

Emmaus Brighton & Hove

Community Manager

Application Pack

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Dear applicant

Thank you for showing an interest in working for Emmaus Brighton & Hove. We are looking for an experienced Community Manager to join our team.

The Community Manager will be responsible for the provision of support to Companions, who need help both emotionally and practically, so they can live and work in the Community, develop life skills and realise their full potential to move on when they are ready. Also to manage the facilities and assist the business operations when required.

So if you have great communications skills, experience of training and supporting people with complex needs and a positive “can do” attitude we would love to hear from you. You will be joining a friendly and enthusiastic team who are passionate about what they do.

To apply please send your CV, a supporting statement showing how you meet the person specification and the additional details form by 9:00 am on Friday 2nd March and return to Christine Squince, Chief Executive Emmaus Brighton & Hove. Drove Road Portslade. BN41 2PA.

Interviews/assessment day will be held week commencing 19th March.

If you would like to arrange an informal discussion about the role, please email

christine@emmausbrighton.co.uk

Best regards

Christine Squince

Chief Executive

Emmaus Brighton & Hove

**About Emmaus**

**Our vision: A world in which everyone has a home and a sense of belonging**

Emmaus is a homelessness charity with a difference. We don’t just give people a bed for the night; we offer a home, meaningful work and a sense of belonging.

For many people who have experienced homelessness, losing their self-esteem can be the most damaging part of their experience. Being on your own, with no support around you can be soul destroying, leaving you feeling worthless.

Finding your way out of that situation isn’t easy, particularly when the only options available are temporary fixes, offering a bed for the night but little to occupy your days.

Emmaus is different because it provides a home for as long as someone needs it, in an Emmaus Community. This gives people the opportunity to take stock of their lives, deal with any issues they might have, and often re-establish relationships with loved ones.

“Companion” is the name given to those who live in an Emmaus Community and work in the social enterprise, where they support themselves and one another. There are currently 750 companions living at 29 Emmaus Communities across the UK.

Rather than relying on benefits, Emmaus uses social enterprise to generate revenue that pays for Companions' home, food and upkeep, as well as providing a small weekly allowance. This is key to restoring feelings of self-worth, showing Companions that their actions make a real difference, both to their own life, and the lives of others.

**How it works**

Unlike a lot of provision for homeless people, Emmaus Communities offer a home for as long as someone needs it. This includes a room of their own, food, clothing and a small weekly allowance.

In return, we ask:

* That Companions work for 40 hours per week, or give as much time as they are able, in the Community's social enterprises;
* That they behave in a respectful way towards one another;
* That no alcohol or illegal drugs are used on the premises;
* That they sign off all benefits, with the exception of housing benefit.

**Our impact**

Emmaus doesn’t only have a significant impact on the lives of people who have experienced homelessness and social exclusion, it also brings wider social and economic benefits.

Research carried out in 2012 found that for every £1 invested in an established Emmaus Community, £11 is generated in social, environmental and economic returns.

The benefits included:

* Keeping people out of hospital, and helping them to be safe and well, saved the Department of Heath £1,478,506 for NHS and emergency service costs;
* Emmaus saved local government £2,447,612 which would have been spent on hostel accommodation, drug and alcohol services and landfill;
* Keeping people in work and out of prison saved the Ministry of Justice £778,435.

The report found that Emmaus Communities successfully provide a place for people in vulnerable housing situations to rebuild their lives by offering them meaningful work and support. Significant benefits were linked to substantial improvements in Companions’ physical and mental health, including reductions in substance misuse.

**About Emmaus Brighton & Hove**

The Emmaus Community in Portslade is home to 48 Companions (residents), men and women who have experienced homelessness. Emmaus provides Companions with a safe home, meaningful work, training and rehabilitation.

The Community operates six social enterprises - five shops which sell secondhand goods including donated furniture, household goods, clothing, bric a brac and garden items. There is also a very popular café, Revive.

