



Application Pack

Volunteer coordinator

(Part time role 1-day a week)

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Dear applicant

Emmaus Brighton & Hove is looking to recruit an experienced volunteer coordinator to join our team and help us to deliver our Direction 2030 strategic plan, which includes building our volunteer team and further developing our volunteer's experience.

This is a Part-time role working 1 day a week based on 7.5 hours. £23K Pro rata per annum. Sussex Emmaus provides a contributory pension, 25 days annual leave (pro rata) plus bank holidays and the ability to work flexibly.

To apply please send the completed Job Application Form, showing how you meet the person specification, and return to Joel Lewis, Business Manager, by email to joel@emmausbrighton.co.uk or by post to Emmaus Brighton & Hove, Drove Road. Portslade. East Sussex BN41 2PA.

There is not a closing date for the applications.

Kind regards

Karen Chapman
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 850 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 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.

The Emmaus UK federation strategic plan 2020-25

Our ambition, by 2025:

- We will provide a home to **1,100** people.
- We will be **75%** self-funded through companion-led social enterprises.
- More than **95%** of companions will describe Emmaus as a positive experience.
- We will support **100,000** people each year through acts of solidarity.
- We will have reduced our carbon footprint and we will be actively looking to **improve** our environmental impact.
-

Our strategic priorities:

We will help more people by:

- Delivering a wider range of activities to address social exclusion.
- Creating more homes
- Developing a range of employment and move on housing options.

We will work smarter by:

- Improving our processes and making better use of technology
- Developing and growing our social enterprises
- Actively seeking opportunities to improve our environmental impact.

We will shout louder about:

- Who we are and how we make a difference.

The Emmaus Brighton & Hove Community

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

A Community that is home. A transformative place where Companionship for formerly homeless people is at the core of what we do – helping vulnerable individuals in crisis when they need it most, providing a home, work and the best life opportunities we can offer, for as long as they need.

A Community that is a destination. A much-talked-about place that attracts people from across the city and beyond to visit, browse, shop, eat and relax – with a reputation for the experience we offer our visitors, from customer service to great bargains, enjoyable events and a unique, positive environment within which Companions play a key role.

A Community that is a hub. A place within the local Community that welcomes all and shares a broad integrated offer with local residents, schools, businesses, charities and volunteers – bringing the local community together to help people help themselves, perhaps establish a home, go to work, celebrate a birthday, learn something new or simply find a sense of belonging and build new relationships over a cuppa.

A place to stay, a place to feel safe, a place to get support, a place to visit, a place to grow, a place to connect, a place to contribute.

Job Description

Job Title:	Volunteer Co-ordinator
Reports To:	Business Manager
Organisation:	Emmaus Brighton & Hove
Location(s):	Drove Road, Portslade BN41 2PA
Date:	May 2021

Overall Purpose of the Job

To manage the delivery of all elements of the volunteering, working closely with colleagues within the Volunteering team and wider Business and Community teams to ensure that the benefits of volunteer support are maximised.

The role of Volunteer Co-Ordinator is key to the successful delivery of our charitable services and to the long-term sustainability of the charity.

Main duties and responsibilities:

- Source volunteers through various techniques (databases, e-mail, social media etc.), taking every opportunity to advertise the benefits of volunteering to prospective new volunteers
- Recruit volunteers through the agreed selection process ensuring they are appropriately selected and share the values of Emmaus.
- Maintain the database, ensuring that details of all new volunteers are recorded securely and undertake other relevant administrative duties.
- Undertake risk assessments for volunteers prior to allocating them tasks and take the necessary action if any risks identified are considered unacceptable.
- Provide volunteers within the allocated area with direction regarding their allocated tasks, support, recognition and communication as required, arranging appropriate training when needed, so that they are satisfied and feel well supported.
- Assess the skills of volunteers and ensure that they are assigned responsibilities which will enable them to capitalise on their strengths, organised and trained for a position
- Coordinate the efforts of teams of volunteers for large-scale activities, making sure that effective communications are disseminated in a timely way.

- Ensure the purpose of the organisation and its actions is clearly communicated to all volunteers and disseminate information for upcoming actions and events
- Monitor, evaluate and accredit volunteers, providing feedback on an individual basis and escalating any issues identified to appropriate Manager as necessary.
- Work closely with the Finance Manager to ensure that volunteers' expenses are reimbursed in line with the Charity's policy and within budget.
 - Monitoring and reviewing the volunteer service, tracking impact measures and outcomes and reporting to the senior management team

