

Detention Custody Officer (DCO)

Yarl's Wood IRC

POSITION DESCRIPTION

POSITION TITLE	Detention Custody Officer (DCO)
LOCATION	Yarl's Wood

ROLE

To work with Residents in an empathetic manner, treating them as valued human beings during a difficult emotional time in their lives. Taking into account the Residents' safety and well-being through maintaining a secure and stable environment by pro-active integration with Residents on a daily basis.

At all times, DCO's will act as a positive role model to all Residents, treating all with whom he/she comes into contact with respect and decency. DCO's will demonstrate commitment to working as part of the Yarl's Wood IRC Team in support of the Centre Vision and delivery of the Contract.

PRINCIPAL DUTIES AND ACCOUNTABILITIES

- To conform to Detention Centre Rules 2001 and the Manager's Rules of the Detention Centre, to assist and support the Manager in their maintenance, and to obey all lawful instructions.
- To inform the Manager promptly of any issues or impropriety which is brought to their attention
- To pay special attention to duty under paragraph 2 (3) (d) of schedule 11 to the Immigration and Asylum Act 1999 – to attend to the well-being of detained persons.
- To notify the Health Care team of any concern they have about the physical or mental health of a Resident.
- To treat at all times a detained person to encourage their self-respect, a sense of personal responsibility and tolerance towards others.
- To refrain from accepting any unauthorised fee or gratuity or other consideration in connection with their DCO duties.
- To maintain a safe, secure working and living environment for all who work and live within the Centre.
- To maintain the integrity of security processes and procedures, by maintaining security protocols of the Centre, therefore detaining persons received into the Centre from the Authority.
- To work as a flexible effective team member in whichever area of the Centre you are assigned, within the levels of your competence.
- To fully embrace and thereafter diligently carry out normal daily duties as per procedures for your area of work and obey all lawful instructions as directed by your manager.
- To encourage Residents to participate in the centre activities, paying particular attention to their cultures and traditions.
- To manage respective area of responsibility on a daily roster basis.
- To carry out risk assessments under the Health & Safety umbrella, on an on-going basis in respective areas of work.
- It is an occupational requirement for this post that you complete your full shift

on each occasion you are on duty.

- To organize activities within the centre as and when required
- To undergo any staff training that is required
- To carry out any other work reasonably acceptable within the capabilities of the post holder.
- To help maintain service delivery, health and safety, security and control within the Admin building and around the centre
- Promote equal opportunities and zero tolerance to any form of discrimination
- Maintaining security processes and dynamics in the area of work
- Maintaining the company image via polite interaction with visitors for Residents or official guests
- Advise and work with all other Departments as part of a team and attend any Departmental Meetings which will require input from the department manager.
- To contribute to the achievement of good communication within Yarl's Wood IRC in line with the local Communications Strategy.
- To develop and maintain effective relations with the customer and external suppliers as required.
- To ensure the Contract terms are met, ensuring compliance with the contract at all times.
- To contribute to good practice across the whole business, striving for continuous improvement at all times.
- To take ownership and responsibility for your own continuous professional development.
- To undertake any other duties that may be reasonably requested due to operational requirements.