

Job Description: Prison Custody Officer



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| Function: | Operational |
| Position: | Prison Custody Officer |
| Job holder: | |
| Date (in job since): | |
| Immediate manager (N+1 Job title and name): | Senior Prison Custody Officer |
| Additional reporting line to: | Unit Manager |
| Position location: | HMP Northumberland |

1. Purpose of the Job – State concisely the aim of the job.

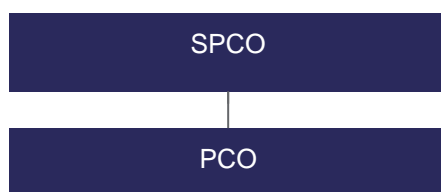
- To maintain a safe and secure environment for staff, visitors and prisoners where everyone is treated with decency, dignity and respect. Create, maintain, and promote an environment which encourages offenders to identify and address their offending behaviour. Carry out your role as a Prison Custody Officer whilst balancing authority, compassion and empathy to effect rehabilitation.
- The role of a PCO is fundamental in changing people's lives for the better. You will provide and maintain a safe environment and encourage all offenders to participate in resettlement work, including attending work and education within the prison, in order to reduce the risk to others or themselves when they are released.

2. Dimensions – Point out the main figures / indicators to give some insight on the "volumes" managed by the position and/or the activity of the Department.

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| Revenue FY13: | €tbc | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| | | EBIT margin: | tbc | | | Outsourcing growth rate: | n/a | HR in Region | tbc |
| | | Net income growth: | tbc | | | | | | |
| | | Cash conversion: | tbc | | | | | | |

HMP XXXXXXXXXXXX is a XXXXXXXXXXXXXXXX prison holding XXXXXXXXXXXXX male/female prisoners serving a range of sentences for various offences.

3. Organisation chart – Indicate schematically the position of the job within the organisation. 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.



4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- No two days are the same, your standard duties may include; building and maintaining relationships with employees and prisoners, ensuring prisoners have access to purposeful activities and carrying out internal or external escorts of prisoners and hospital bed watches as required.
- You must also understand that prisons hold offenders with a wide range of personal experiences and problems. This means that you are likely to work with offenders who have experience of drug and alcohol abuse, anger management problems, mental health problems, domestic violence and abuse, people who harm themselves and those that have the potential to harm others. You will receive training to help understand these experiences more fully, but this means you are likely to experience confrontation and challenge within your daily duties and need to be confident to be able to deal effectively with these situations.
- Deal with prisoners' requests and complaints in an honest, timely and appropriate manner in accordance with national and local policies.
- To be competent in using approved techniques of control and restraint, and only when appropriate.

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Maintain the effective supervision and control of prisoners, ensuring that all prisoners can be accounted for, at any time. This will involve unlocking and locking prisoners, supervising prisoner movements around the establishment and conducting roll counts at specified times throughout the day.
- Establish and maintain professional and appropriate relationships with prisoners by being a positive role model and an effective Key Worker to nominated prisoners, this may involve playing an active role in the custody / sentence management arrangements for your case load.
- Your role as a Keyworker will:
 - Help prisoners to settle, feel safe and calm
 - Identify and resolve prisoner issues and concerns
 - Actively engage in a prisoners' rehabilitation and motivation
 - Encourage prisoners to be responsible and show respectful behaviour to others
 - Reflect on progress throughout the prisoners' sentence
 - Provide feedback about prisoners' concerns and issues with the Keywork Managers, Prison Offender Manager (POM) or Community Offender Manager (COM)
 - Work with prisoners to co-develop their **Personal Progression Plan** which details the planned activities for their custodial period
 - Reflect on and develop own Keywork practice including supervision and learning opportunities
 - Document the meetings with the prisoner on auditable prison IT systems as directed
 - Will need to have regular communication POMs and COMS in the OMU
 - Reflect on and develop own practice skills acquire as part of the Five Minute Intervention training when engaging with prisoners
 - To consult with the Keywork Managers or POMs when dealing with complex prisoners to achieve the ethos of Keywork services.
- Comply with the required security procedures in accordance with the National Security Framework and Local Security Strategy
- Complete objective, factual and concise reports on prisoners as required
- Respond to a variety of incidents involving prisoners where the use of force may be necessary, using approved techniques, when appropriate.
- Know and understand the local contingency plans.
- Ensure the establishment Core Day is adhered to
- Adhere to all relevant Prison Service Instructions and report any breaches
- Reporting any important information or intelligence to the Security Department.

- Comply with audit requirements
- Take an active part in rehabilitation programmes, including workshops, assessing and advising prisoners ;
- Work in accordance with all Sodexo policies and procedures.
- Complete any other reasonable request or task deemed necessary by management to maintain the efficient operations of the Prison.

6. 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.