One of the 5 retail shops is located on the south coast road in Southwick.

The money raised in the social enterprises helps to support the work of the Community. Through their work and contribution to the Community’s activities, Companions develop the skills and confidence to rebuild their lives.

Local residents and visitors are welcome and encouraged to use the facilities, shop and share the grounds with the Emmaus Community. This engages Emmaus with the wider community enabling visitors to learn more about the Emmaus movement, understand its ethos and, more importantly, engage with Companions.

The Community and Companions are supported by a staff team of 12. A team of 45 volunteers work alongside Companions in the businesses and Community activities. There are currently 9 trustees serving on the board.

The Community marked its 20th anniversary in 2017 with a series of events. The board of trustees and senior managers, which includes the Community Manager, are currently embarking on the 5 year strategic plan from 2019. Despite being firmly established in the Emmaus movement and the local community, there are a number of external factors which need to be addressed to ensure the long term sustainability of the Emmaus Community. One priority is to address the proposed changes to housing benefit for the supported housing sector. We are working to assess the impact whilst striving to achieve financial sustainability from a number of options, including the social enterprises, rental income and partnership working. The Community Manager will play a key role in this and will participate in the discussions, consultation, delivery and implementation of the new strategic plan.

**Support Manager Job Description**

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| Job title: | Community Manager |
| Reports to: | Chief Executive |
| Location: | Emmaus Brighton & Hove |
| Date: | January 2018 |

Overall Purpose of the Job

To manage the support provided to Companions, who need help both emotionally and practically, so they can live and work in the Community, develop life skills and realise their full potential, to manage the facilities and assist in the business operations when required.

Accountabilities

**Staff and Volunteer Management**

* To line manage support staff in order to maximise performance
* To partner with business teams to ensure the smooth running of the retail and social enterprises and Companion development

**Community Management**

* To conduct intake interviews, complete needs and risk assessments and induct new Companions to the Community to ensure the Community occupancy is maximised and the Community runs smoothly
* Liaising with the Premises Manager, to manage the facilities of the Community building and grounds to ensure the Community is well maintained, safe and clean and tidy

**Companion Support and Development**

* Supervise and co-ordinate the management of Companions in their work in the Community’s businesses, personal care and in the running of the Community
* Facilitate the training and development of Companions’ skills, individually and collectively
* Facilitate Companion support meetings to assist Companion development
* Work with others to maximise the success of Companion work and on-the-job training to enable Companions to play a proactive role in the Community
* To facilitate and co-ordinate with external agencies in relation to Companion health, benefits and support, representing Emmaus to partner agencies, and developing relations with a wide variety of agencies with whom a relationship will benefit the Community and Companions and potential Companions
* Manage any welfare entitlements and keep up to date with changes to the welfare system

**Financial Management**

* To work within budgets to enable the Community to be self-sufficient
* To oversee the financials for Companions so allowances and any housing benefits are accurate and recorded

**General**

* To ensure activities meet with and integrate with organisational requirements for quality management, health and safety, legal stipulations, policies and general duty of care and professional boundaries
* To be flexible and willing to carry out any reasonable duties needed to assist the Community and business operations, including holiday/sickness cover and on-call duties, participation in team meetings, attend 1:1’s and appraisals
* To understand and work in accordance with the principles of Emmaus International and uphold its values and ethos with particular reference to Solidarity



**Community Manager Person Specification**

* Experience of supporting and developing people with complex needs to achieve their goals, using person centered approach.