Person Specification: Volunteer Co-Ordinator	
Essential	Desirable
Experience & Knowledge	
<ul style="list-style-type: none"> • Demonstrable experience of recruiting, training, managing and supervising a diverse range of volunteers • A proven track record of establishing or growing volunteer services within the charitable sector • 	
Education / Professional Certification	
<ul style="list-style-type: none"> • Good general education 	<ul style="list-style-type: none"> • GCSE or equivalent maths and English
Skills	
<p>Ability to stay calm & cope under pressure</p> <ul style="list-style-type: none"> • Ability to respect professional boundaries • Awareness of issues around confidentiality and protection of information • Ability to prioritise and manage time efficiently 	<ul style="list-style-type: none"> • Experience and confidence in public speaking, attending networking meetings and events and delivering training to groups and individuals • Hold a current clean driving licence

<ul style="list-style-type: none"> • Confident and sophisticated communicator with strong writing skills • Experience with mobile technology, online platforms and social media • Highly skilled and competent in all aspects of Microsoft Office and CRM systems 	
Personal Characteristics	
<ul style="list-style-type: none"> • An ability to learn, embrace and work to the Emmaus ethos • Highly motivated, with a strong work ethic • Recognises, responds and adapts appropriately to change • Flexible and adaptable to the needs of the Community and the business • Has the ability to interpret complex situations/problems and identify solutions which meet individual and organisational needs • Strong emotional resilience and able to identify when external support is needed for self and others • Empathetic and understanding of a wide range of needs and experiences • Compassionate, collaborative and encouraging approach • Ability to be fair, consistent, confident, and calm in dealings with people • A compassionate, collaborative and encouraging demeanour • A calm and confident manner • A commitment to the value of continuous training and development • Understanding of and commitment to equal opportunities 	

Safeguarding and Right of Work in the UK

The role will involve working with Companions and in the Community, therefore the successful applicant will need to have a Disclosure and Barring Service (DBS) check carried out. This is to check the criminal records and that the person is not barred from working with 'adults at risk'. Some Companions can be classed as 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 only 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 we are fair and equitable to encourage a diverse workforce.

Read our Privacy Statement for Employees and Potential Employees using the link below:

Emmaus Brighton & Hove

Job Application Form



Address – Emmaus Brighton & Hove, Drove Road, Portslade, East Sussex, BN41 2PA

Tel – 01273 426470 Email – contact@emmausbrighton.co.uk

Registered charity no - 1053354

www.emmausbrighton.co.uk

Please complete this form in black ink or type, and **return by email or post to Joel Lewis, Business Manager, at the above address or via joel@emmausbrighton.co.uk**. Please complete this form accurately, giving as many details as possible of your skills and experience relating to the job. Short-listing will be based on the information gathered from this form, read in conjunction with the person specification for the role.

Please state where you saw this post advertised:

Job Details

Title:	First name	Surname:
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Address:	Email address:
	Home tel:
	Work tel:
	Mobile tel:

Are there any restrictions regarding your employment? E.g., Do you require a work permit?

Yes*/no

*If you answer yes, please provide details below

How much notice are you required to give your current employer?

Reasons for Applying

Please outline your reasons for applying for the post. (Please continue onto a separate sheet if necessary)

Education and Qualifications

Please list any qualifications you have gained or are about to gain (most recent first).

Date	Name of School / College / University / Training Body	Type of Qualification	Subject	Result

Training

Please list any training you have received, or courses you have attended that you feel are relevant to the post (most recent first).

Date	Details of Training Course

Past Employment Details

Please start with your most recent / current employment. Briefly describe the main duties and responsibilities.

Employer's Name & Address	Job Title	Brief Description of Duties	Date		Salary	Reasons for Leaving
			From	To		

Relevant Skills and Experience

Please provide information that shows **how you meet the person specification** and how your skills and experience support your application for the position. The person specification and job description relevant for this section can be found in the application pack. (Please continue onto a separate sheet if necessary)

Other Interests

Please give details of any vocational activities or voluntary commitments:

Referees

Any offer of employment is dependent on receipt of 2 satisfactory references. Please provide details of two referees who can comment on your suitability for this post. We would normally wish to see one reference from your present or most recent employer. References will only be taken up for the successful candidate.

Referee 1:

Referee 2:

Name:	Name:
Position:	Position:
In what capacity does this person know you:	In what capacity does this person know you:
Organisation:	Organisation:
Address:	Address:
Tel:	Tel:
Email:	Email:

Declaration and Signature

<p>I confirm that the information contained in this application form is accurate and correct.</p> <p>Signature _____ Date _____</p> <p>By signing and returning this application form you consent to Emmaus using and keeping information about you relating to your application or future employment. This information will be used solely for recruitment purposes and will be retained on file for 6 months.</p> <p>In addition to this, Emmaus may wish to hold your details on file for consideration for any future vacancies that may arise. Please indicate if you wish to be considered for other posts which may arise within the next 6 months:</p> <p style="text-align: center;">Yes/no</p>

Thank you for completing this application form.
Please forward this together with other associated forms to the address specified at the beginning of this form

