Family Support Worker

HMP Littlehey Visitor’s Centre

A message from our CEO, Allan Myatt



Dear Applicant,

Thank you for your interest in the post of Family Support Worker within our team in the Visitor’s Centre at HMP Littlehey.

As an organisation, Ormiston Families has agreed that our strategy for the next 3 years is to enable children, young people and their families to feel safer, healthier and more resilient. We also recognise that we need to build the resilience of the organisation, so we are fit to meet the challenges ahead.

Over the next few months we will continue to develop the strategy identifying key objectives for the next 3 years and making necessary organisational and operational changes to enable us to deliver the strategy in the new financial year. We see the recruitment of this post as critical in helping us achieve these objectives.

I wish you the best of luck with your application.

Best regards,



Allan Myatt

Our vision

Safe, healthy, resilient families

Our mission

Enabling families in the east of England to build resilience and make choices to improve the life chances of their children

Our values

Collaborative

* Working together with families
* Building partnerships, communities and networks to support families
* Valuing each other to achieve results and improve everything we do

Compassionate

* Listening, so we can understand
* Treating people with respect
* Enabling, recognising and reinforcing achievements

Effective

* Evidencing the impact of our work with families
* Prevention and early intervention being at the heart of our work
* Building resilience to cope and recover from adversity

Ormiston Families is one of the leading charities working with children, young people and families in the East of England. We take early and preventative action to support families to be safe, healthy and resilient. All our services help people to build stronger networks, learn from experience and feel in control of their own wellbeing. We can only achieve this with the people who choose to work for us.

About the Ormiston Families Team at HMP Littlehey

The Ormiston Families team is based at HMP Littlehey Visitors Centre. We provide support, information and a personal welcome for first-time visitors to help them access the services available to them.

About the role

To support the effective and efficient running of the Visits Experience contract, ensuring that prisoners and their families have a valuable visiting experience, improving the quality of visits for children and families and helping to maintain family relationships.

About you

To be successful you will have experience of dealing with people in a customer service-based role and be able to demonstrate excellent communication and problem-solving skills.

Part-time, 21 hours per week (This will include working 2 full weekends per month, as well as weekday work). Starting salary £18,129 pro rata per annum.

Probationary Period

The post is subject to a probationary period of six months during which your progress will be monitored in accordance with agreed objectives.

Application Process

Applicants must send in a completed online application form; you must demonstrate that you hold the personal competencies required for the role and how you meet the relevant skills, knowledge and experience.

Ormiston Families is an equal opportunities employer. We value diversity and welcome applications from all sections of the community. We ask individuals to complete a monitoring form to help us monitor the diversity of applicants. It will be separated from your application form and will not be seen by anyone involved in recruitment to this job.

Please note: Only successful applicants will be contacted by Ormiston Families.

Job Description

Job Title: Family Support Worker
Service: HMP Littlehey
Location: The Visitor’s Centre at HMP Littlehey

Job purpose:

To support the effective and efficient running of the Visits Experience contract, ensuring that prisoners and their families have a valuable visiting experience, improving the quality of visits for children and families and helping to maintain family relationships.

Main Tasks:

* To maintain the reception and booking facilities for all visits to prisoners to include taking email and telephone bookings using the prison PNOMIS computer system.
* To act as the first point of contact for family and friends visiting the prison, responding sensitively to requests made by service users and assisting them to follow the correct prison procedures.
* To liaise with prison staff to ensure smooth running of daily visits, ensuring all aspects of provision are covered.
* To produce visiting orders for prisoners using the PNOMIS prison computer system.
* To provide support and information to visitors face to face and via telephone, ‘signposting’ where appropriate
* To attend prison inductions to promote Ormiston services to prisoners and other organisations within the prison
* To obtain prison keys to open, close the building
* To assist in the prison teabar including supervising volunteers, balancing takings at the end of each visits setting.
* To follow rules and procedures within the prison and keep up to date with changes.
* To keep records and ensure the maintenance of accurate recording systems related to service/project activities and /or service users.
* To be a fully participating member of the team and to play an active role in the delivery of the service plan and service level agreement.
* To attend any relevant meetings within the prison
* To work within Ormiston’s mission and values and all policies and procedures, including Safeguarding, Equality and Diversity, Participation, Quality and Health and Safety. Comply with relevant external standards and Quality Marks.
* To carry out any additional appropriate duties as instructed by the manager.