Complex needs could be:

- Drug, alcohol or other addiction

- Mental health issues

- Complex trauma

* Desirable, but not essential to have training in counselling, support work, social work, care
* Experience of managing staff and volunteers
* Desirable, but not essential to have experience of managing facilities
* Experience of operating within financial budgets
* Able to deliver effective support sessions and deal with challenging behaviour
* Able to manage change
* Evidence of Continued Professional Development, such as drug and alcohol awareness, safeguarding, health and safety, first aid, managing challenging behaviour
* Experience of maintain professional boundaries
* GCSE English and Math’s or equivalent
* Experience of building strong interagency relationships
* Experience of working as part of a team
* IT skills, including Microsoft word, basic excel, internet, websites and email
* Can demonstrate ability to identify and manage own priorities and conflicting schedule demands

**Core Competencies**

**Engaging with others**

* Consistently communicate team and individual performance in the context of the wider business performance, Companion welfare and Emmaus values
* Keep the team updated with the information they need to know
* Communicate accurately and consistently gaining buy-in from the audience

**Dealing with Challenges**

* Pre-empt possible problems before they arise, identify the relevant issues and the options available to resolve them
* Encourage others in the team to think more broadly to solve problems in their own area of expertise and to learn from experience
* Implement appropriate solutions to problems
* Escalate appropriately when unable to resolve a problem

**Planning and Organising**

* Prioritise tasks in order of importance and manage time effectively
* Always work to the required standards

**Leading Ourselves and Others**

* Lead, motivate and engage the team setting clear direction
* Adapt own style and approach when engaging different individuals
* Create an environment where people take responsibility
* Actively demonstrate the values of Emmaus and lead the team through uncertainty and change
* Manage and review the performance of others
* Recognise, respond and adapt appropriately to change
* Flexible and adaptable to the needs of the Community and business
* Has an understanding of and belief in equality
* Enthusiastic with a ‘can do’ attitude
* Has an understanding and empathy in the work of Emmaus, and ability to uphold Emmaus’s values
* Strong emotional resilience and able to identify when external support is needed for self and others

**Terms and Conditions of Employment**

* Salary band of £30,000 to £35,000 per annum
* Working Hours – full time hours are 40 hours per week, to cover Monday to Saturday
* Flexible Working – Options available, subject to the requirements of individual roles
* Annual Leave – 25 days per annum, plus 8 bank holidays
* Pension – Stakeholder pension
* Training & Development – Individually tailored induction, training and development
* Employee Assistance – a 24/7 employee assistance scheme is available
* There is opportunity for the post holder to live out or to live within the Community

**To Apply**

To apply please send your CV in a word file format, a supporting statement showing how you meet the person specification and the additional details form and return to Christine Squince, Chief Executive Emmaus Brighton & Hove. Drove Road Portslade. East Sussex BN41 2PA or to [christine@emmausbrighton.co.uk](mailto:christine@emmausbrighton.co.uk) by 9 am on Friday 2nd March 2018.

Interview/assessment day for those shortlisted will be held week commencing 19th March 2018

**Safeguarding and Right of Work in the UK**

The role will involve supporting Companions, so a Disclosure and Barring Service (DBS) check will be needed to be carried out. This is to check the criminal records and that the person is not barred from working with ‘adults at risk’. An adult at risk is anyone that has one or more of the following:

* Does not understand certain decisions or transactions
* Are unaware of their rights or how to complain
* Have communication difficulties
* Have limited life experiences
* Are socially isolated
* Have low self esteem
* Are dependent on others for their basic needs

The additional details form is needed to check any previous convictions. After interviews, the successful candidate will need to provide evidence of right to work in the UK and complete a DBS check.



**How we store and use your personal information**

Your CV and other information will be stored in a password protected folder throughout the interview process. It will be stored for six months, to enable equality monitoring and also to enable us to contact you in the future should any other suitable posts become available. However if at any time you wish us to delete your information, then please do not hesitate to contact us and it will be destroyed.

The CV and supporting statement will be passed onto other members of the panel. But before it is passed on the personal information will be removed from your CV. This includes:

* Name
* Address
* Age
* Marital Status

This is to protect your personal information, but also to enable us to shortlist ‘blind’, so that the recruitment process is fair and equitable and we are encouraging a diverse workforce.