

Senior Support Worker & Team Leader

 Application Pack

**Contents**

Introductory Letter 3

About Emmaus 4

About Emmaus Bristol 6

Job Description & Person Specification 7

Terms of Employment 10

Application Process 10

Safeguarding and Right of Work in the UK 10

How we store and use your personal information 11

Dear applicant

Thank you for showing an interest in working for Emmaus Bristol. We are looking for an experienced support worker and team leader to join us.

The post-holder will be responsible for the provision of support to companions and to the other vulnerable adults we support, 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.

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.

Once we have appointed a Senior Support Worker we will then (with the successful candidate) begin recruitment for a part-time Support Worker, so this is an exciting time to join a growing team.

Details on how to apply are on page 10 of this document.

If you would like to arrange an informal discussion about the role, please email Jessica@emmausbristol.org.uk

Best regards

Jessica Hodge, Chief Executive

Emmaus Bristol

**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. We have some rooms available for people not entitled to housing benefit.

In return, we ask:

* That companions volunteer for 37.5 hours per week, or give as much time as they are able, in the community's social enterprise;
* 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 (if entitled).

**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 Bristol**

Emmaus Bristol has been providing accommodation and support in Bristol since 2002. Accommodation is in Shaftesbury House which has 21 en-suite rooms and shared community facilities, and three 3-bedroom terraced houses which are used primarily for people getting ready to move-on from Emmaus.

We have three shops selling second hand goods which are operated by companions and overseen by the Social Enterprise Manager. Companions also operate the PAT and house clearance services, and the warehouse. Emmaus Bristol also hosts a business incubator which is for local people starting their own businesses or social enterprises.

EMMAUS BRISTOL MISSION

Emmaus Bristol works with formerly homeless and other socially excluded people so that together we can gain control of our lives, and discover our common purpose to help others in need.

EMMAUS BRISTOL VISION & VALUES

We are working together towards a world where every person is valued and respected, without injustice or distinction.

We believe in:

* Honesty - Being transparent and honest in all our dealings
* Solidarity - Looking outwards to support those in more need than ourselves
* Empowerment - Helping others to understand and achieve their true potential
* Sharing - Resources, skills and learning
* Supporting - Fostering and cherishing lifelong interdependence
* Working - to contribute and grow

EMMAUS BRISTOL STRATEGIC OBJECTIVES 2018-2023

Emmaus Bristol is committed to expand and improve the work that we do to help people out of homelessness and poverty. We will:

1. Diversify social enterprises in order to increase and diversify income for the charity and to provide a wider range of work experience for companions and other unemployed adults.
2. Expand services to provide support to non-resident unemployed and homeless adults.
3. Expand our accommodation to provide spaces for a greater number of companions and to provide additional move-on housing.
4. Improve move-on to employment and move-on to independent living rates.
5. Maintain or improve our 95% success rate (defined as companions who maintain their tenancy and/ or have a positive move on) in any given year.
6. Use the social enterprises to generate a surplus for the charity above running costs.
7. Increase the numbers of people benefitting from the Business Incubator in order to help more people to set up businesses/ not-for-profits.

**Job description and person specification**

JOB PURPOSE

The purpose of the Senior Support Worker/ Team Leader is to look after the well-being of companions, from processing referrals, settling new companions in, helping companions to make the most of their time at Emmaus Bristol and to helping them move on when they are ready. As a team leader, the purpose of the role is also to co-ordinate the work of the support team to ensure everyone is working effectively and for the good of the community.

ORGANISATIONAL DIAGRAM:

Board of Trustees

Chief Executive

Social Enterprise Manager

Marketing and Donations Officer

Senior Support Worker

Finance Manager

Support team Administrator

P/T Support worker (move-on) NEW POST

Premises & Vehicles Co-ordinator

eBay Assistant

JOB ACCOUNTABILITY, RESPONSIBILITY & AUTHORITY:

The Senior Support Worker is accountable to Emmaus Bristol’s Chief Executive; the Chief Executive is the Senior Support Worker’s Line Manager.

The Senior Support Worker line manages two part-time staff members and support team volunteers.

