

General overview of role:

The visitors' centres exist to meet the needs of adults and children visiting relatives or friends in prison. They aim to offer, "a safe, pleasant environment where all visitors are met with dignity and respect, provided with the facilities they need and offered information, support and the opportunity to discuss the difficulties they may face in confidence" (Prison Service Guidelines, 1996). This statement sums up the basic principles underlying the Nepacs visitors' centres.

Volunteers in this role will offer a warm welcome to all visitors arriving for a domestic visit and register all visitors who arrive. They will also provide refreshments and offer emotional support and information to the families who are waiting for a visit.

Role description:

Main tasks will include:

- Welcome visitors and register and log each visitors as they arrive
- Serve refreshments
- To offer any information and support as necessary to the families of prisoners
- To explain to new visitors the visiting process
- To tidy the centre at the end of visiting time

Skills required:

- Welcoming and friendly outlook
- Non judgemental attitude
- Ability to work as part of a team
- An understanding of confidentiality
- Sensitive to the needs of visitors
- Basic numeracy and literacy

Location:

HMP Durham, HMP Frankland and HMP&YOI Low Newton in Durham, HMP Holme House in Stockton, HMYOI Deerbolt in Barnard Castle and HMP Northumberland in Morpeth.

Expenses:

Public transport costs or mileage up to 22 mile radius at 40p per mile.

Training and support

- Initial project induction and training
- Level 1 Safeguarding training available
- Invite to Nepacs Generic induction
- Volunteer meetings are held at regular intervals throughout the year
- NEPACS offer a training day for all volunteers annually
- Volunteers are eligible to attend some prison organised training

Commitment

NEPACS asks volunteers

- To commit to the project and its purpose and give notice of absence as soon as possible
- To undertake an induction programme
- To agree to a DBS check and prison clearance (this will require a form of photo ID)

Volunteers can expect

- Support from members of staff
- Training opportunities
- Invitation to volunteer meetings
- Recognition of their work

To apply:

Please download an application form from our Volunteer Opportunities page of our website or contact: volunteering@nepacs.co.uk , or ring us on 0191 375 7278.