



Training Officer & Community Link – HMP Barlinnie

Organisation: Parkhead Citizens Advice Bureau

Project: The Bridge Project

Location: HMP Barlinnie, with some work from Parkhead Citizens Advice Bureau

Hours: 32 hours (Flexible and home working opportunities available, but note this post is primarily place based in HMP Barlinnie, Glasgow)

Salary: £29,435 (plus pension, NI etc)

Contract: Permanent (subject to continued funding)

About the Role

Parkhead Citizens Advice Bureau (PCAB) is seeking an enthusiastic and experienced Training & Community Link Officer to support the delivery and continued development of our work within HMP Barlinnie.

Building on Parkhead CAB's long-standing presence within the prison, the role forms part of a prisoner-led approach to providing information, learning, practical support and pathways into the community. Working with and supporting the project CAB Adviser to deliver 1-2-1 confidential, impartial and non-judgemental advice provision for prisoners.

This is a varied and highly collaborative role. The successful candidate will work directly with people in custody, Scottish Prison Service staff, CAB colleagues and statutory and third-sector partners to identify needs, develop resources, deliver learning opportunities and improve access to support.

Central to the role is ensuring that the voice and lived experience of prisoners influence how services and activities are developed and delivered.

Key Duties & Responsibilities

Prisoner Engagement, Training & Development

- Develop and deliver accessible life-skills workshops, information sessions and learning activities based on needs identified by prisoners.
- Facilitate prisoner focus groups, consultations, surveys and feedback sessions to identify gaps, barriers and opportunities.
- Co-produce resources with prisoners, including self-help information, progression materials and practical tools for navigating custody and preparing for release.
- Adapt learning and information for different abilities, literacy levels and prisoner populations.

- Support individuals to recognise their existing strengths and develop confidence, communication, teamwork and other transferable skills.

CAB Peer Mentor Programme

- Recruit, induct, train, support and develop prisoners working as CAB Peer Mentors within the Resource Hub.
- Hold regular team meetings, allocate responsibilities and support Peer Mentors to develop confidence and professional working practices.
- Train Peer Mentors to appropriately signpost prisoners, provide self-help resources and identify when professional advice or specialist intervention is required.
- Develop processes and resources that enable Peer Mentors to support the wider prison population safely and effectively.
- Support mentors to recognise how their experience can transfer into future volunteering, education and employment opportunities.

Communications & Prisoner-Led Media

- Work alongside the prison's internal media provision to develop accessible information for the wider prison population.
- Support prisoners to research, plan and produce informational slides, interviews, podcasts, videos and awareness campaigns for broadcast through in-cell media.
- Identify creative ways of reaching prisoners who may not otherwise engage with services or activities.
- Support prisoners to develop transferable skills through participation in communications and media projects.

Community Links & Partnership Development

- Build and maintain positive relationships with statutory, voluntary and community organisations.
- Identify pathways into rehabilitation, recovery, volunteering, education, training and employment.
- Organise and contribute to partnership events, workshops, presentations and collaborative projects.
- Represent the project at internal and external meetings and contribute the prisoner perspective to service development.
- Work collaboratively with SPS departments and partner organisations to identify and address barriers experienced by people in custody and on release.

Project Development

- Use prisoner feedback, evaluation and emerging needs to continually develop project activities.
- Monitor participation, feedback, outcomes and examples of impact.
- Contribute to project reports, case studies, funding reports and communications.

- Work flexibly within the operational and security requirements of a custodial environment.
- Identify opportunities to increase the project's reach and improve access to information and support across the prison.

Skills and Experience

We are looking for someone who is confident working with people from a wide range of backgrounds and who can build positive relationships while maintaining clear professional boundaries and be non-judgemental and impartial.

The successful candidate should have:

- Experience of delivering training, workshops, group work, coaching or mentoring.
- Strong communication and interpersonal skills, with the ability to engage people who may initially be reluctant to participate.
- Experience of supporting individuals to recognise their strengths, develop confidence and work towards positive goals.
- An ability to facilitate groups and encourage meaningful participation and feedback.
- Strong organisational and project-management skills, with the ability to manage several activities and partnerships simultaneously.
- Confidence developing accessible written and digital information.
- Good IT skills and the ability to use common office and presentation software, spreadsheets and reporting data
- The ability to build effective working relationships with statutory and third-sector organisations.
- An adaptable and solution-focused approach to working within a complex environment.
- An understanding of confidentiality, professional boundaries, safeguarding and the importance of handling sensitive information appropriately.
- The ability to work both independently and collaboratively as part of a wider team.

Desirable

Experience or knowledge in one or more of the following would be advantageous:

- Citizens Advice or another advice/information service.
- Criminal justice, prisons or working with people affected by the justice system.
- Community development or employability.
- Volunteer or peer-support programmes.
- Partnership and stakeholder engagement.
- Digital communications, content creation, video, podcasting or other media.
- Developing accessible learning or self-help resources.
- Monitoring, evaluation and reporting.

Personal Qualities

The role requires someone enthusiastic, approachable, resilient, creative and adaptable, with a genuine ability to see the strengths and potential in others.

You should be comfortable listening to lived experience and allowing this to challenge or reshape existing plans. The prison environment can change quickly, so the ability to problem-solve, adapt delivery and maintain positive relationships with prisoners, SPS colleagues and external partners is essential.

Above all, we are looking for someone who understands that meaningful engagement is not simply about delivering services to people. It is about working with people, giving them a voice in decisions that affect them and creating opportunities for them to use their experience, skills and strengths to support themselves and others.