**The Forward Trust Job Description**

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| **Position Title** | **Connections Visits Reception Worker - HMP Millsike** | **Reports to** | **Connections Visits Team Leader** |

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| **Introducing Forward Trust** |

Forward Trust is a social justice charity that helps thousands of people to recover from addiction and mental health problems, leave behind crime, find jobs, homes, and a sense of belonging.

We campaign to change public attitudes and policy so that people, who are often written off by society, can access transformational support. We are proud to be the UK’s leading addiction recovery charity, desistance experts, homelessness and employment advocates, who improve public awareness and understanding by demonstrating the potential of people to recover and rebuild their lives.

**Vision for HMP Millsike:**

HMP Millsike involves a contemporary, evidence-based approach to prison delivery, which ensures the public are protected whilst we transform people’s lives. We will promote change through an ongoing rehabilitative environment and culture, empowering individuals to make self-determined choices and equipping them with the skills and emotional resilience to produce effective and long-lasting change.

A rehabilitative culture will be the helix structure of Millsike’s DNA. HMP Millsike’s partnership with the University of Hull School for Criminology, Sociology and Policing to evaluate and continuously improve will enable us to become thought leaders in resettlement and reducing reoffending. Millsike’s delivery partnership will provide significant employment opportunities fulfilling our ambition to become the prison with the highest number of work opportunities on release, with at least 26% of prisoners going directly into a job.

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| **Role/Team Overview** |

Forward Trust’s Connections Team at HMP Millsike will have responsibility for delivery of a core ‘Connections’ service including:

* Connections Visits
* Connections Family and Relationship Services
* Connections Health and Wellbeing and Substance Misuser Services

The Prison Visits Centre Reception Worker is a key role focused on facilitating a supportive and secure environment for families, friends and professional visiting prisoners at HMP Millsike. The position primarily involves managing the reception area, ensuring a smooth and respectful experience for all visitors and maintaining strict adherence to security protocols. The Reception Worker will act as the first point of contact, helping to alleviate the emotional stress often associated with prison visits through compassionate interaction and efficient service.

**Key Accountabilities**

Key Responsibilities:

* Greet and register visitors upon arrival, ensuring all necessary checks and documentation are completed accurately and visitors are ‘checked in’ promptly, understanding the importance of punctuality and set schedules.
* Provide a welcoming visits reception area/environment that helps to alleviate any stress and anxiety held by visitors.
* Provide information, practical advice and guidance and emotional support to visitors where necessary.
* Work with and signpost to Connections Family and Relationship Practitioners and other external agencies attending the visits area to provide additional support and guidance to visitors.
* Maintain visitor confidentiality and security of personal information as per compliance with regulations.
* Provide clear and compassionate communication regarding the procedures and rules of the visits process.
* Manage our Visits Helpline, including answering calls and responding to answerphone message enquiries within set timeframes.
* Ensure the visits reception is clean and tidy and stocked with necessary materials and resources, e.g., leaflets on support services.
* Offer and serve refreshments to visitors from the visits centre café, if required.
* Assist with the delivery of special visits and/or family events/programmes held within the visits centre, as required.

**Partnership Working:**

* Collaborate with prison security staff to ensure a seamless and safe visits process.
* Work closely with Connections Family and Relationship Practitioners and/or external agencies who may attend the visits reception to provide support, advice and guidance to families whilst they are waiting for visits to commence /on exit after the visit has completed.
* Participate in multi-disciplinary team meetings as required to discuss prison /visitor needs, behaviours, issues or concerns, including safeguarding.

**Outcome Monitoring and Continuous Improvement:**

* Regularly collect feedback from visitors to gauge satisfaction and identify areas for improvement in the visits process.
* Monitor and report on visitor flow and management issues to help enhance operational efficiency.
* Engage in ongoing training and development sessions to stay updated on best practice and emerging issues in prison visits management.

**Safeguarding:**

* Ensure that all visits centre activities comply with safeguarding policies and procedures concerning safeguarding and security.
* Vigilantly monitor the visits reception area and, if required, visits hall, to prevent contraband entering the prison and ensure the safety and wellbeing of all parties.
* Report any concerns relating to safeguarding or security breaches immediately to the appropriate authorities.

**Administration and General:**

* Maintain accurate records of all visits, including visitor logs and incident reports.
* Handle incoming calls and respond to enquiries related to visits.
* Manage the cleanliness and organisation of the reception area to maintain a welcoming environment.
* Flexible working required, including evenings and weekends.

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| **Role Criteria** |

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| **Criteria Requirement** | |
| **E** | **Essential Criteria** |
| **D** | **Desirable Criteria** |
| **Criteria Measure** | |
| **A** | **Application** |
| **I** | **Interview** |
| **T** | **Test** |

**Below is a list of the criteria required to apply for this role; please address each of these points in your application.**

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| **Knowledge, Skills & Experience** | | |
| Excellent communication and interpersonal skills | Essential | Application  Interview |
| Strong attention to detail. | Essential | Application  Interview |
| Ability to handle sensitive situations /information with discretion and professionalism | Desirable | Application  Interview |
| Skilled in forming diverse partnerships, alliances, and relationships. | Essential | Application  Interview |
| Previous experience of developing and implementing service improvements. | Desirable | Application  Interview |
| Skilled in communication, presenting, data, written and verbal. | Essential | Application  Interview |
| Working knowledge of using Microsoft office packages /digital systems. | Essential | Application  Interview |
| Experience of working in prison visits centres or equivalent environments. | Desirable | Application  Interview |
| Experience of working within the criminal justice sector | Desirable | Application  Interview |
| Experience of databases, including overseeing the collection, recording and collating of information, including statistical data, for audit, research and reporting purposes. | Essential | Application  Interview |
| Strong administration skills | Essential | Application  Interview |
| A positive problem-solving approach with the ability to focus on key issues quickly and clearly. | Essential | Application  Interview |
| Flexibility to meet the needs of the service as it develops. | Essential | Application  Interview |
| The ability to engage effectively with the client group, as applicable. | Desirable | Application  Interview |
| Experience of partnership working and/or contract management with other provider/s. | Desirable | Application  Interview |
| **Personal Attributes** |  |  |
| **Proactivity** – Quick thinking with a high-level use of initiative | Essential | Application  Interview |
| **Resilience** – Solves problems, takes learning on board from mistakes to aid personal and professional growth | Essential | Application  Interview |
| **Adaptability** – Can work in fast-paced changing environments | Essential | Application  Interview |
| **Confidence** – Has confidence in own abilities, has good eye contact and able to communicate clearly and concisely | Essential | Application  Interview |
| **Teamwork** – Works in harmony with colleagues to deliver results | Essential | Application  Interview |
| **Open to Feedback** - Open to constructive feedback to further develop | Essential | Application  Interview |
| **Innovative – Continually** searching for better ways of working | Essential | Application  Interview |