



emmaus
Bristol

Emmaus Bristol

Backfields House, Upper York Street, Bristol BS2 8QJ

t: 0117 954 0886

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Application Pack

Covid-19 Community Support Worker

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Dear applicant,

Thank you for your interest in working for Emmaus Bristol. We are looking for a temporary Support Worker to join our team for a six month period.

The post is funded by the Coronavirus Community Support Fund which is distributed by The National Lottery Community Fund, and we are grateful to the government for making this possible. The role has been funded specifically to help maintain support levels to clients throughout the Covid-19 pandemic. While we would hope to be able to extend the contract beyond six months, we do not have funding to do so at present, and cannot at this stage offer work beyond six months.

Since April it has been rare to have the whole support team working at any one time, due to pandemic-related absences such as home schooling, quarantine and isolation periods. This has had a detrimental impact on our ability to provide support. We have found that while some support work is possible remotely, we do need support workers on site consistently to keep Emmaus Bristol on an even keel.

By recruiting an additional full-time temporary support worker, we hope to be able to provide more consistent support over the next six months of the pandemic.

It is essential that applicants are able to work on-site. This is not a home-working role. However, our working practises do allow for 2m physical distancing. Please ask to see our risk assessment if you'd like to know more.

The new Support Worker will be experienced in offering support to clients with a wide range of support needs. As this is a temporary cover post you must be an experienced homelessness support worker able to start client-facing work after a week's induction.

You will be joining a friendly and enthusiastic team who are passionate about what they do, and you will be making a huge difference to people's lives.

The application deadline is 9:00am on Monday 26th October 2020 and details of how to apply are on page 11.

Interviews will be held on Thursday 5th November 2020. We would like the successful applicant to start as soon as possible.

We look forward to receiving your application,

Jessica Hodge (Chief Executive) and Francesca Blishen (Support Team Manager)
Emmaus Bristol



In partnership with

**THE NATIONAL LOTTERY
COMMUNITY FUND**

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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 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 benefits, with the exception of housing benefit (if entitled to it) and PIP (if relevant).

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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.



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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 five terraced houses which are home to either families or Companions/ former Companions in house shares.

We have three shops selling second hand goods which are operated by companions and overseen by the Social Enterprise Manager. Companions also staff our PAT and house clearance services and the warehouse, as well as supporting our eBay shop. Emmaus Bristol 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.

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Community Support Worker Job Description

Job title	Community Support Worker (temporary)
Reports to	Support Team Manager
Location	Emmaus Bristol, Backfields House, Upper York Street, Bristol BS2 8QJ
Contract	Six months full time (37.5 hours per week)
Salary and benefits	£25,289 per annum. 25 days' annual leave plus bank holidays. Emmaus Bristol provides a auto-enrolment pension scheme with Royal London. Payment for on-call duties.
Training and personal development	Individually tailored induction, training and development A 24/7 employee assistance scheme is available
Working hours	7.5 hours per day (breaks unpaid) which can be worked flexi-time between 8am and 6pm, Monday to Friday

Overall Purpose of the Job

Emmaus Bristol has funding from The National Lottery Community Fund for the purpose of providing a temporary support worker to provide support to Companions and other Emmaus Bristol licensees and to assist Companions to maintain physical and mental well-being at the current time and during any further government measures taken in response to the pandemic.

Accountabilities

JOB ACCOUNTABILITY, RESPONSIBILITY & AUTHORITY:

The Community Support Worker is accountable to the Support Team Manager.

RELATIONSHIPS

The Support Worker will foster and maintain productive, healthy and professional relationships with:

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



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RESPONSIBILITIES:

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

- Social Enterprise-related tasks
- Care/support-related tasks
- Business Incubator-related tasks
- General tasks

Social Enterprise-related tasks

1. Liaise with the Social Enterprise Manager regarding Companions on the social enterprise rota, ensuring time off for appointments is scheduled.
2. Provide in-work support where there is a support-related need.
3. Provide in-work support in helping Companions follow Covid-19 risk assessments.

Care/support related tasks

1. Maintain regular support to Companions and licensees living in Emmaus Bristol houses.
2. Work with the Support Team Manager to ensure Covid-19 safety measures, as outlined in the Emmaus Bristol Covid-19 risk assessments, are adhered to and adapted where needed.
3. Work with the Support Team Manager to offer onsite support to Companions during any lockdown/other government measures introduced to reduce the spread of Covid-19.
4. Encourage and facilitate healthy and positive activities now and in the event of a further lockdown.
5. Assist the Support Team Manager with referrals and in bringing new Companions into the community.
6. Plan and facilitate social and therapeutic activities in Emmaus Bristol premises and off-site.
7. Work with the Support Team Manager to ensure the safety and well-being of Companions during any outbreak of Covid-19 among Emmaus Bristol Companions.
8. Offer cover for any Emmaus Bristol staff self-isolating due to Covid-19, picking up their in-person work-load
9. Adopt a Person Centred approach to supporting Companions (including gaining an understanding of strengths based; solution focused; and trauma-informed approaches).
10. Assist Companions in solving day-to-day issues, signposting to specialist services, and resolving conflicts, bringing relevant matters to the attention of the Support Team Manager where further mediation or action is required.
11. Work with the Premises and Maintenance Co-ordinator to ensure that the necessary health and safety and maintenance requirements are met at all residential properties.
12. Support Companions to take responsibility at home, encouraging social responsibility and a safe and stable environment for all Companions.
13. Encourage and facilitate a team environment for staff and Companions.
14. Use In-Form to log actions and events for each Companion/ licensee you engage with.
15. Carry out Outcomes Star reviews according to the timetable set by the Support Team Manager.
16. Work with the Community Administrator to ensure adequate supplies of food, hygiene and other supplies to the houses, and cover for them if absent.

