



# Emmaus Brighton & Hove

## Community Support Worker

### Application Pack

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Dear applicant

Thank you for showing an interest in working for Emmaus Brighton & Hove. We are looking to recruit an experienced Community Support Worker to join our team. We currently employ one full time Support Worker and are now looking to recruit a second, highly motivated person to support the growing number of Companions living in the Emmaus Community.

The Community Support Worker 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.

The job will involve carrying out needs assessments, inductions, personal development sessions, working alongside Companions in all aspects of the social enterprise activities to ensure Companions are gaining meaningful training and development in their work and developing and maintain good working relationships with relevant agencies to ensure that the specific needs of the Community and Companions are met effectively.

This is an opportunity for an experienced and skilled Support Worker, with a proven track record in a professional capacity, who has a 'can-do' attitude and really wants to make a difference. You will have an empathy with others and not afraid of hard work.

If you would like to join the team at this dynamic and successful charity and have the relevant experience, drive and enthusiasm to undertake this vital role we would like to hear from you. You will be joining a committed 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 Monday 21<sup>st</sup> January 2019** and return to Christine Squinice, Chief Executive Emmaus Brighton & Hove. Drove Road Portslade. BN41 2PA.

***It is important you are able to show how you meet the Person Specification when applying. Not following this guidance is likely to reduce your chances of success.***

**Those shortlisted will be invited to an interview on Friday 1<sup>st</sup> February 2019**  
**Before you apply, please ensure you are available on this date.**

If you would like to arrange an informal discussion about the role, please email [christine@emmausbrighton.co.uk](mailto:christine@emmausbrighton.co.uk)

Best regards

Christine Squinice  
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 enterprises, 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 state 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 Health £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 53 Companions (residents), men and women who have experienced homelessness. Emmaus is quite different from many organisations working for the homeless community in that our form of support is not focussed on providing a bed for the night. Absolutely core to what we do is to provide purpose and rebuild confidence within a stable community setting to help people find a way to overcome homelessness in the long term.

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.

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.

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 48 volunteers work alongside Companions in the businesses and Community activities. The board currently has 10 trustees.

The Community will celebrate its 22<sup>nd</sup> anniversary in 2019. The board of trustees and senior managers have very recently signed off on the long term strategic plan which defines the future development of the Community well into the next decade. This is founded on a vision that encapsulates the core purpose and values – building on our existing strengths as well as addressing our weaknesses and challenges.

Our vision is for a thriving, diverse and resilient Community, making the most of the amazing asset that is our extensive site in Portslade Old Village and the passion and skills of the people who make it tick.

## Community Support Worker Job Description

Job title:	Community Support Worker
Reports to:	Community Manager
Location:	Emmaus Brighton & Hove Drove Road. Portslade. BN41 2PA
Date:	December 2018

### Overall Purpose of the Job

To provide 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.

### Duties and Responsibilities

#### Companion Support and Development

- Ensure that all support activities and personal development of Companions are delivered in accordance with Emmaus Brighton & Hove's ethos, culture, policies and procedures
- Ensure Companions are involved in all aspects of Community life, and are part of its organisation, development and decision making procedures
- Support Companions to explore and identify choices in terms of lifestyle and life skills to enhance wellbeing so they can make informed decisions, including move on plans
- Effectively communicate Companions needs with the wider staff team to ensure that there is a holistic approach to supporting Companions across the Community
- Ensure an effective induction for Companions into the Community, their home and social enterprises and subsequent review meetings
- Work alongside Companions in all aspects of the social enterprise activities to ensure a clear understanding of the Companion and social enterprise needs
- Work with Companions to ensure training and personal development plans are identified and effectively implemented
- Ensure that Companions understand the Community rules, policies and procedures, and that they comply with them, taking remedial action as appropriate
- Support the team to identify and co-ordinate Community activities, including outings, events and exchange visits.

#### Companion Administration

- Support the team in the referral and admissions process ensuring that appropriate Companions join the Community
- To provide effective Companion related administration
- Ensure that all Companion needs assessments are thoroughly and accurately completed in a timely manner

- Administer setting up and termination of licences ensuring that all internal and external requirements are met
- Ensure that administration actions are in place so that Companions are registered with local agencies (eg. doctors) and that housing benefit is claimed in a timely manner
- Ensure all Companion records, including monitoring data are kept up to date.

### **Internal and External Relations**

- Develop and maintain good working relationships with relevant agencies to ensure that the specific needs of the Community and Companions are met effectively
- Promote teamwork and motivate staff, Companions and volunteers to ensure effective working relations and communication across the Community
- Develop and maintain the Community's relationships with the Emmaus movement at regional, national and international levels

### **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



## Person Specification

Essential	Desirable
<b>Education / Professional Certification</b> Good general education to include maths and English GCSE or equivalent Undertaken training in key competencies such as: key working/support planning, working with people with drug and alcohol issues and mental health illness	Educated to diploma or degree level in a related subject Basic qualification in: health & safety, first aid, supported housing
<b>Experience &amp; Knowledge</b> Proven experience of working with adults in a support role Proven experience of carrying out support planning Proven experience of risk and needs assessment Team building, coaching and supervision Working within professional boundaries Experience of working with people with challenging behaviours Awareness and understanding of equal opportunities Demonstration of a belief in and, the ability to, adopt and work within the Emmaus ethos and principles	Understanding of housing and welfare benefits Knowledge and understanding of homelessness issues Health & Safety – working with violence and aggression, manual handling, first aid, food handling & hygiene Welfare – understanding and/or experience of addictions
<b>Skills</b> Excellent listening skills Effective written and verbal communication skills Conflict resolution Ability to stay calm and cope under pressure Ability to respect professional boundaries Awareness of issues around confidentiality and protection of information Competent IT user including Microsoft Word, Excel, internet and email Ability to prioritise and manage time efficiently Confidence to take on and resolve difficult issues Ability to represent Emmaus Brighton & Hove in a variety of forums, establish and maintain new relationships and build partnerships with agencies	Mediation skills Full clean driving licence

Personal Characteristics	
<p>A belief in the potential of each individual and an understanding of the importance of community in helping an individual to achieve their potential</p> <p>Effective and committed team player</p> <p>Ability to relate to and work with a broad variety of people with a non judgemental attitude</p> <p>Motivated, proactive and ability to use own initiative</p> <p>Empathetic and understanding of a wide range of needs and experiences</p> <p>Awareness and acceptance of own limitations</p> <p>Strong emotional resilience and able to identify when external support is needed for self and others</p> <p>Able to welcome people into the community with no prejudice.</p> <p>Flexible and adaptable to the needs of the community and business now and in the future</p>	

## 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
- Ability to implement innovative solutions

### 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 Companions 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 Companions through uncertainty and change
- Manage and review the performance of Companions
- 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 £24,000 to £28,000 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

## To Apply

To apply please send a supporting statement showing how you meet the person specification, your CV in a word file format, and the additional details form and return to Christine Squire, 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 Monday 21<sup>st</sup> January 2019.**

**Interviews for those shortlisted will be held on Friday 1<sup>st</sup> February 2019.**

## 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.