

Job Title:	Project Worker / Childcare	Job Holder:	Vacant
Reports To:	Prison Visitors Centre Manager	Location:	SVP Prison Visitor Centres
Region:	East	Date of Job Description:	March 2024.

1. PURPOSE OF THE JOB

To work as part of the Project Worker team in providing a safe, pleasant, caring and non-judgemental environment to those visiting family in Wheatfield Prison Visitors Centre. This role is key to the provision of a meaningful support service to all of those visiting the prison complex including families and children and to maintaining a high standard of service within the visitor Centre.

2. ENVIRONMENT OF THE JOB

The SVP is a large, national, voluntary organisation with extensive experience of working with a diverse range of people who experience poverty and exclusion. Through its network of over 12,000 volunteers and 700 staff, it is strongly committed to working for social justice and advocates the creation of a more just and caring society. SVP employs people to support volunteers in a variety of settings including home visitation, Social Housing, Child and Family Services, Retail, Administration and other specialist areas.

SVP is committed to ensuring that everyone we encounter, regardless of age, gender identity, disability, sexual orientation, or ethnic origin has the right to be protected from all forms of harm, abuse, neglect, and exploitation. All employees are expected to act in accordance with SVP policies on Dignity & Respect and Safeguarding in respect of related Children and Vulnerable adults Safeguarding policies and procedures.

The Society is Christian based with a strong sense of Gospel values. The founder of the Society, Blessed Frederic Ozanam, was a devout Catholic and his legacy of spirituality remains a key element for volunteer members of the Society and underpins the conduct of conference meetings. It can often therefore be normal practice within the Society that prayers are said at the beginning and end of Conference meetings or at meetings where members are in attendance as this underpins the ethos of the Society. There is no requirement for staff members to actively participate in the saying of prayers but to respect the ethos of the Society and be aware that this practice may occur.

About Wheatfield & Cloverhill Prison Visitor Centres

Wheatfield and Cloverhill Prison Visitor Centres were established to provide a service to families, friends and children visiting prisoners serving sentences in Wheatfield and Cloverhill Prison. The service operates in line with prison visiting hours.

3. GUIDANCE AND AUTHORITY

The job holder will report to Prison Visitors Centre Manager

The post holder is expected to operate with considerable autonomy. The nature of matters referred upwards are those:

- Where significant resistance is experienced in the development of good practice and implementation of policy.
- Where practice or proposed practice places stakeholders in a position of risk e.g. a child, a vulnerable adult, members, volunteers, the reputation of the Society.
- Where decision will have a significant impact on the workload of others.

4. PRINCIPAL ACCOUNTABILITIES

ACCOUNTABILITIES	HOW ACHIEVED
1. Tea Bar/Welcoming Visitor Duties	<ul style="list-style-type: none">• To contribute to the promotion, creation and maintenance of a welcoming and caring environment and to a high standard of service user care within the Centre.• To welcome visitors to the centre and provide a friendly supportive service to them by listening to them and offering refreshments and play facilities to the children.• To set up and prepare the tea bar/food items and to serve visitors in a friendly and welcoming manner with due care to Health and Safety Regulations.• To maintain professional boundaries with visitors, staff and volunteers.• To record visitor numbers on a daily basis.

2. Family Support Duties

- To develop an understanding of the visiting process and pay due attention to the sensitive nature of visiting someone in prison.
- To welcome visitors and assist those needing support or where appropriate to direct visitors to the SVP East Region Prison Visitor Centres Manager.
- To provide relevant information to visitors regarding services and supports available to them from statutory and voluntary organisations.
- To understand the situations of those visiting the centre.
- To display discretion and maintain confidentiality of those visiting the centre. To display empathy and be non-judgemental.
- To welcome visitors and provide a friendly service to them.
- To direct visitors when necessary to the PVC Manager.
- Provide information of services to visitors such as contact details of services who may be able to assist them.
- To develop an understanding of the prison regime, to be sensitive to the roles of individuals within that regime and to build appropriate relationships with them.

