

Job Title: Family Liaison Worker

Service: Operations

Reports to: Service Manager or Deputy Manager

Direct Reports: None

About The Role

The Family Liaison worker plays a vital role in creating an impactful and meaningful experience and environment for visitors attending the service. They support in the development of a welcoming, comfortable and conducive space which supports meaningful engagement for adults and children. The role focuses on ensuring a timely and efficient processing of all visitors, whilst supporting collaborative partnerships between families and key prison teams towards a person-centred service.

The postholder will lead structured play sessions with children of all ages who are visiting a parent or loved one in prison, making sure they feel safe, engaged, and cared for during their visit. The role supports the wider team to ensure a trauma informed approach to delivery, and support with other aspects of tasks within the service as required. They will work with external partners, agencies, and stakeholders to deliver safer, integrated services. You will work in accordance with service specifications and agreements to provide a flexible service which is responsive to individual needs.

About the Post Holder

The post holder will be a compassionate and organised individual who understands the challenges faced by families affected by imprisonment. They will have excellent communication skills and be able to build purposeful relationships with people from different backgrounds, respecting equality, diversity and inclusion. They will be able to work with varied teams, build external partnerships, and be confident working in the given setting. The post holder will be resilient and have the desire to support families, in a flexible approach to meet various needs.

The post holder will be committed to help strengthen family relationships, support positive change, and contribute to a more compassionate, trauma informed culture within the prison.

Key Responsibilities

- Act as the first point of contact for prison visitors, providing a welcoming and safe environment.
- Welcome and book in visitors in a timely manner. Provide all necessary information to visitors regarding their visit.
- Greet visitors with great customer service, manage phone lines and enquiries, and other forms of communication following the relevant policies and procedures.
- Assist with queries that arise, provide advice, information, and guidance as needed and broker to have any urgent matters resolved, communicate any handovers to the wider team.
- Create a safe, stable, psychologically informed environment which is nurturing to children and families.
- Develop and maintain child-friendly spaces and interventions, which includes but is not limited to managing and supporting in the children's play area and managing children's activities and games.
- Take an active role in planning and delivering activities which engage and create meaningful and memorable family visits.
- Promote Safe Ground's programmatic work, as well as identify opportunities for collaboration with community partners via joint interventions, referral routes, or signposting.
- Work closely with the wider team to meet performance targets and objectives.
- Develop and maintain strong relationships with various teams, such as wing staff, governors, family services, resettlement teams, and other HMP partners and other relevant stakeholders.
- Work closely within the team to monitor, gain feedback, evaluate and develop the service for continuous improvement.
- Complete safeguarding and other referrals where required.
- Administration duties will vary. This includes maintaining confidential records on computerised systems information in accordance with relevant statutory and organisational policies.

RISK MANAGEMENT, INFORMATION MANAGEMENT AND CASE RECORDING

- Follow the relevant safeguarding, risk assessment and management procedures, record, and share any relevant information with partner agencies as appropriate.
- Report any concerns, incidents, and accidents in the correct manner to the right people/groups and be a proactive team member in such cases to support resolution.

SIG POLICIES AND DATA PROTECTION

- Promote, advise, and lead by example by embodying SIG values in creating a positive and productive environment including a Psychologically Informed Environment (PIE) with support.
- Demonstrate and facilitate high standards of service provision in line with organisational values and requirements, ensuring a safe, effective, caring, and responsive service, with support.
- Assist in implementing improvements in and maintain confidentiality in line with organisational policy in respect to residents, participants, staff, and the organisation with support.

- Adhere to and be aware of changes to SIG policies, processes, best practice, Equality, Diversity, and Inclusion (EDI), and data protection always and assist in implementing them where appropriate.
- Lead by example and assist in reporting and improving Health, Safety, and Environmental procedures, whilst following policies and processes in place. Always ensure clean and tidy office spaces and communal areas.

Other responsibilities than those described above may be required to be undertaken from time to time and will be expected to be performed as long as it is within the capacity and level of the position. This JDPS is regularly reviewed and may change in future amendments as per the requirements of the role and organisation.

Person Specification

Qualification and Experience:	Rating
Understanding <u>and/or</u> experience of working with people of complex backgrounds	Essential
Experience working within a prison or other criminal justice setting	Desirable
Previous professional or lived experience supporting men in custody	Desirable
Previous professional or lived experience working with children and families to support them rebuild family relationships	Desirable
Appropriate Professional Qualification in: Social Care, Early years Education, Certificate in Childcare or other relevant	Desirable
Skills and Abilities	
Ability to use, learn and adapt to IT at an intermediate level, including Microsoft and other software programs.	Essential
Willingness to undertake required training, including experiential programme training and Criminal Justice Service security and key training	Essential
Ability to work within a prison environment and environment of high security	Essential
Ability to influence and negotiate positive outcomes with others	Essential
Excellent interpersonal skills, both written and oral. Ability to form and build effective relationships and rapport with others	Essential
Proactive in making decisions to deal with challenges and providing a solution focused approach using initiative	Essential
Ability to work with confidential information, maintain accurate records and write accurate reports	Essential
Understanding of safeguarding children and vulnerable adults	Essential
Understanding and/or practical knowledge of the social and societal marginalisation that can be attached to people with various challenging backgrounds and the families of those in prison	Essential
Understanding and/or practical application of key legislation regarding social care, housing, criminal justice, and mental health	Desirable
Ability to Recognise signs of deteriorating mental health and initiate appropriate interventions to prevent crisis	Desirable
Personal Characteristics	

Cultural awareness, Self-awareness, and ability to identify personal growth areas and take feedback	Essential
Sensitivity and empathy to others, and ability to deal with individual circumstances with professionalism	Essential
Trauma-informed, non-judgmental approach to overcome barriers and achieve goals with self and others	Essential
Alignment with SIG and Safe Ground's core values, mission and vision	