

Job Description: Prison Custody Officer



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 Forest Bank

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

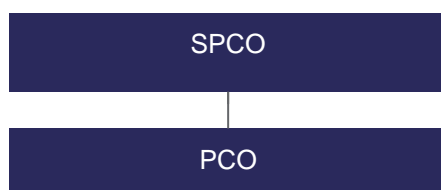
- To maintain a safe and secure environment for staff, visitors and prisoners where everyone is treated with decency, dignity and respect. Create, maintain, and promote an environment which encourages offenders to identify and address their offending behaviour. Carry out your role as a Prison Custody Officer whilst balancing authority, compassion and empathy to effect rehabilitation. Motivating prisoners to do what is best for them within the working prison agenda.

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.

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

Characteristics ■ Add point

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.

- Contribute to an effective and high performing prison by actively promoting:
 - i. Anti-bullying procedures
 - ii. Prisoner incentive and earned privileges scheme
 - iii. Suicide and self-harm prevention procedures
 - iv. Violence reduction strategy
 - v. Drugs strategy
 - vi. Health & Safety
- Deal with prisoner requests and complaints in an honest, timely and appropriate manner in accordance with national and local policies.
- Carry out internal or external escorts of prisoners and hospital bed watches as required.
- To restrain prisoners with approved techniques, 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 personal officer to nominated prisoners, this may involve playing an active role in the custody / sentence management arrangements for your case board.
- Comply with the required security procedures in accordance with the National Security Framework and relevant local instructions.
- Ensure that all prisoners have access to purposeful activities that meet their individual needs.
- 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.
- 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
- Taking an active part in rehabilitation programmes, including workshops, assessing and advising prisoners;
- To 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.

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

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

▪ 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

Version		Date	
Document Owner			