Person Specification

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| --- | --- | --- |
| Criteria | Essential/Desirable | Measured by |
| Experience dealing with people in a customer service based role.  | Essential | Application form/interview |
| Good communication skills, both written and verbal, with the ability to communicate effectively to a range of people | Essential | Application form/interview |
| Solution focused approach to problem solving | Essential | Application form/interview |
| Excellent attention to detail for recording process, events and systems | Essential | Application form/interview |
| Good understanding of Safeguarding | Essential | Application form/interview |
| Basic knowledge of health and safety  | Essential | Application form/interview |
| Diplomatic and able to deal with issuessensitively and with discretion | Essential | Application form/interview |
| Good understanding of confidentiality and data protection | Essential | Application form/interview |
| Ability to manage own workload and work on own initiative within given guidelines and procedures | Essential | Application form/interview |
| Good understanding of equal opportunities and diversity | Essential | Application form/interview |
| Knowledge of other appropriate and relevant service provisions in the area | Essential | Application form/interview |
| Ability to think quickly in busy situations as safety and quality of care is paramount | Essential | Application form/interview |
| Competent ability to use MS Excel, MS Word and Outlook | Essential | Application form/interview |

Ormiston encourages all candidates called for interview to provide details of their criminal record at an early stage in the application process. This information can be sent under separate, confidential cover to Human Resources hr@ormistonfamilies.org.uk. Ormiston Families guarantees that this information will only been seen by those who need to see it as part of the recruitment process.

The post will be offered subject to satisfactory qualifications, DBS if applicable, references and a satisfactory declaration of health. The post will also be offered subject to the production of relevant documents as listed in the Immigration (Restriction on Employment) Order 2004.

The successful candidate will be asked to provide evidence of identity and qualifications.

Applications will be considered and those shortlisted for interview will be informed. If you have not heard by the interview date we thank you in advance for your interest and ask you to assume that you have not been successful on this occasion.

Closing date for completed applications: **9am, Monday 21st October 2019**

Interview date for short listed candidates: **TBC**

Wendy Davies, Cluster Manager

Email: **Wendy.Davies@ormistonfamilies.org.uk**

Reward & Recognition

Competitive salaries

Competitive salaries with annual cost of living increment where one is awarded.

Employee Training and Development

Commitment to the professional and career development of its employees.

Work Life Balance

High standards of flexible and family friendly employment policies; Ormiston Families is committed to ensuring employees maintain a good work life balance.

The Hive

Our communication and benefits hub where employees and volunteers keep up to date with all organisation news, share information and ideas and have access to a wide variety of shopping discounts.

Wellbeing Centre

Accessed via The Hive Wellbeing Centre provides education, support and tools to help you live a healthier and happier life.

Pension Scheme

Group Personal Pension Scheme with up to 9% of gross salary employer contribution for any employee where they match the level of contribution.

Generous annual leave entitlement

27 days annual leave plus additional leave for employees who have completed 3 years’ service. (Part time employees receive a pro rata allowance according to the number of hours they work per week).

Occupational sick pay scheme

Ormiston Families operates an occupational sick pay scheme in addition to statutory sick pay.

Group Life Assurance

Ormiston Families provides a death in service benefit to all permanent employees.

Cycle to work scheme

This is offered as a “salary sacrifice” which is deducted from monthly salaries.

*All benefits are discretionary, therefore Ormiston Families have the right to change or amend benefits at any given time.*

Recruitment of Ex-offenders Policy

Ormiston Families complies fully with the Disclosure and Barring Service (DBS) Code of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed.

This policy on the recruitment of ex-offenders is made available to all Disclosure applicants at the outset of the recruitment process.

Ormiston Families is committed to the fair treatment of its employees, potential employees and users of its services regardless of race, colour, nationality, ethnic or national origin, gender, marital status or caring responsibility, sexual identity, age, physical, sensory or learning disability, mental health, political opinion, religion or belief, class, HIV status, employment status or part-time status, offending behaviour unrelated to the post or trade union activities.

Ormiston Families actively promotes equality of opportunity for all and welcomes applications from a wide range of candidates, including those with criminal records. Ormiston Families selects all candidates for interview based on the criteria drawn up for the position.

A Disclosure is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a Disclosure is required, all application forms and recruitment briefs will contain a statement that a Disclosure will be requested in the event of the individual being offered the position.

Where a Disclosure is to form part of the recruitment process, Ormiston Families encourages all applicants called for interview to provide details of their criminal record at an early stage in the application process. Ormiston Families requests that this information is sent under separate, confidential, cover to Human Resources and guarantees that this information will only be seen by those who need to see it as part of the recruitment process.

Unless the nature of the position allows Ormiston Families to ask questions about a candidate’s entire criminal record only questions about "unspent" convictions as defined in the Rehabilitation of Offenders Act 1974 will be asked.

Ormiston Families will ensure that those who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. Ormiston Families will also ensure that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders, e.g. the Rehabilitation of Offenders Act 1974.

Ormiston Families will ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.

Ormiston Families will ensure that every subject of a DBS Disclosure is aware of the existence of the DBS Code of Practice and make a copy available on request.

Ormiston Families undertakes to discuss any matter revealed in a Disclosure with the person seeking the position before withdrawing a conditional offer of employment.

Having a criminal record will not necessarily bar any applicant from working with Ormiston. This will depend on the nature of the position and the circumstances and background of the offences.