and families to provide customer service, and advice and guidance where necessary.

**Main tasks will include:**

* Welcoming and talking to visitors as they arrive and throughout the visit
* Providing information and support as necessary to the families of prisoners
* Respect LAT confidentiality and safeguarding policies whilst acting courteously at all times
* Provide refreshments in a timely manner that account for dietary and cultural needs of customers using the facilities
* Support the smooth and efficient operation of the refreshment service
* Maintain a high level of cleanliness in all operational areas

**Requirements**

* Due to prison working, volunteers must be over 18.
* DBS including Children Barred List.
* Level 1 Prison Clearance (Vetting).

**Timings and Availability**3/4 hour shifts across various days.   
Tuesday/Thursday/Saturday/Sunday 12:30-16:30   
Saturday/Sunday 08:30-13:00.   
Hours can be negotiated around your needs if required.

**Skills Required**

No experience required, training will be provided both before starting, and on the job.

* Welcoming and friendly attitude
* Ability to work confidently as part of a team
* Well organised and an attention to detail
* Punctual and reliable team member

**Expenses**

All out of pocket expenses are provided back to you, including public transport and mileage costs at 45p per mile.

**Training and Support**

* Initial project induction and training, including safeguarding and an overview of the criminal justice system
* LAT offers a range of training and recognition day for all volunteers annually
* Volunteers may be eligible to attend some prison organised training

**Commitment**

* Commitment to the project and it’s purpose, including clients
* Give notice of absence as soon as possible
* Be available for a minimum of two sessions per month
* Undertake all requirements

**Volunteers can Expect:**

* Regular support and supervision from the learning and development officer, and supervising staff member
* Training and progression opportunities
* A clear and understandable volunteer policy
* Invitation to volunteer meetings and annual events
* Recognition of their work

**Recruitment Process**

* Complete and return the application form via post or email
* Applicants will be invited to attend an informal interview with the learning and development officer and/or the senior practitioner
* If both parties wish to continue the application process references will be sought
* The applicant will then be invited to a volunteer training session relevant to the role they have applied for
* After training, the applicant will meet with the volunteer coordinator and/or senior practitioner after training to discuss next steps and the DBS form will be sent