

# Job Description: Prison Custody Officer (PCO)



Function:	Operations
Position: Prison Custody Officer (PCO)	
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Senior Prison Custody Officer/Team Leader (SPCO)
Additional reporting line to:	
Position location:	HMP Lowdham Grange

## 1. Purpose 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 prisoners to identify and address their offending behaviour. Use a wide range of experiences, judgements, influencing techniques and tools to be able to make informed decision making to allow prisoners to be safe and secure. Carry out the role whilst balancing authority, compassion and empathy and to motivate prisoners to do what is best for them within the working prison agenda.

## 2. Dimensions

Revenue FY15:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	n/a
		EBIT margin:	tbc						
		Net income growth:	tbc			Outsourcing growth rate:	n/a	HR in Region	n/a
		Cash conversion:	tbc						
Characteristics		<ul style="list-style-type: none"><li>▪ PCO Badged</li><li>▪ High level of inter personal skills including assertiveness and self-motivation</li><li>▪ Committed to promoting and enhancing the Keywork services</li><li>▪ Good level of numeracy and literacy</li><li>▪ Demonstrable experience in an environment where attention to detail is essential</li><li>▪ The ability to challenge inappropriate behaviour</li><li>▪ Ability to perform tasks alone or in a team to a high standard without constant supervision</li><li>▪ Proactive, systematic approach to tasks</li><li>▪ Excellent communication and people skills</li><li>▪ The ability to work well in a team and under pressure</li><li>▪ Good listener and sensitive whilst maintaining professionalism</li><li>▪ Reliable and punctual and understands the importance of setting standard.</li></ul>							

## 3. Organisation chart



#### 4. Context and main issues

- Contribute to an effective and high performing prison by actively promoting: i. Anti-bullying procedures ii. Resident Incentive and Earned Privileges Scheme iii. Suicide and Self-Harm prevention procedures iv. Violence Reduction Strategy v. Drugs Strategy vi. Health & Safety
- Deal with residents' requests and complaints in an honest, timely and appropriate manner in accordance with national and local policies.
- Carry out internal or external escorts of residents and hospital bed watches as required.
- To restrain residents with approved techniques of control and restraint, when appropriate.

#### 5. Main assignments

- Maintain the effective supervision and control of residents, ensuring that all residents can be accounted for, at any time. This will involve unlocking and locking residents, supervising resident movements around the establishment and conducting roll counts at specified times throughout the day.
- Establish and maintain professional and appropriate relationships with residents by being a positive role model and an effective Key Worker to nominated residents, this may involve playing an active role in the custody / sentence management arrangements for your case load.
- Your role as a Keyworker will:
  - Help residents to settle, feel safe and calm
  - Identify and resolve resident issues and concerns
  - Actively engage in a residents rehabilitation and motivation
  - Encourage residents to be responsible and show respectful behaviour to others
  - Reflect on progress throughout the residents sentence
  - Provide feedback about residents' concerns and issues with the Keywork Managers, Prison Offender Manager (POM) or Community Offender Manager (COM)
  - Work with residents to co-develop their Personal Progression Plan which details the planned activities for his custodial period
  - Reflect on and develop own Keywork practice including supervision and learning opportunities
  - Document the meetings with the resident 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 residents
  - To consult with the Keywork Managers or POMs when dealing with complex residents to achieve the ethos of Keywork services.
- Comply with the required security procedures in accordance with the National Security Framework and relevant local instructions.
- Complete objective, factual and concise reports on residents as required
- Respond to a variety of incidents involving residents where the use of force may be necessary, restraining residents with approved techniques, when appropriate
- Know and understand the local contingency plans.
- Carry out departmental duties and services to residents in accordance with the Prison Regime, Policies and Procedures.
- Adhere to all relevant Prison Service Instructions and report any clear 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 residents;
- 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

### Competencies

- Focusing on Client and Customer
- Personal and Influencing Skills
- Promoting the Brand 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 residents appropriately PCO – Gateway
- Provide services to residents 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
- 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 residents induction by committing residents through reception
- Meet the needs of first night residents receptions

### PCO – Gym

- Provide qualified supervision for all sports activities.
- Maintain knowledge of, and adhere to, all relevant policies and procedures
- Teach and coach residents' 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 residents who wish to use the multi-gym facilities have attended a full induction programme by qualified staff and the appropriate form signed.
- Supervise resident training sessions.
- Ensure Health & Safety is adhered to.
- Complete all resident and staff inductions
- Teach various Gym & Fitness related Qualifications to residents
- 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 residents 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 residents 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.

#### PCO - Intelligence analyst

- Work as directed by Security Management.
- Develop knowledge and adherence to the National Collection, Analysis and Dissemination Policy Framework and Function 4 Intelligence baselines.
- Ensure that key intelligence is being utilised effectively to minimise risk to the public and preserve good order within the prison estate.
- Analyse, disseminate and develop reports through the Mercury Intelligence System in a timely fashion, identifying those reports that require prioritisation and concentration. Interrogate relevant information to achieve this.
- Contribute to the development and preparation of daily, weekly, monthly and annual reports.
- Attendance to relevant meetings, providing knowledge and input on current threat/risk.
- Identify intelligence gaps and identify potential collection plans in order to fill these.
- Generate and update subject/problem profiles – identify key prison-based threats and present meaningful analysis/assessment to inform management decisions about how these threats can be mitigated.
- Co-working with outside agencies (including the Police) to ensure relevant information is cascaded appropriately.
- Respond to establishment needs in incident management.

## 7. Person Specification

### Key Essential Strengths of a Prison Custody Officer:

- 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

- Growth, Client & Customer Satisfaction / Quality of Services provided
- Leadership & People Management

- Rigorous management of results
- Innovation and Change
- Brand Notoriety
- Business Consulting
- Commercial Awareness
- HR Service Delivery
- Employee Engagement
- Learning & Development

9. Management Approval – To be completed by document owner			
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