

## JOB DESCRIPTION

**Job Title: Family Liaison Worker**

**Service: Operations**

**Reports to: Deputy Manager**

**Direct Reports: None**

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### ABOUT THE ROLE

The Family Worker will work part of a wider team, responsible for the day to day running of the Visitors Centre. The post holder will be the first point of contact for visitors attending, supporting the development of a space which is welcoming, comfortable, and conducive to meaningful engagement for both, adults and children.

They will ensure the timely and efficient processing of all visitors, and support collaborative partnerships between family members, the team, and key prison staff towards a wraparound, person-centred service.

### ABOUT YOU

The post holder will have excellent communication, IT, organisation and support skills. They will see relationships as central to personal development and be creative in their approach to positively influence and persuade others. They will have a positive and non-judgemental attitude, and able to work well within a team and with other stakeholders. The post holder will be confident working in the setting, and communicating with varied individuals of different backgrounds.

Training will be required within this role such as experiential programme training, as well as Security and Key Training through the Criminal Justice Service.

### KEY RESPONSIBILITIES

- Support the Visitors' Centre service to appear, operate and deliver to the quality standards of Safe Ground, Social Interest Group, and other relevant stakeholders.
- Welcome, book in and share relevant information with visitors attending the Visitors' Centre, including those visiting a prison for the first time.
- Develop, maintain, and supervise the child-friendly spaces and interventions in the Visitors' Centre, Visits Hall, Prison, and other areas as required. This includes a children's play area.
- Take an active role in planning, promoting and delivering 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 sign-posting.
- Work closely with the wider Safe Ground team to meet performance targets, and objectives.



- Develop and maintain strong relationships with internal and external persons and partners. *This includes, but is not limited to; Governors, Offender Management Units (OMU), Wing Staff, Education Staff, Family Services, Induction, Resettlement and other key components of the HMP and community partners.*
- Work closely within the team to monitor, gain feedback, evaluate and develop the service for continuous improvement.
- Complete safeguarding and other referrals where required.
- Participate in reflective practice, clinical supervision and other arranged meetings.
- Administration duties will vary. This includes maintaining confidential records and containing information in accordance with relevant statutory and organisational policies.
- *Other duties may include but not limited to, maintain clean and tidy offices and communal areas, removing rubbish, reporting repairs and ordering/replenishing supplies.*

### **SIG Policies and Data Protection**

- Promote the SIG values in creating a positive and productive environment, to create a Psychologically Informed Environment (PIE).
- Maintain high standards of service in line with organisational values and requirements, ensuring a safe, effective, caring, and responsive service.
- Maintain confidentiality in line with organisational policy in respect to residents, participants, staff, and business sensitive information.
- Adhere to SIG policies, processes, best practice and data protection at all times.
- Comply with Health, Safety, and Environmental procedures.

Other responsibilities than those described above may be required to be undertaken from time to time and will be expected to be performed to as long as it is within the capability and level of the position.

### **PERSON SPECIFICATION**

<b>Qualifications and Experience</b>	<b>Rating</b>
Experience of working with children and their families	Essential
Experience within a prison or other criminal justice setting, and/or within a similar role	Desirable
Have, or be working towards an appropriate professional qualification: NVQ/Diploma Level 2 in Children and Young People; Children and Families; Social Care, or similar	Desirable

<b>Skills and Abilities</b>	
IT Proficiency, ability to learn new software programs, basic Microsoft experience	Essential
Ability to positively persuade, empower, and influence others	Essential
An understanding of safeguarding children and vulnerable adults	Essential
Understanding <b>and/or</b> practical knowledge of the social and societal stigma that is attached to people within the criminal justice setting and their family members	Desirable
<b>Personal Characteristics</b>	
Creative approach to engage with individuals at all levels and from different backgrounds and circumstances	Essential
Self-awareness, able to take feedback, engage in group sessions, and take responsibility for self-development	Essential
Excellent communication skills, written and oral and relationship building	Essential
Able to influence and negotiate positive outcomes with others	Essential
Ability to work with confidential information, maintain accurate records and write accurate reports	Essential
Sensitive and empathy to others, dealing with challenging circumstances with professionalism	Essential
Trauma-informed, non-judgemental approach to overcome barriers and achieve goals	Essential