

EYS Family Visitor Centre at HMP Low Moss

Centre Co-ordinator

Remit

The **Centre Co-ordinator** has responsibility for:

1. Managing the Family Visitor Centre in co-operation with EYS and SPS staff
2. Identifying and organising input from relevant prison and community-based services to provide information and support to visitors
3. Maintaining a database of relevant organisations, support given, and referrals made.
4. Organise and/or assist with targeted information sessions for visitors/families.

The Centre Co-ordinator will be based at HMP Low Moss.

The Centre Co-ordinator will promote and adhere to the values, philosophy, policies and procedures of EYS and HMP Low Moss as appropriate at all times.

In recognition of the value placed on volunteering within EYS, the Centre Co-ordinator will encourage volunteers wherever possible to be involved in the work of EYS Family Visitor Centre.

CONTEXT

Early Years Scotland is the national leading organisation that invests in our youngest children pre-birth to 5. We deliver and support high quality Early Learning and Childcare for children and families across Scotland in a variety of settings, including prisons. EYS supports the early years' workforce primarily through membership and by delivering a range of professional learning opportunities. Our underpinning philosophy is to emphasise the importance of a two generation approach to early intervention and prevention in all of our work. Where we deliver our own services directly for families, we work with young children and their parents/carers together. We believe that through this partnership approach we can give children the best start in life.

ACCOUNTABILITY

The Centre Co-ordinator will be line managed by the Service Manager who in turn is accountable to the Depute Chief Executive and ultimately to the Board of Directors.

PRINCIPAL RESPONSIBILITIES

1. **Manage the Family Visitor Centre in co-operation with EYS and prison staff by:**
 - Managing and being responsible for the EYS staff and volunteers employed at the Family Visitor Centre
 - Providing a welcoming environment and age-appropriate activities and information for children and young people
 - Recruit, manage, support and train volunteers to deliver relevant support and information to visitors
 - Engaging positively with prison staff to support visitors
 - Maintaining and keeping up to date relevant information, leaflets, posters etc. for the Family Visitor Centre
 - Ensuring continuous cover on the days when the Family Visitor Centre is open
 - Facilitating research with and feedback from visitors
 - Report to HMP Low Moss Family Strategy Group and steering group for the Family Visitor Centre
 - Assist in statistical monitoring and reporting of outcomes as required.

2. Identifying and organising input from relevant prison and community-based services to provide information and support to visitors by:

- Discussing and responding appropriately to enquiries from visitors
- Signposting visitors to resources, information and agencies that will provide relevant support
- Liaising with the prison staff on behalf of visitors when requested and where appropriate.

3. Maintaining a database of relevant organisations, support given, and referrals made by:

- Implementing an effective and appropriate process
- Ensuring that information is kept up to date
- Ensuring that the information kept conforms to policy and data protection regulations

4. Organise and assist with targeted information sessions for visitors by:

- Liaising with appropriate support agencies relevant to the needs of children and families
- Developing services to promote information and support to visitors where similar provision does not already exist
- Engage positively with prison staff to support visitors.

WIDER RESPONSIBILITIES

To take responsibility, along with other staff members, for ensuring that operational policies are observed and for carrying out other duties as appropriate to this post. This will include active participation in supervision, appraisals, team meetings and accepting responsibility for identifying and meeting professional development and training needs as part of an on-going process.

This remit is intended to outline the post at this stage of development. It is not an exhaustive list and it is recognised that jobs change and evolve over time. Post holders will be expected to co-operate in carrying out any other duties commensurate with fulfilling the purpose of the job, and in responding positively and flexibly to changing organisational needs, as required by the line manager and/or Chief Executive.

WORKING RELATIONSHIPS

The Centre Co-ordinator will:

- Meet regularly with their line manager
- Prepare for and attend other meetings as required
- Be involved, when required, in the recruitment and selection of staff, operating in line with Early Years Scotland's and the prison's procedures and policy
- Liaise with relevant EYS and prison staff on a daily basis
- Establish and develop meaningful working partnerships with relevant organisations, stakeholders and agencies where appropriate
- Work with staff across the organisation to ensure professional learning plans, approaches and programmes, link meaningfully with, and are an integral part of, other organisational activity

TRAINING AND DEVELOPMENT

The Centre Co-ordinator will be expected to keep up to date in terms of knowledge and skills in their area of work. It is also expected that all managers will keep themselves up to date in terms of policy developments, priorities and practice at organisational, local and national level.

All staff will be provided with opportunities to update skills and knowledge in line with remit and organisational requirements within the limits of time and resources available and in accordance with furthering the aims of EYS.

CORE COMPETENCIES

The competencies have been described under three headings: knowledge and understanding, skills and abilities and values and personal commitment. They are inherently linked to each other and the interrelationship among the three is core to ensuring that the Centre Co-ordinator takes appropriate professional action during the course of their work with Early Years Scotland.

Knowledge and Understanding

- Organisational priorities, needs and values
- Organisational policies and procedures governing working practice and performance.
- Quality management and leadership practice
- Communication processes
- Organisational publications and resources
- Current sector developments, documents and initiatives

Skills and capabilities

- Ability to build and maintain effective and positive working relationships
- Ability to provide a range of written reports as required
- Possess excellent communication skills (oral, written, ICT, presentational)
- Ability and confidence to communicate with partners at all levels, and advise on policy and other Visitor Centre matters where required
- Possess effective organisational, time management and prioritisation skills
- Possess excellent IT skills
- Possess competent skills in research and analysis
- Ability to monitor, evaluate and assess own performance in line with work priorities

Values and Personal Commitment

- Show commitment to the values of Early Years Scotland and HMP Low Moss
- Ensure a highly professional and positive attitude is presented at all times
- Take responsibility for your own professional learning and value constructive feedback
- Show a commitment to reflection, self-evaluation and self-development
- Value, appreciate and respect the contribution of others
- Show commitment to achieving high standards and objectives which are planned and agreed
- Demonstrate flexibility, working on own initiative and self-reliance
- Observe confidentiality at all times in line with policy
- Value and promote fairness, diversity, social inclusion and anti-discriminatory practice