

***Note to applicants: Please refer to our [Volunteer Opportunities](#) page for all up to date listings. To search, type your postcode into the search box; all nearby volunteer opportunities that are currently recruiting will be displayed. If you unable to find the site or role you are looking for, please email [Volunteering@prisonadvice.org.uk](mailto:Volunteering@prisonadvice.org.uk) and we can connect you to the Volunteer Manager who will be able to speak to you more about what you are looking to do!***

**Volunteer Role:** Family Services Volunteer

**Volunteer Manager:** Family Engagement Manager

**Where you will be based:** On-site at designated prison, multiple sites available

### **Why we want you**

Working as a member of the Family Services team, across all areas of the service, you'll be offering information, guidance and support to families and loved ones of those in prison. Based in the prisons visitor's centre meeting and greeting visitors, you will provide practical and emotional support to families ensuring they are treated with dignity and respect and their voices are heard. As well as supporting in the visitor's centre, you will also be required to support Pact's play and children's services, including our family days, and potentially with our refreshment service in the prison visits hall.

### **What you will be doing**

- Offer a friendly and welcoming environment within the Family & Visitors' Centre, where people visiting the prison can spend time before and after their visit
- Assist with booking/checking in of visitors in line with Pact and the prison's procedures
- Encourage families to access support or signposting them for their needs by interacting with visitors, offering information and advice as appropriate on a confidential basis and ensuring first time visitors are provided with enhanced support and reassurance
- Help maintain an area in the visitors' centre for children, which may include displays of children's artwork, relevant posters and information, as well as toys and other materials to engage children before and after a visit
- Liaise with prison staff, including visits and security staff, to ensure close co-operation in the smooth and efficient reception of visitors at the prison
- Promote opportunities for children to engage with their loved one who is in prison in an appropriate way during a visit and family days
- Ensure the play equipment is safe, clean, and able to fulfil its requirements, storing and restocking as required
- Provide an excellent, friendly, and welcoming refreshment service to prisoners and their families in the visitors centre and/or visits hall

- Support the planning and delivery of an agreed number of family/teen days per year and to help Pact deliver high quality facilitated play/activities appropriate for the age ranges attending the family days
- Support the Family Services team with other ad-hoc tasks
- Adhere to policies and practices relevant to this role: Confidentiality; Health & Safety; Child Protection and Safeguarding; Equality and Diversity; and Prison security rules etc
- Report any incidents and concerns related to Health and Safety or Safeguarding to a member of the Pact staff team

### **The skills you need**

- Ability to communicate effectively
- Sociable and friendly
- Non-judgemental and empathetic attitude
- Flexible and willing to do any of the service tasks
- Solution focused and resilient
- Good understanding of safeguarding, professional boundaries and confidentiality

### **What's in it for you**

- Feel connected to those you are helping in your local community
- Full training and induction provided with regular ongoing support
- Develop skills and enhance your experience for future volunteering / employment opportunities
- Some out of pocket expenses covered in line with our expenses policy

### **Disclaimer**

This role is subject to the completion of Pact's mandatory training and checks which our staff will be on hand to support you through.

### **Training**

Safeguarding, Professional Boundaries, Equality and Diversity, Data Security and Health and Safety training is required for this role, as well induction training related to the role. We anticipate the entire training will take between 10-12 hours to complete in total, of which most can be completed in your own time. You will also have access to a range of other training opportunities.

### **Checks**

3 years of employment history or other activities (e.g., studying, travelling) Enhanced DBS check (Disclosure & Barring Service) with child barring Security Vetting by His Majesty's Prison Service.

Because of the recruitment process which can take several weeks, Pact hopes you will commit to volunteering for a minimum of 1 shift a week (approx. 3-4 hours) for at least 6 months from when your onboarding is complete.