

THE BIG LiFE GROUP



Prison Link Worker

This job changes lives



About The Big Life Group

The Big Life Group's mission is to fight for equity, in health, in wealth and in life. We are a social business delivering a range of services across the North of England, covering everything from mental and physical health, addiction, and criminal justice, to housing, education, family support and much more. What links them together is the way we work – The Big Life Way.

We always stand shoulder-to-shoulder with people, working with them on the things that matter most to them. Everything we do is designed and informed by the needs, priorities and strengths of people and communities.

Our values

- **Courage:** We stand up for ourselves, and the people and communities we work alongside, even when that makes us unpopular, or challenges accepted wisdom.
- **Creativity:** We find innovative solutions that work, never accepting the easy option or the status quo.
- **Honesty:** We act with integrity, speaking the truth to ourselves and others.
- **Inspiration:** We are inspired by the people and communities we work with and share what we learn from them to inspire others.
- **Thoughtful:** We act with care, compassion, and work to understand people's experiences. We take time to listen, reflect, and continually learn.
- **Valuing difference:** We recognise and celebrate the unique qualities, gifts, insights, and perspectives that different people offer. □

Working at Big Life

At Big Life, work is more than a job – it is about standing shoulder-to-shoulder with people and communities, making a difference every day. We fight for equity in health, in wealth and in life, and that commitment starts with how our staff.

Be yourself

We want you to feel safe, respected, and able to bring your whole self to work. Difference is celebrated here, and our staff networks - from menopause to neurodiversity, LGBTQI+ and more - create space to connect and support each other.

Benefits that matter

We offer more than a payslip - you'll find wellbeing support through LifeWorks, Simply Health and mindfulness sessions, 25-30 days' annual leave plus your birthday off, flexible working, and regular learning opportunities. Everyday perks include Blue Light Card discounts, savings schemes, cycle-to-work, free eye tests and more - little extras to make life easier inside and outside of work.

Recognised as outstanding

We're proud to be ranked by Best Companies as one of the UK's outstanding places to work, with a two-star accreditation in 2024.

A culture of trust and flexibility

Our people describe our culture as relaxed and supportive. You'll be trusted to plan your own day, take breaks when you need, and work in a way that fits with your life as well as your role.

If you're looking for more than a job - if you want to be part of a team that's bold, creative and relentlessly committed to equity – then Big Life could be the place for you.



Job Description: Prison Link Worker

The basics

Salary

NJC point 17 (£32,046 – 26/27)

Hours

35 hours per week, fixed term until 30 September 2027

Annual leave

25 days, increasing to 30 days after five years

Level of DBS check

Enhanced DBS. Security Vetting – Enhanced Level 1 (HMPPS)

Base

Various locations across Greater Manchester as need dictates.

Line manager

Team leader

Closing date for applications

Thursday, October 8, 2026

What you'll be doing

The overall aim of this role is to identify and support the needs of People on Probation that will contribute to their progression and complement support around rehabilitation. You will focus on people being released from prison on licence to any of the ten local authority areas of Greater Manchester, facilitating at the gate pickups and taking people to agreed destinations - including probation office, agreed accommodation, women's centres, and wellbeing hubs.

You will also meet people in prison who have been referred to a Wellbeing service as part of the pre-release plan, meeting as many times as needed to support the reasons for referrals pre-

release. If appropriate, you will then meet them at the gate and take them to a wellbeing hub in their locality. You will support transportation on the day of release, collect the Person on Probation in a timely manner, liaising with the prison and pre-release team to ensure they are at the prison ahead of their release time.

Main duties

- To support individual in custody who have been referred into the Wellbeing Service as part of their pre-release plan.
- To ensure individuals who are in custody and the need is identified are transferred in a safe manner to a pre agreed address in Greater Manchester.
- To liaise with offender managers both in prison estates and the community.
- To facilitate pre-release contact, either face to face where possible or via telephone, to introduce the service to those being released.
- To engage with individuals on probation to support their wellbeing.
- To work with individuals using a range of evidence-based tools and techniques for motivating them to engage with support available.
- To use feedback in all form to enhance individual and service development.
- To escalate concerns to appropriate authorities (e.g. probation service, local authorities etc) when increased risk is identified.
- To be familiar with and use pathways to facilitate timely access to appropriate community services to support the individual's needs.
- To engage with individuals through understandable and meaningful language and behaviour.
- To engage with individuals in a trauma informed way.

Work-related expectations

- Work within Big Life's mission and values.
- Contribute to Big Life's ongoing development and strategic goals.
- Ensure the safety and wellbeing of service users and staff by adhering to safeguarding, information security, and all Big Life policies.
- Commit to personal development and take part in relevant training and supervision.
- Work in accordance with all relevant legislation and regulatory requirements.
- Maintain a positive, can-do attitude and flexible approach to changing priorities.
- Participate in regular one-to-ones and annual reviews.
- Undertake any other duties as required, appropriate to the post.

Person Specification: Prison Link Worker

The successful candidate will be able to demonstrate that they meet the following points, either in their application, at an interview or through taking part in a test.

Experience

- Experience of working with people facing a range of barriers
- Experience and understanding of professional boundaries when working with vulnerable adults
- Experience of working with a range of service providers and stakeholders
- Experience of developing and improving services and projects
- Experience of effectively working under pressure in a dynamic environment

Skills

- Ability to effectively manage a varied workload
- Ability to effectively work with a range of people from different skills and backgrounds, both internally and externally
- Ability to deescalate difficult situations in a calm manner
- Ability to use IT (Word and relevant software including client management systems)
- Ability to drive and have access to a car for work purposes

Knowledge

- Knowledge of the barriers that service users face when accessing mainstream services
- Knowledge of the Greater Manchester area

Education and training

- Applicants will need to complete an enhanced level 1 security check before any job offer will be confirmed.

Personal

- Positive outlook and a can-do attitude.
- Personal resilience and flexible attitude in the face of challenges.
- Commitment to working within Big Life's mission and values, with a non-judgemental and inclusive approach.
- Commitment to personal development and continuous learning.
- Ability to act with integrity, professionalism, and compassion.



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thebiglifegroup.com