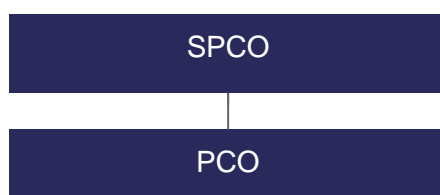


# JOB DESCRIPTIONS

Position Title	PCO	Department	Dependant on role
Generic Job Title	Prisoner Custody Officer	Segment	SJS
Team Band	Unbanded	Location	
Reports to	SPCO	Office / Unit name	Dependant on role.

## ORGANISATION STRUCTURE



## Job Purpose

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 the role as a Prison Custody Officer whilst balancing authority, compassion and empathy. Motivate prisoners to do what is best for them within the working prison agenda.

## Accountabilities

- 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 personal officer to nominated prisoners -this may involve playing an active role in the custody / sentence management arrangements for your caseload.
- Comply with the required security procedures in accordance with the National Security Framework and relevant local instructions.
- Contribute to an effective and high performing prison by actively promoting:
  - Anti-bullying procedures
  - Prisoner incentive and earned privileges scheme
  - Suicide and self harm prevention procedures
  - Violence reduction strategy
  - Drugs strategy
  - Health & Safety

- Deal with prisoner requests and complaints in an honest, timely and appropriate manner in accordance with national and local policies.
- Ensure that all prisoners have access to purposeful activities that meet their individual needs.
- Carry out internal or external escorts of prisoners and hospital bed watches as required.
- 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, restraining prisoners with approved techniques, when appropriate.
- Know and understand the local contingency plans.
- Carry out departmental duties and services to prisoners in accordance with the Prison Regime, Policy and Procedures.
- Adhere to all relevant Prison Service Orders 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 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.

## Key Performance Indicators (KPIs)

- A secure prison that protects the public
- A safe and decent environment for staff, visitors and prisoners
- Prisoners are cared for with humanity, with the prevention of incidents of violence, suicide and self-harm
- Prisoners are provided with a range of opportunities to reduce re-offending and change their lives for the better

## Skills, Knowledge and Experience

### Essential

- PCO Badged
- 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

### Desirable

- Experience of working in a people-facing role or with vulnerable groups
- Managing conflict

## Competencies

- Continuous improvement
- Working with others
- Impact and influence
- Resilience

## Contextual or other information

- Discretion to be displayed at all times and strict confidence to be maintained in all sensitive matters
- A good level of fitness to be maintained
- All mandatory training to be completed as and when required
- Sodexo uniform and name badge to be worn at all times.

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Document owner			

## Accountabilities

### PCO – Residential

- Contribute to the delivery of the relevant elements of the establishment Contract, including agreed performance measures for the residential function.
- Undertake personal officer 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 - Gateway

- 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
- 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 - Reception

- Initiate the process of prisoner induction by committing prisoners through reception
- Meet the needs of first night prisoner receptions

### 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

- Ensure compliance with the Local Security Strategy

## **PCO – Security**

- 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.

## **PCO – Gym**

- Provide qualified supervision for all sports activities.
- 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
- Ensure all paperwork is correct in line with:
  - PSI 58/2011 PE
  - Prison Rule 29 (Young Offender Institution Rule 41) Physical Education
  - PSI 42/2010 Health and Safety Policy Statement
  - PSI 52/2010 Early Days In Custody – Induction
  - PSI 32/2011 Ensuring Equality
  - PSO 4350 Effective Regime Interventions
  - PSO 3200 Health Promotion
  - The Health and Safety at Work Act 1974
  - Management of Health and Safety at work regulations 1999 & 2002
  - PSI 32/2011 Race Equality
  - PSO2855 Prisoners with Disability's.
  - Must be level 2 Fitness Instructor Qualified.
  - A PTTLs and First Aid qualification is desirable.

## **PCO – Offender Supervisors (Ops)**

- Assess, review, support, signpost and manage caseloads of offenders.
- 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.