



## Shared Service Facility Post Profile

<b>Post:</b>	Detention Officer
<b>Grade:</b>	Scale 5 plus – 20% shift and 14.55% Weekend Working allowances
<b>Competency and Values Framework Level/s:</b>	Level 1
<b>Responsible to:</b>	Custody Manager
<b>Based at:</b>	Caernarfon, St Asaph and Llay
<b>Agile Work Pattern:</b>	Shared Desk
<b>Gauge Job No:</b>	A248
<b>SUP No(s):</b>	SUP0500

### **OVERALL PURPOSE OF JOB:**

To assist the Custody Officer in the detention and welfare of detained persons.

### **DUTIES AND RESPONSIBILITIES:**

1. Under the direction and supervision of custody sergeants, the reception, 'booking in', risk assessment and release of detainees, together with the creation, interrogation, and updating of electronic and paper information systems associated with those processes (including VIPER, PNC, fingerprints, and any other check deemed necessary to verify a prisoners details in accordance with relevant legislation, Codes of Practice and Force Policy and procedure.
2. Undertake or assist in the physical search of detainees and their property in accordance with relevant legislation and guidance, and using specialist search equipment where necessary. Responsible for the handling, storage and movement and associated administration of property taken from persons detained.
3. The security, guarding, monitoring and welfare of detainees within police custody suites, including control and restraint of detainees, search of cells, and dealing with violent detainees to ensure effective security is maintained,. Reporting of damage, and risks to the Custody Sergeant.
4. Undertake all aspects of the reception, treatment, processing and supervision of detainees, including close proximity supervision and the administration of medication.
5. Provide access to washing facilities for detainees, assist with cleaning cells and arrange the decontamination of cells, detainees and equipment including bedding, to ensure the hygiene of detainees and staff is maintained. Service of food to detainees in compliance with food hygiene standards.
6. Liaise with members of the public, health care professionals and appropriate adults, other agencies and police departments to provide access to detainees and information regarding their detention in accordance with Force Policy and legislation.
7. Provide associated administration and clerical support to ensure all documents and records (electronic and paper) are completed and maintained accurately and in accordance with policy and procedure.
8. Monitor and operate CCTV, cell intercom, alarm and other systems necessary to ensure the security of detainees, staff and premises within the custody suite.
9. Carry out the procedures of fingerprinting, footwear impressions, image capture (still and video) DNA and drug testing and Sex offender registration where appropriate, in accordance with legislation, Codes of Practice and published policy.

10. Escort and transportation of detainees within the custody complex, handling of detainees to court, security officers for court appearances, ensuring security is maintained and court times are met.
11. Provide advanced first aid to detainees, including the use of specialist equipment such as (but not exclusively) defibrillators, oxygen supply, nasal cannulator, oximeter.
12. Promote and comply with NWP policies on equal opportunities and health and safety both in the delivery of services
13. Take part and complete Fire Steward and Evacuation drills as and when required. In the case of a real evacuation act as Fire and Evacuation Steward.
14. To undertake any other duties commensurate with the post and salary grade.

#### **MINIMUM CRITERIA FOR THE ROLE:**

The role requires applicants who can demonstrate (with evidence) skills in the following areas:

1. NVQ Level 3 or equivalent qualification and/or proven equivalent work experience in Customer care/prisoner handling
2. Effective written and verbal communication skills
3. Intermediate level of IT to include a working knowledge of Microsoft Office
4. The ability to make informed decisions
5. The ability to deal with conflict
6. To complete all required training courses, including refresher training, as required.
7. Take part and complete Fire Steward and Evacuation drills as and when required. In the case of a real evacuation act as Fire and Evacuation Steward.
8. To undertake any other duties commensurate with the post and salary grade
9. Be trained in First Aid and use of defibrillator
10. To participate in the Force PDR process and take responsibility for identifying own professional and career development needs.

#### **HOURS OF DUTY:      Variable**

**Individuals will be required to work a rotating shift pattern, which will include some weekend, bank holiday and evening work. It may be necessary for the prescribed shift to be changed at short notice to provide effective cover dependant upon the needs of the Service.**

#### **WELSH:**

The level of Welsh skill required for this position:

##### **Verbal**

Level 2      Respond to simple requests

##### **Written**

Level 2      Short note to external contact

#### **NOTES:**

1. This Job Description and Person Specification IS NOT a statement of all the detailed procedures and conditions applicable to the post holder. Therefore there will always be instructions in addition to those outlined that meet the work demands and natural evolution of the Department/Division at any particular time.
2. Any of the detailed duties and responsibilities may also vary in accordance with point 1 above without changing the character or level of responsibility the post entails.
3. The Chief Constable reserves the right to transfer the post holder to any other location within the North Wales Police area following consultation with the Staff Side in accordance with Force Policy applicable at the time. Whilst allocated a normal place of work, a Detention Officer can be required to work at other Custody sites across the Force area as required.

Last Reviewed By Line Manager	Date:		Name:	
Last Reviewed By Diversity Unit	Date:		Name:	