

# Job Description: Prison Custody Officer

Function:	Justice Services
Position:	<b>Prison Custody Officer</b>
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Senior Custody Officer
Additional reporting line to:	Deputy Head of Residence
Position location:	HMP Forest Bank

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

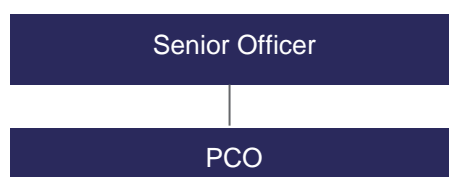
The job holder will supervise and support residents in a rehabilitative environment, ensuring all services are provided to a high standard and that security and control are maintained at all times, adhering to local and national policies. Acting as a Key Worker, the job holder will develop a mentoring, supporting, encouraging relationship with identified residents.

- This is an operational job with no line management responsibilities.

## 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 FY17:	€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						
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.

- Supervise and support Senior Prison Custody Officers and other staff when dealing with resident applications and other issues raised by residents.
- To perform all duties as directed by the Head of Residence, ensuring that the regime currently operating within your area of work is fully adhered to.
- To ensure that all residents are locked up for roll counts at the specified times and the correct numbers are reported

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

The job holder will be required to carry out the following responsibilities, activities and duties:

- Establish, develop and maintain professional relationships with residents and staff
- Supervise, support, manage and control residents decently, lawfully, safely and securely whilst carrying out all activities
- Conduct searches as required
- Undertake external escorts
- Undertake 'first on scene' incident response
- Understand and comply with national/local policies and legislation
- Maintain and update systems in-line with local agreements
- Attend and contribute to relevant meetings as required
- Complete all administration in support of main duties

If Residential Unit is used as a First Night/Induction accommodation, in addition to above the job holder will:

- Deliver an effective induction in line with requirements
- Interview new arrivals ensuring a needs assessment is completed and appropriate referrals are made for residents who require interventions
- Brief all residents giving clear guidance and ensuring they are aware of how to seek help and information
- Deal with any residents concerns or issues raised at the induction meeting
- Coordinate and support listeners network ensuring that any advice given is supportive and accurate
- Share identified resident needs with reception staff

If Residential Unit is used as a Care and Separation Unit (CSU) accommodation, in addition to the job holder will:

- Advise staff on adjudications processes, check all paperwork is correct including any relevant evidence available. Escort residents to the adjudication room, supervise and on completion of adjudications, update resident database accordingly
- Collate referrals for the Independent Adjudicator
- Enter any adjournments into cells diary with details and place in appropriate file/tray
- Liaise with relevant department/agencies for Mandatory Drug Testing (MDT) referrals
- Be aware of any resident care plans, history sheets and observation book entries; hourly observations and recording of all residents who are awarded cellular confinement in compliance with national segregation policies
- Complete and collate all Control and Restraint, mechanical restraints and dirty protest paperwork for residents located within the unit
- Work with healthcare , safeguarding, outgoing care and planning

Acting as Key Worker, will:

- Help residents to settle, feel safe and calm
- Identify and resolve resident issues and concerns
- Actively engage in resident rehabilitation and motivation
- Encourage residents to be responsible and show respectful behaviour

- Reflect on progress throughout resident sentence
- Provide line management with feedback about residents' concerns and issues in order to improve problem areas
- Work with the resident to co-develop a document which details the planned activities for his/her custodial period
- Reflect on and develop own practice, including making use of supervision and learning opportunities
- Document the meetings with residents on auditable prison IT systems as directed
- Will need to have regular communication with case managers
- Reflect on and develop own practice skill acquire as part of the Five Minute Intervention Training when engaging with residents.
- The completion of a resettlement needs screening using the Basic Custody Screening Tool (BCST) part in relation to a resettlement plan for all residents.

**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.

- Concern for Resident care – full understanding of Safer Custody, ACCT, VR policies and procedures.
- Accurate and timely data reflecting reductions in accidents, near misses, RIDDORS.
- Positive resident consultation, HMIP, Audit and MQPL reports.

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

**Essential**

- Clear leadership and decision making
- Knowledge and understanding of a secure environment.

**Desirable**

- Experience of working in a disciplined, custodial environment.
- The ability to work as part of a multi-disciplinary team.
- Knowledge of IT systems, Microsoft Office and Datix.

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

<ul style="list-style-type: none"> <li>▪ Growth, Client &amp; Customer Satisfaction / Quality of Services provided</li> </ul>	<ul style="list-style-type: none"> <li>▪ Leadership &amp; People Management</li> </ul>
<ul style="list-style-type: none"> <li>▪ Continuous improvement</li> </ul>	<ul style="list-style-type: none"> <li>▪ Drive and Resilience</li> </ul>
<ul style="list-style-type: none"> <li>▪ Working with others</li> </ul>	<ul style="list-style-type: none"> <li>▪ Learning &amp; Development</li> </ul>
<ul style="list-style-type: none"> <li>▪ Impact and influence</li> </ul>	<ul style="list-style-type: none"> <li>▪ Acting with integrity</li> </ul>
<ul style="list-style-type: none"> <li>▪ Employee Engagement</li> </ul>	

**9. Management Approval** – To be completed by document owner

Version	1	Date	9 <sup>th</sup> November 17
Document Owner	C Martin		