<p>3. Childcare Duties</p>	<ul style="list-style-type: none"> • To interact with the children, building positive relationships with them and paying due attention to the sensitive nature of their environment. • To supervise the children’s play area, ensuring that the area is safe, the toys and equipment are safe and that the area is clean. • To organise and supervise play facilities for children, appropriate to their age, needs, interests and stage of development regardless of differing cultures, religions or abilities. • To welcome, communicate and play with the children, engage them in activities and make them feel as comfortable as possible. • To be aware of children entering the centre and to highlight concerns as appropriate to the relevant parties as in keeping with the Safeguarding and Child Protection Policies. • Where possible, to assist parents/guardians in responding to children’s behavioural problems being sensitive to the possible underlying reasons for such behaviour.
<p>4. Safeguarding</p>	<ul style="list-style-type: none"> • Maintain an awareness of best practices in safeguarding children and vulnerable adults. • Where appropriate record information in areas of concern within the provisions of the Child Care Act. • Report any concerns you have in regard to the safety and welfare of clients to the Designated Liaison Person. • To follow SVP National Policy and Procedure for the Protection and Welfare of Children, Young People and Vulnerable Adults procedures and to attend any training courses regarding Child Protection.

5. Health and Safety, Cleanliness and Hygiene

- To take part in the cleaning rota and ensure areas of the Centre, both inside and outside, are clean and tidy.
- Partake in the cleaning rota. Clean all areas to include the children's play area, the tables and chairs, the tea bar, the kitchen, the baby changing area, the toilets and any other area as directed by the PVCs Manager.
- To ensure that the toilets and baby changing area are always well stocked, clean and tidy.
- To supervise play facilities for children and ensure that all equipment is safe and maintained in good working order.
- Clean the toilets and baby areas on a regular basis as and when needed. Ensure each area is well stocked with necessary products such as baby wipes, nappies and toilet paper.
- To work well with the team, communicate and work together to maintain all areas, ensuring that the tea bar area complied with H&S and that it is stocked up on a weekly basis.
- To report to the Manager any accidents/incidents of concern within the Centre and to provide a written report if required.
- To be aware of health and safety.
- To report any accidents or near misses on the appropriate report form and provide a written report of the incident if required.

<p>6. Compliance with Policies and Procedures</p>	<ul style="list-style-type: none"> • To be familiar with and work in accordance with relevant legislation, regulations, and the policy and procedures of the Centre. • Whilst acknowledging the need for professional sharing of information within the team, and notwithstanding responsibilities for reporting under Safeguarding policy and legislation, the Project Worker is required to have strict regard for confidentiality within the team. • All information discussed in the team and with visitors must be kept confidential. • To support and maintain the image of the Committee and to promote SVP and Quaker values in all aspects of the work. • Provide a professional service and always perform the duties of the role in a professional manner. • Conduct the role in a manner that is compliant with the ethos and values of the Society.
<p>7. Other</p>	<ul style="list-style-type: none"> • To attend all training on centre policies, to read all policies provided and to work within guidelines as directed by the PVCs Manager. • To contribute to team development by co-operating with colleagues, attending team meetings and participating in supervision and training programmes as required. • To build and maintain relationships with relevant prison employees such as prison officers. To gain an understanding of the prison and how it works. • Communicate with team members. If there are problems with a colleague, always work to resolve it. Always attend and contribute to team meetings. Participate in supervision and training programmes as required. • To contribute to the supervision of volunteers and students on work placement. • To carry out any other duties assigned.

5. CHALLENGES

There are a number of challenges in this role, largely determined by the scale, complexity, voluntary nature and high levels of local autonomy with the Society.

- Acceptance of the dynamic of a complex, national, membership organisation and an understanding of how this both contributes to and constrains the work.
- Influencing others not under direct authority.
- Ability to manage service users who will sometimes be emotionally distressed in a professional manner.

6. OTHER INFORMATION

In addition to the duties and responsibilities listed above, the job holder may be required from time to time to perform other duties as deemed reasonable and necessary by the employer. The job holder may also be required from time to time to work or attend training/meetings at another location. As much notice as is reasonably practicable will be given of any such requirement/change.

The Society is committed to the Right to Disconnect Code of Practice which applies to all employees irrespective of where they work, be that office, service, home or other remote location, or their working pattern, either core, shift, or flexible hours.

Given the nature of our organisation, employees may request or be required, depending on their role and agreement of management, to work in a more flexible manner and occasionally outside of their normal/standard working hours. Certain roles by their nature may have a requirement to work evenings or weekends and may be on a shift pattern (as detailed in the written particulars of employment), others may be required to attend evening or weekend meetings with members or may be subject to annual peaks and troughs in the workload. These are usually normal, expected, and foreseeable work-related requirements and staff should ensure that they receive the required breaks and compensatory leave as detailed in the Society's Time off in Lieu policy. Employees are responsible for notifying their manager in writing of any statutory rest period or break to which they are entitled to and were not able to avail of on a particular occasion and the reason for not availing of such rest period or break within one week.

