Job Description: [Family Support Worker]



Function:	Justice
Position:	Family Support Worker
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Michelle Robinson, Children & Families SPCO
Additional reporting line to:	N/A
Position location:	HMP Peterborough

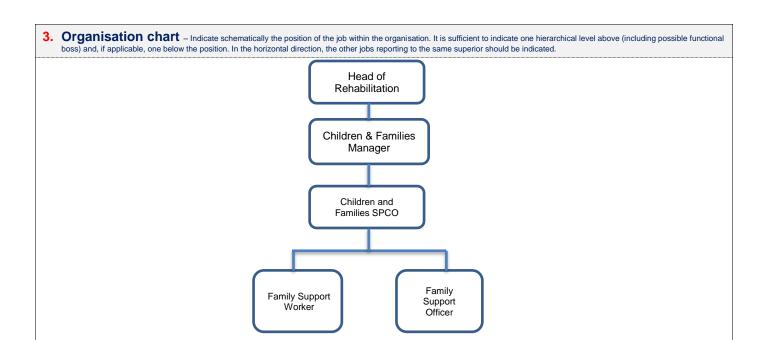
1. Purpose of the Job – State concisely the aim of the job.

To provide a link between residents and their families to ensure relationships are maintained during custody and beyond.

To work alongside the Children and Families team to provide a rapid response to provide support, offer advice and signpost families.

To offer Safeguarding protection to all children that may be associated with HMP Peterborough. Maintain professional standards of the visitor reception area at all times.

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.									
		EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
Revenue FY13:	€tbc	EBIT margin:	tbc						
FY13:	EIDC	Net income growth:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Cash conversion:	tbc						
Characteristics • Add point									



- **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.
- Maintain relationships with internal and external partners
- Work in partnership with the Children and Families team and Local Authorities to maintain public protection and reputation
- Integrate with the wider prison
- Deliver difficult messages to vulnerable people
- Support residents who carry out duties in Visits Centre on ROTL
- Teamwork approach to maintaining a professional 'First Impression' image for all visitors to HMP Peterborough
- 5. Main assignments Indicate the main activities / duties to be conducted in the job.
- To provide a rapid response to provide support, offer advice and signpost families in crisis
- To offer Safeguarding protection to all children that may be associated with HMP Peterborough
- Maintain professional standards of the visitor reception area at all times
- Work with the Children & Family team to assess the needs of the population and conduct interviews with people in custody to address those needs
- Liaise with residents' families to provide practical advice and support when required
- Engage with 'Local Authority' Children's Services as and when required
- Assist in the identification of potential risks to children and input to Safeguarding requirements as required by Safeguarding Children Board
- Monitor, direct and advise ROTL receptionists to greet all visitors and welcome them to HMP Peterborough then signpost to suit requirements
- Monitor ROTL deployment requirements to ensure maximum efficiency and availability

- Supervise and direct those on ROTL in the maintenance, cleanliness and overall operation of the Visitor Reception area including the restrooms
- Oversee the professional presentation of the visitor reception area
- Assess family related referrals from any source and ensure that the referral is adequately communicated and appropriately acted upon
- Provide written reports and data for the Children and Family meetings
- Keep up to date referral case notes for evidential purposes
- Assist with residential (face to face) surgeries
- Facilitate contact visits with residents and their children
- Actively promote Sodexo Justice Services as the provider of choice
- 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.
- Assist the prison in fulfilling its responsibilities in reducing the risk of reoffending and help maintain public safety
- Assist in the delivery of functional standards and contractual targets
- Assist in the main aim of finding solutions to reduce the risk of reoffending
- Record the input of interventions to ensure outcomes are maximised for our residents
- Promote the prison as a Quality of Life Services provider
- 7. Person Specification Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively
- Good interpersonal skills
- Good communication skills (verbal and written)
- Good IT skills
- Good organisational skills
- Good teamwork ethic
- 8. Competencies Indicate which of the Sodexo core competencies and any professional competencies that the role requires
 - Growth, Client & Customer Satisfaction/Quality of Services provided
 - Rigorous management of results
 - Brand Notoriety
 - Relationship Management
- 9. Management Approval To be completed by document owner

•	Version	1	Date	23/03/16
	Document Owner	Martin Marsh		