

## Job Description

### **Visitor Centre Key Worker (10 hrs per week) Addiewell Prison Visitors' Centre**

For over 50 years, Cyrenians has tackled the causes and consequences of homelessness.

We understand that there are many routes into homelessness, and that there is no 'one size fits all' approach to supporting people towards more positive and stable futures. That's why all our work is values-led and relationships-based. We meet people where they are, and support them towards where they want to be.

Our Vision is an inclusive society in which we all have the opportunities to live valued and fulfilled lives.

Our way of working is built on our four core values, which are at the heart of all our work and decisions:

**Compassion | Respect | Integrity | Innovation**

[Read more about us and our values](#)

[Read about our strategic aims](#)

---

## **1 General**

---

Since 2017 Cyrenians has been running the Visitors' Centre at HMP Addiewell, we are committed to supporting families affected by imprisonment. Our centre is open during prison visiting times and staffed by paid staff and volunteers. At present we are operating a remote support service but hope to return to face-to-face work soon.

Both Cyrenians and the prison recognise the vital importance of maintaining and supporting positive family relationships. We know that children and families can be hugely motivating factors for prisoners and can strongly influence positive behavioural change and improve offender outcomes. We also understand that prison visits can be very stressful for visitors who are likely to be facing their own emotional, financial and practical difficulties as a result of their family member's imprisonment.

Visitor Centre staff are committed to working with families, community and voluntary sector partners in order to maintain meaningful contact between prisoners and their families throughout the period of imprisonment.

We provide advice and information about the prison and how it works. We offer a safe space, a listening ear, and activities for children. We also engage in health promotion activities and work in partnership with NHS Lothian.

We work closely with other community organisations in West Lothian and Lanarkshire

We run a Visitor Forum every 6 –8 weeks, which gives visitors a chance to give feedback and tell prison staff about their visiting experience, which will hopefully improve the experience for everyone else.

The keyworker role is an integral part of the service and supports a larger team.

---

## **2 Tasks and Responsibilities**

---

### **Key tasks, duties & responsibilities – Prison visitors’ centre**

- Assist in the day-to-day operation of the Visitors’ Centre in conjunction with the staff team.
- Engage positively with visitors to offer one-to-one and ongoing emotional support and information as required, and refer them to any additional support from the Prison Family Support Team and/or appropriate services (e.g. prison, housing, health, welfare) as necessary.
- Support families to be involved in case conferences within the prison and discharge planning where possible.
- Be able to support a first-time visitor and ‘walk through’ the prison process.
- Be able to support families emotionally in a trauma-informed way.
- Ensure access to and maintain relevant information and publications for the Visitors’ Centre.
- Assist with the organisation and delivery of targeted information sessions and induction for visitors/families.
- Facilitate research with, and feedback, from visitors.
- Maintain appropriate outcome monitoring and reporting systems
- Seek support from the Visitors’ Centre Manager or Senior Key Worker when appropriate and necessary. Regular development sessions will be offered, and the opportunity to debrief at other times will be paramount
- Assist visitors who attend for virtual visits and guide them through the process.
- Feedback any emerging needs of visitors to Service Manager.
- Support visitors through the complaints process.
- To be able to support children’s worker staff during weekly family bonding visits using play, if required.
- Offer support to families with play and wellbeing ideas.

### **Key tasks, duties & responsibilities – General**

- Adhere to all Cyrenians’ organisational policies and to work within the aims and objectives of the charity.
- Attend relevant and appropriate training courses.

- Attend and participate in staff meetings and wider Cyrenians' events.

All staff are expected to undertake any other reasonable duties as required. Additional duties will be to cover unforeseen circumstances/changes in work and will usually be compatible with regular type of work. If an additional task or responsibility becomes a regular/frequent part of the job, it will be included in the job description in consultation with the post holder.

### 3 Person Specification

#### Skills, knowledge and experience

Proven experience of working with disadvantaged or marginalised groups	Essential
Experience of working with volunteers	Desirable
Excellent negotiation, communication and interpersonal skills	Essential
Ability to work with a wide variety of people at all levels	Essential
Experience of accessing support from a wide range of external agencies	Essential
Ability to work independently and as part of a team	Essential
Ability to prioritise/manage work load in a pressurised environment	Essential
Experience of outcome monitoring and reporting	Desirable
Excellent IT skills	Essential
Knowledge and understanding of the issues families and children may face when a family member is imprisoned	Desirable
Experience of working with a range of age groups	Essential

#### Training and Qualifications

HNC Health & Social Care Qualification or equivalent experience.	Desirable
Trauma Informed Training	Desirable
Current driving licence	Desirable
Safeguarding qualification or training	Desirable
Child play, learning and development qualification or equivalent experience or working towards	Desirable

#### Values and attributes

Adaptable	Essential
Honest, punctual, reliable and trustworthy	Essential
Positive thinker and creative problem solver	Essential
Calm and able to respond quickly to emerging situations	Essential
Ability to maintain high standards of confidentiality	Essential

---

## 4 Terms & Conditions

---

<u>Employer:</u>	Cyrenians
<u>Line Manager:</u>	Addiewell Visitors' Senior Keyworker
<u>Liaison with:</u>	Service Manager
<u>Workplace:</u>	HMP Addiewell
<u>Working Hours:</u>	<p>This post includes evening work: 10 hours per week to be worked over 2 days:</p> <ul style="list-style-type: none"><li>• Tuesday 1pm - 4pm</li><li>• Friday 1pm – 8.30pm.</li></ul> <p>There may also be the opportunity to do occasional additional hours for staff cover.</p>
<u>Annual Leave</u>	25 days plus 10 public holidays (pro rata)
<u>Salary:</u>	£23,997 to £26,834 pro rata (scale points 20 to 24). This equates to £6,486 per annum for a 10-hour week at SCP20.
<u>Pension:</u>	Auto-enrolment into Qualifying Workplace Pension Scheme (QWPS) which is a Group Stakeholder Pension Scheme – current contributions being 5% employee and 3% employer. Option of enhanced Employer contributions to the same QWPS of 6% initially, rising to 9% after 2 years and 12% after 5 years (subject to employee contributions of 6%)
<u>Disclosure:</u>	PVG scheme membership required
<u>Duration:</u>	Initially funded for 1 year, then dependant on continuation of funding.

---

## 5 Application deadline and Interview dates

---

<u>Closing date:</u>	Wednesday 13 <sup>th</sup> September at 12 noon
<u>Interview date:</u>	Tuesday 19 <sup>th</sup> September 2023
<u>Stage 2 date:</u>	TBC