7. EDUCATION, KNOWLEDGE, EXPERIENCE AND SKILLS TO UNDERTAKE THE ROLE AT A FULLY ACCEPTABLE LEVEL

EDUCATION

- Educated to Leaving Certificate or equivalent is essential.
- FETAC Level 5 Qualification in Childcare is essential.

KNOWLEDGE

- Knowledge of the Society and of its mission and values.
- Knowledge of needs and issues of the poor and disadvantaged.

EXPERIENCE

- A minimum of 1 years' experience required working in childcare or other similar front line services.
- Experience of working in the community/voluntary sector is preferable.

- Experience of working in a caring and non-judgemental role is essential.

SKILLS

- Ability to build rapport with both children and adults.
- Excellent communication skills.
- Excellent problem solving skills in interpersonal situations both internally and external to the organisation.
- The ability to deal with people in a caring compassionate and pro-active manner.
- Friendly, outgoing and sociable person with the ability to empathise with others.
- Excellent team work skills with the ability to work on own initiative.
- Excellent listening, interpersonal and communication skills.
- Computer literate.

The person must also demonstrate the following personal attributes:

- Be honest and trustworthy.
- Be respectful.
- Possess cultural awareness and sensitivity.
- Be flexible.
- Demonstrate sound work ethics.

8. COMPENSATION AND BENEFITS

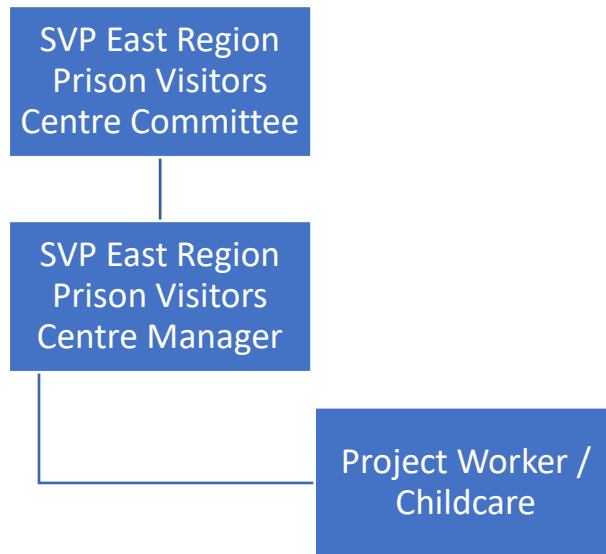
All SVP benefits are subject to the prevailing policy and associated length of service requirements

Pension	A core DC pension offering with a 5% employer and employee contribution, and an option to increase to 7% employer contribution on a matching basis
Life assurance	Four times salary
Sick pay	Entitlement to sick pay following 13 weeks, with level of entitlement increasing with length of service (Subject to terms of policy)
Health plan	Group discount for Hospital Saturday Fund (HSF)
Annual leave	23 days annual leave for all staff. Additional day's leave at 5, 10, 15 & 20 years, with a cap of 27 annual leave days
Discretionary days	2 Discretionary days (Christmas Eve & Good Friday)*
Maternity/ Adoptive leave	18 weeks full pay for staff with more than 12 months service
Paternity leave	2 weeks full pay for staff with more than 12 months service
Christmas Voucher	€250 voucher for all staff (Subject to terms of policy)
Employee Assistance Programme (EAP)	6 counselling sessions provided per annum
Life Appreciation recognition	Additional one-off 5 days annual leave allocated in year that 25, 30, 35 & 40 years service achieved, plus €250 voucher
Retirement	Staff with 10+ years service will receive a €250 voucher on retirement
Education Support	Fee support up to €1,500 for job relevant courses, plus exam and study leave Further Education Support (Subject to terms of the policy)
Hybrid/Flexible Working Available	SVP support and embrace Flexible Working, including working from home, in line with the SVP Flexible Working Policy (Where appropriate and subject to role requirements and policy)
SVP Experience Day	Up to one discretionary day per year to experience a different aspect of the work of SVP (Subject to conditions)

9. MAIN TERMS AND CONDITIONS

Contract Type:	Temporary; 6 Month Contract
Hours:	35 hours per week including Saturdays
Pension:	5% employer contribution or 7 % employer contribution 5% employee contribution or 7 % employer contribution
Salary:	€27,554.80 per Annum/ €15.14 per hour

10. STRUCTURE CHART



The information contained in this job description is a true and accurate reflection of the job as at the date specified.

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Job Holder

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Line Manager