**THE CROFT, HMP BARLINNIE, GLASGOW.**

**JOB IDENTIFICATION**

**Job Title: Outreach Support & Advice Worker**

**Responsible To: The Croft Director**

**JOB PURPOSE**

We are looking for someone motivated with excellent communication skills to join our small, friendly team of staff and volunteers. Experience of working with the public is essential as you will be approaching visitors in the public areas of the prison to offer information and support.

***PLEASE NOTE: This role focuses on work with the friends and family of prisoners in the public areas of HMP Barlinnie, it does not include direct work with prisoners or work within the secure areas of the prison***

**KEY TASKS & RESPONSIBILITIES**

**To assist in the operation of the Croft, primarily at HMP Barlinnie, adhering to all relevant policies, procedures and legislation**

* Carry out the day-to-day administration of the Croft, including written reports, email, use of the internet and ordering office supplies and supplies for visitors.
* Ensure the security of the Croft and that Health, Safety, Security and Fire Regulations are adhered to.
* Understand and apply all policies, particularly Safeguarding policy.

**To build relationships with visitors to HMP Barlinnie via assertive outreach within the public areas of the prison. Identifying areas of unmet need amongst visitors and working towards outcomes for funders.**

* Initiate contact with visitors and offer support and advice as appropriate
* Work with a group of volunteers in providing support and guidance to visitors.
* Liaise with prison staff to ensure the smooth operation of the Croft, including deputising at prison meetings
* Act as a signpost for visitors directing to other agencies as appropriate to need.
* Report to line manager on indicators for Croft outcomes
* Contribute to liaising with other agencies, including deputising at agency meetings

**General**

* Work with a small team of staff and volunteers and on own initiative to maintain and improve standards of practice.
* Carry out any other duties as required by line manager and Croft Board of Trustees

**KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED**

**Person Specification**

Essential:

* Calm, considered approach
* Honesty, reliability and commitment
* Excellent interpersonal skills
* Experience working with the public in a front-line setting
* Experience of working with volunteers
* Ability to work both as part of a team and on own initiative
* Sound negotiation and communication skills
* Active commitment to equal opportunities
* Willingness to learn new skills
* Computer literate: confident with email, internet and use of Microsoft Office or similar

Desirable

* An understanding of the prison system in Scotland
* Knowledge of Health and Safety Regulations in the context of a Prison Visitors’ Centre
* Experience of working in the social care field
* Experience of working alongside a large, statutory organisation
* Experience of working with a range of age groups
* Local knowledge of resources for families of prisoners
* Qualification in a relevant area e.g. social care; advice provision; social work; counselling