

G4S Care & Justice Services - Role Profile

Role Title	Detention Custody Officer	Department	Operations	Date	March 2009
Band	N/A	Location	Various	Reports To	Various
Role Purpose	To perform detainee custodial duties in line with contractual requirements and standards.				
Section 1- Outputs/Accountabilities		Section 2 - Occupational Standards / Work Activities			
<i>Generic statements covering main responsibilities in the role. Remaining accountabilities can be added to reflect local circumstances.</i>		Code	Standard		
1.	Maintain restrictions on detainee's liberty whilst promoting and protecting their rights in compliance with legislation and company policy and procedures.	AA1	Promote equality and value diversity		
		AB1	Communicate effectively with people		
2.	Monitor and, where applicable, control detainees within and outside the Centre in a manner consistent with good security and human dignity.	AC1	Contribute to the quality of team working		
		AD1	Develop and sustain effective relationships with staff in other agencies		
3.	Complete and maintain detainee records, documentation, reports and all associated detainee information to enable the sharing of this information and to provide a clear audit trail.	AE1	Maintain and develop your own knowledge, skills and competence		
		AF1	Ensure your own actions reduce risks to health and safety		
4.	Ensure own and, when appropriate others actions reduce risks to security and maintain a safe and secure environment.	CK3 + CK5	Search vehicles, individuals, accommodation and area		
		FB1	Maintain restrictions on individuals' liberty whilst promoting and protecting their rights		
5.	Promote an environment that supports the welfare and safety of staff and detainees so that detainee behaviour and the good order of the prison is controlled and maintained.	FB2	Contribute to the planning and reviewing how to meet individuals' needs and rights in the custodial environment.		
6.	Assist in the control of incidents and emergencies to reduce the impact of the incident and bring it to a swift resolution and, when appropriate, control and restrain individuals to prevent escape, injury or damage.	FC1	Receive and discharge individuals and property into and out of the custodial environment		
		FD1 +FD2	Contribute to and maintain security and order in the custodial environment		
		FE1	Maintain security whilst escorting individuals to courts and other places		
7.	Search individuals, premises and surrounding areas, when appropriate, and confiscate prohibited items and/or contraband in order to maintain safety and security.	FE2	Prepare and drive secure vehicles to and from custodial and other environments		
		FF2	Contribute to the control of incidents and emergencies		
8.	Minimise and deal with aggressive and abusive behaviour to reduce risks to security and to maintain a safe and secure environment.	FF3	Control and restrain individuals		
		FH1	Help individuals in custody to maintain and develop relationships		
9.	Encourage detainees to take part in purposeful activities and assist in the delivery of all services, activities and functions whilst engendering positive, friendly but professional relationships with all detainees.	GA1	Enable individuals to find out about and use services and facilities		
		GB2	Support individuals experiencing difficulties		
		GC1	Contribute to the protection of individuals from abuse		
10.	Communicate information relating to any aspect of the Centre and detainees promptly, in line with procedures, so that a safe and secure environment committed to meeting the needs of the detainees is maintained.	GC6	Support individuals where abuse has been disclosed		
		GC8	Minimise and deal with disruptive and obstructive behaviour		
		GC9	Contribute to the prevention and management of inappropriate behaviour		
11.	Receive and discharge individuals and property correctly into and out of the detention environment to prevent loss or misdirection of property or incorrect release or detention of detainees.	GD2	Encourage individuals to look after their own health and hygiene		
		GJ2	Support individuals in custody to take part in purposeful activities		
		HF16.1 + 16.2	Manage information for action		
12.	Maintain the highest standards of care, in line with Assessment, Care in Detention and Teamwork (ACDT), in order to minimise the risk to detainees of suicide, self-harm and bullying.	ZB3	Provide effective customer service		
		ZH2	Enter and find data using a computer		

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Nature & Scope	No specific previous experience or qualifications are required but experience in dealing with the general public would be an advantage.
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