- Continuously identify hazards, assess risk and take action to eliminate or reduce risk
- Follow all processes and procedures to ensure we run a secure prison that protects the public and maintain a safe and decent environment for staff, visitors and prisoners
- Ensure prisoners are cared for with decency and humanity, so as to prevent the number of incidents of violence, suicide and self-harm
- Ensure prisoners are provided with a range of opportunities to reduce re-offending and change their lives for the better
- Adopt a Zero Harm Mindset by reporting all near misses and accidents

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- High level of inter personal skills including assertiveness and self-motivation
- Good level of numeracy and literacy
- Demonstrable experience in an environment where attention to detail is essential
- The ability to challenge inappropriate behaviour
- Ability to perform tasks alone or in a team to a high standard without constant supervision
- Proactive, systematic approach to tasks
- Excellent communication and people skills;
- The ability to work well in a team and under pressure
- Good listener and sensitive whilst maintaining professionalism
- Reliable and Punctual and understands the importance of setting standards

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

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| ▪ Customer Focus | ▪ Collaborates |
| ▪ Being Resilient | ▪ Ensures Accountability |
| ▪ Communicates Effectively | ▪ Persuades |
| ▪ Courage | ▪ Manages Ambiguity |

9. Management Approval – To be completed by document owner

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| Version | 1 | Date | September 2022 |
| Document Owner | Richard Wade | | |

10. Specialist PCO Roles

Job/Task Variations – Some PCO Roles have other requirements, in addition to the above:

PCO – Residential

- Contribute to the delivery of the relevant elements of the establishment Contract, including agreed performance measures for the residential function
- Undertake Keywork duties, as required, with a special focus on contributing towards reduced re-offending
- Work according to and respond to all contingency plans required for the maintenance of security and control at the establishment
- Monitor vulnerable prisoners appropriately

PCO – Drug & Alcohol Recovery Unit

- Provide services to prisoners with problems related to drug use
- Provide assessment to drug users in the establishment
- Develop Care Plans for clients, where appropriate
- Undertake Keywork duties, as required, with a special focus on contributing towards reduced re-offending
- Link clients directly with appropriate treatment based interventions either in prison or in the community
- To have excellent working relationships with departments internally and agencies externally

PCO - Separation and Care

- Ensure that all incidents occurring during the course of duty are reported and are dealt with in an effective and timely manner
- Undertake any duties as required in the role of Adjudication Liaison Officer
- Undertake Keywork duties, as required, with a special focus on contributing towards reduced re-offending.
- Ensure compliance with the Local Security Strategy

PCO – Operations/Reception/Visits

- Operate and monitor security and supervision systems within the prison
- Work according to and respond to all contingency plans required for the maintenance of security and control at the establishment.
- Initiate the process of prisoners induction by committing prisoners through reception
- Meet the needs of first night prisoners
- Ensure the smooth running of domestic and legal visits
- Support the effective running of Video Courts where applicable

PCO – Gym

- Provide qualified supervision for all sports activities.
- Maintain knowledge of, and adhere to, all relevant policies and procedures
- Teach and coach prisoners' basic and advanced skills in the core sports provided in the prison
- Maintain equipment and stores in the department and report any losses or damages
- Report all accidents in the appropriate logs.
- Ensure those prisoners who wish to use the multi-gym facilities have attended a full induction programme by qualified staff and the appropriate form signed.
- Supervise prisoner training sessions.
- Ensure Health & Safety is adhered to.
- Complete all prisoner and staff inductions.
- Teach various Gym & Fitness related Qualifications to prisoners.
- Carry out security and tool checks as per the Local Operating Procedure
- Must be level 2 Fitness Instructor Qualified.
- A PTTLS and First Aid qualification is desirable.

PCO – Offender Supervisors or Prison Offender Manager (POM)

- Assess, review, support, signpost and manage caseloads of offenders.
- As part of your Role within the OMU, you will undertake the training to become a Prison Offender Manager (POM) in line with the Offender Management in Custody (OMiC) model.
- As part of the OMiC model, provide the support and guidance to Keyworkers in your role as a POM.
- As a trained POM, engage with all Community Offender Managers (COMs) as and when required too.
- Interview offenders, gathering factual information by liaising with internal and external agencies, formulating an assessment and completing sentence plans.
- Formulate goals and targets for offenders to reduce risks in a sequenced, prioritised and coordinated approach.
- Ensure all prisoners subject to Public Protection procedures such as Safeguarding Children and Harassment are correctly identified and procedures followed in accordance with published guidance.
- Oversee the mandatory recording and processes of prisoners subject to orders including but not limited to Disqualification Orders and the Sexual Offenders Register.
- Ensure OASys reports are completed and interventions are prioritised and reviewed according to risk.
- Communicate both written and verbally with internal and external agencies.
- Complete and follow up on referrals to relevant agencies.
- Review offenders following any significant change in circumstances.
- Deliver against performance targets and meet all deadlines set.
- Be part of a multi-tasked team to provide a service to the prison and company as a whole.
- If operational, carry out the duties of a PCO if required and as tasked by line management.