

# Job Description: Family Pathways Coordinator

Function:	
Job:	
Position:	Family Pathways Coordinator
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Rob Nixon, Deputy Head of Security & Safety
Additional reporting line to:	
Position location:	

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

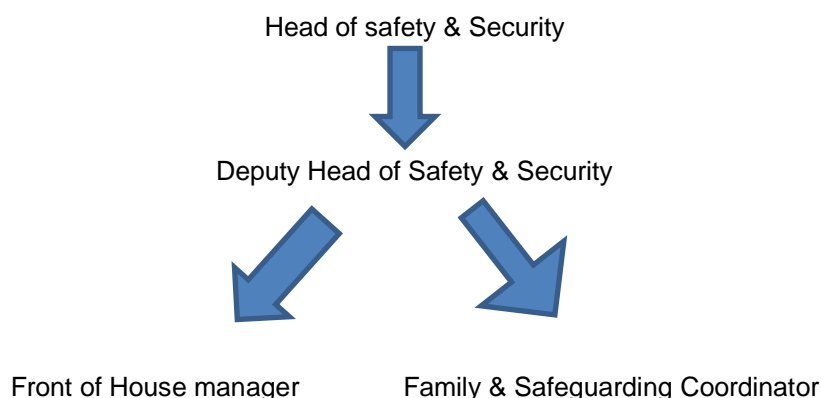
- To be a stand-alone resource to help connect and optimise work streams by different departments and organisations both internally and externally, contributing to establishment meeting the overall objectives detailed in the family pathway document and in adherence to the shadow measures implemented following the Farmer Review.
- To oversee and grow the adult safeguarding work for the most vulnerable residents within the establishment taking responsibility for liaising with local safeguarding representatives within adult social care and other services both mandatory and voluntary to enable continuity of risk management and safeguarding

## 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			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.

- The Family & Safeguarding Manager will have a sound understanding of the principles of safeguarding and will be able to tailor these to the needs of the resident as well as the establishment
- To review and report the establishment's progress against the recommendations of Lord farmers report via an annual report
- Coordination and increase of training and awareness for staff during initial training and throughout the year.

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

- Complete an annual review of the family pathway work, demonstrating the current climate and, in conjunction with other stakeholder, setting targets for the following year to satisfy the needs of the shadow measure and where practicable surpassing it.
- Scheduling visitor and resident surveys gathering information on the needs of our residents and their families
- Creating processes to best link residents to the interventions on offer including those outside the establishment including video link to family court.
- Managing application about family interventions from both visitors and residents.
- Increasing awareness of current and future staffing, in particular key workers, to the various strands of support available by way of full staff meetings and huddles.
- Working alongside the other family workers to ensure that resident's needs are met with regards encouraging contact or support during legal processes involving the family.
- Assisting with the safeguarding of visitors, raising concerns with social services where required.
- Form links with safer custody/healthcare/mental health/CRC to identify those residents who are most vulnerable and sign post relevant agencies internally and externally to support those through their sentence and then 'Through the Gate'

- Organising and attending quarterly Family Pathway meetings, increasing attendance from other departments and supporting the promotion of the function.
- Look to organise an Adult Safeguarding panel and attend other internal/external meetings discussing our most vulnerable residents, to be part of the multidisciplinary function helping to support these residents through and contribute to the CSIP process.
- Case management activities to encourage and promote supportive engagement of the Family and Safeguarding Manager as part of the framework around residents struggling with the impact of imprisonment identified via the CSIP process.
- Proactive work alongside Safer Custody to engage residents who self-isolate whether this be for psychological or social reasons, men who are on the top 10 residents of most concern list and/or have high predictive VIPER scores, with a view to specific intervention around family engagement.
- Work with men identified as high risk of self-harm/repeat self-harm including monitoring and engagement with men identified as lacking support systems. Evidenced by having no visits or very few visits including foreign nationals with a view to signposting additional support where practical.
- To have knowledge around cultural sensitivities and family support needs of residents from minority groups. Engaging residents and signposting families to appropriate support available in the community.
- Attending User Voice on a monthly basis to gather feedback from residents around what they would find helpful in regards to family support for the establishment and considering this when completing strategic family pathway work.
- Collaboration with local Adult Safeguarding boards to keep staff and residents up to date with knowledge when preparing for release. This would also allow any particular residents of concern to be discussed prior to release within the local area.
- The Family and Safeguarding Manager will be responsible for gathering and providing feedback surrounding the role. This will be from various sources for example residents, their families and partnership agencies. On a quarterly basis this information will be reported to the line manager and SMT to allow continual monitoring of the impact and development of this role.
- To establish and lead on the implementation of the Family and Significant Other development plan ensuring it is along with the strategy itself freely available in appropriate formats for prisoners, staff and visitors.
- To provide a quarterly report to the Director and Controller detailing the achieving the performance of the Family and Significant Other Strategy and delivery in meeting the 'Farmer Family offer' Lord Farmer made specific reference to key elements of proposed performance agreements for example, establishing a family strategy, working in partnership with family services and other providers and performance and management information amongst others.
- Several aspects of the role lead into areas from the HMIP Expectations document, some of the key areas being that the prison supports prisoners' contact with their families and friends, that there are programmes aimed at developing parenting and relationship skills facilitated by the prison and prisoners not receiving visits are supported in other ways to establish or maintain family support.

**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.

- Oversee and grow the adult safeguarding work to protect the most vulnerable residents within the establishment

- Coordinate and contribute to the establishment meeting the overall objectives detailed in the family pathway document
  - Ensure adherence to the shadow measures implemented following the Farmer Review.

- 7. Person Specification** – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively
- The role will be non-operational, employed as a stand-alone resource to help connect and optimise work by different departments and organisations both internally and externally.

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

  - Oversee and grow the adult safeguarding work to protect the most vulnerable residents within the establishment
  - Coordinate and contribute to the establishment meeting the overall objectives detailed in the family pathway document
  - Ensure adherence to the shadow measures implemented following the Farmer Review.
- Collaboration

  - Proactive work to ensure a whole prison approach to meeting objectives
  - Coordination of family services to ensure needs of the residents are met
- Communicates Effectively

  - Engages family services and prison colleagues to deliver the pathway

- 9. Management Approval** – To be completed by document owner
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|----------------|--|------|--|
| Version        |  | Date |  |
| Document Owner |  |      |  |