

**Job Description:**

**Family Support Worker**

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| Function: | Justice |
| Position: | Family Support Worker |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager  (N+1 Job title and name): | Perinatal Services & Mother and Baby Unit Manager |
| Additional reporting line to: |  |
| Position location: | HMP Peterborough |
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| 1. Purpose of the Job – State concisely the aim of the job. | |
| * To provide a link between prisoners and their families/significant others to ensure relationships are maintained during custody and beyond. * To work alongside the Family Matters team and Mother and Baby Unit to provide a rapid response to provide support, offer advice and signpost. * To ensure all children associated HMP Peterborough are safeguarded at all times. | |

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| 5. 2. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To provide a rapid response to provide high quality support, offer advice and signpost prisoners and families. * To offer safeguarding protection to all children that may be associated with HMP Peterborough. * Establish good relationships and lines of communication with all functions within the prison including Visits, Mother and Baby Unit, Security, Offender Management, Safer Custody, Chaplaincy etc. * Provide face-to-face support to prisoners and visitors. * Make appropriate referrals and communicate effectively with external stakeholders, including social services and probation, as required. * Organise and facilitate contact visits and contribute to both internal and external meetings, including child protection. * Assist in the identification of potential risks to children and escalate as required. * Assist in daily, weekly and monthly collation of data. * Oversee and monitor the work of the peer support workers. * As well as 1to1 contact with prisoners, assist in the delivery of other activities including mums clubs and dads clubs and family days. * Undergo training as deemed appropriate for the role, including safeguarding children. |

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| 2. 3. Context and main issues – Describe the most difficult types of problems the jobholder must face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Maintain relationships with internal and external partners and keep prisoners informed. * Work in partnership with the Family Matters team, Mother and Baby Unit, Visits and other areas within the prison to maintain public protection and safeguarding responsibilities. * Deliver difficult messages to vulnerable people and provide support as needed. * Facilitate contact visits, including final contact visits, and provide wrap around support. |

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| 4. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * Assit the prison in fulfilling its responsibilities in reducing the risk of reoffending and help maintain public safety. * Assist in the delivery of function responsibilities, standards and contractual targets. * Support and maintain records of assistance provided. * Knowledge of the Family and Significant Others Strategy. * Knowledge of safeguarding children, public protection and data protection. |

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| 6. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position. |
| * Good interpersonal skills. * Good IT skills. * Good organisational skills. * Good teamwork ethic. |

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| 2. 7. Organization chart – Indicate schematically the position of the job within the organization. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
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**Levels**

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Received:

Date:       Date:

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Job holder Immediate Manager