## RELATIONSHIPS

## The Senior Support Worker is to foster and maintain productive, healthy and professional relationships with:

* Companions, staff, volunteers and trustees in Emmaus Bristol
* Referral partners, other homelessness agencies and housing providers
* Emmaus Bristol trainees, students, work placement participants, interns and other visitors
* The wider community

RESPONSIBILITIES:

All job responsibilities in Emmaus Bristol are categorised in one of the following areas:

* Business-related tasks
* Care/support-related tasks
* Enterprise Unit-related tasks
* General tasks

# Business-related:

* Support companions in their training and volunteering within Emmaus and help ensure their learning objectives and skills development needs relating to the Social Enterprises are met
* Work with the Social Enterprise Manager on the weekly rota

# Care/support-related tasks:

* Line manage support staff and volunteers in order to maximise performance of support staff and ensure an effective volunteer programme is in operation
* Lead on companion referrals: 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
* License agreement: work with companions and other staff to make sure that companions adhere to the terms of the licence agreement, liaising with the Chief Executive in order to make decisions
* Oversee the Outcomes Star process, ensuring that all companions are regularly having reviews
* Liaise with the Premises and Vehicles Office to make sure that any repairs and maintenance needed for community buildings are taken care of in a timely fashion
* Supervise and co-ordinate the management of companions, in their work, personal care and in the running of the community, its shop and business and facilitate the training development of companions’ skills
* Manage the relationship with Probation to ensure Community Payback volunteers are suitable for the community, that new volunteers are welcomed and inducted and to make sure have a productive time at Emmaus Bristol
* To oversee the financials for companions so allowances, any housing benefits etc. are accurate and recorded

**Enterprise Unit-related tasks:**

# If required to advise the Head of Innovation (volunteer) on pastoral care matters relating to business incubator tenants

* To inform companions about the business incubator and encourage those interested in self- employment or starting their own business to learn more and if suitable, to join the incubator

**General tasks:**

* 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
* Work within income and expenditure budgets
* 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
* Understand and work in accordance with the principles of Emmaus International and uphold its values and ethos.

JOB REQUIREMENTS:

In order to achieve success in this role, the holder should possess the following:

* Experience 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

* Significant experience in either counseling, support work, social work or care
* Experience of managing staff and volunteers
* Experience of operating within financial budgets
* Able to deliver effective support sessions and deal with challenging behaviour
* Evidence of Continued Professional Development, such as drug and alcohol awareness, safeguarding, health and safety, first aid, managing challenging behaviour
* Experience of maintaining professional boundaries
* 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

**Personal Characteristics**

* Recognises, responds and adapts appropriately to change easily
* Flexible and adaptable to the needs of the community and business
* Has an understanding of and belief in equality
* Effective communication skills - including written, verbal, listening skills
* Enthusiastic with a ‘can do’ attitude
* Has the ability to interpret complex situations/problems and identify solutions which meet individuals and organisational needs
* Able to answer people’s concerns ‘on their feet’
* 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
* Ability to work under pressure

**Terms and Conditions of Employment**

* Salary of £25,000 to £27,000 per annum, depending on experience
* Working Hours – full time hours are 37.5 hours per week, Monday to Friday
* Flexible Working – The successful applicant may choose their working hours, between 8am and 6pm Monday to Friday (e.g. 8-4, 9-5 or 10-6 with a half hour lunch break).
* The job is based in Backfields House, Upper York Street, Bristol BS2 8QJ with very frequent visits to our other sites in Bristol
* 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

**Application Process**

To apply please send your CV in a word file format, with a cover letter setting out your suitability for the role (please refer to the job description and person specification), a completed Declaration of Criminal Records and an Equalities Monitoring form, and email to jessica@emmausbristol.org.uk by 9am Monday 18th June 2018.

Interview/assessment day for those shortlisted will be held on Thursday 28th June 2018.

Following the interview and prior to an offer being made, the preferred candidate will need to complete a trial day.

**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**

Emmaus Bristol ("**We**") promises to respect and keep safe any personal data you share with us, either directly or through third parties. We aim to be clear about how we will use your data and not do anything you wouldn’t reasonably expect from us.

For the purpose of the General Data Protection Regulation and the Data Protection Act 1998 the data controller is Emmaus Bristol of Backfields House Bristol BS2 8QJ, a registered charity with Charity Number: 1071538

**What information will we collect?**

When you apply for a role at Emmaus Bristol, we will collect the following information:

* Your name and contact details
* Your academic history
* Your employment history
* Medical/disability information
* Criminal convictions (spent and unspent)
* Any additional personal information provided by you on your CV

Please note: when your application is considered by the panel, the personal information will be removed from your CV, including your name, address, age and 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.