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17. Complete 'start up' with new Companions including needs & risk assessments, HC2 certificates as per the admissions policy.
18. Assist the Support Team Manager with the initial referral process including interviewing, risk assessing, and assisting with move-in documentation.
19. Process housing benefit applications for Emmaus Bristol, and support housing applications (Homechoice/ social housing/ private rented) when someone is ready to move on.
20. Liaise with the Support Team Manager and, if appropriate, the Social Enterprise Manager, on Companion training needs.
21. Ensure accurate and objective Support Plan/Actions and Outcome Stars plans are agreed by the Support Team Manager and then actioned, maintaining an electronic record to monitor each Companion's progress.
22. Conduct required room/house inspections with the Support Team Manager or other staff.
23. Support Companions in developing life skills, including, if required, help with personal health and well-being.
24. Encourage Companions to take personal responsibility in regards to their professional development, move-on, and personal well-being.
25. Participate in Support Team reflective practices.
26. Represent Emmaus Bristol to partner agencies to network and develop relations with a variety of agencies for the benefit of both the Community and Companions.
27. Be on-call out of hours, with the expectation that this would be 1 week in 4.
28. Contribute to continuous improvement in support work processes.

Business Incubator-related tasks

1. 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 apply to join the incubator

General tasks

1. Undertake administration, record keeping and report writing as needed.
2. Attend regular meetings with the Community, support team, and wider staff team and provide verbal and/or written updates as required and attend special Companion/Emmaus Bristol events.
3. Support colleagues, recording and sharing information appropriately and confidentially.
4. Adhere to Emmaus Bristol policies, protocols and procedures in accordance with the ethos of the Emmaus movement.
5. Attend appropriate Emmaus UK events nationally and with the wider Emmaus movement internationally, as required (virtually at the present time).
6. Perform any other tasks or duties deemed necessary by the CEO & Support Team Manager.
7. Participate in 1:1s, probationary reviews and appraisals
8. Understand and work in accordance with the principles of Emmaus International and uphold its values and ethos.

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Person Specification

Community Support Worker – Emmaus Bristol (Temporary: Covid-19)

Essential	Desirable
Education	Education
General education to include Maths and English GCSE or equivalent	Training in counselling, support work, social work, care
Qualifications	Qualifications
Evidence of Continued Professional Development, such as drug and alcohol awareness, safeguarding, health and safety, first aid, managing challenging behaviour	Driving Licence and willingness to drive Emmaus Bristol vehicles
Skills	Skills
<p>Person centred approach to support</p> <p>Able to deliver effective support sessions and deal with challenging behaviour</p> <p>Effective administrative and organisational skills</p> <p>Conflict resolution skills</p> <p>IT skills, including Microsoft word, basic excel, internet and email</p> <p>Can demonstrate ability to identify and manage own priorities and conflicting schedule demands</p> <p>Effective communication skills - including written, verbal, listening skills</p> <p>Has the ability to interpret complex situations/problems and identify solutions which meet individuals' and organisational needs.</p>	Mediation skills
Experience	Experience
<p>At least two years Experience of working within the homeless sector in a support work role.</p> <p>Experienced in resettlement/ move-on of clients</p> <p>Experience supporting people with complex needs to achieve their goals, using person</p>	Experience of being on-call



<p>centered approach. Complex needs could be:</p> <ul style="list-style-type: none"> - Drug, alcohol or other addiction - Mental health issues - Complex trauma <p>Experience of maintaining professional boundaries</p>	
Knowledge	Knowledge
<p>Understanding of benefits system</p> <p>Working knowledge of current Data protection laws</p> <p>Knowledge of homelessness support work best practise</p>	<p>H&S – food handling and hygiene, working with violence and aggression, Risk assessments, First aid.</p> <p>Residential management – Domestic management, property management</p>
Disposition	Disposition
<p>Effective team worker</p> <p>Able to work independently</p> <p>Able to respond effectively to emergencies/crises</p> <p>Willing and able to travel regularly within the local area</p> <p>Willingness to undertake on-call duties</p> <p>Recognises, responds and adapts appropriately to change easily</p> <p>Has an understanding of and belief in equality</p> <p>Enthusiastic with a ‘can do’ attitude</p> <p>Able to answer people’s concerns ‘on their feet’</p> <p>Has an understanding of and empathy for in the work of Emmaus, and an ability to uphold Emmaus’s values</p> <p>Strong emotional resilience and able to identify when support is needed for self and others</p>	



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To Apply

To apply please email the following documents to fran@emmausbristol.org.uk

1. Your CV
2. A covering letter detailing how you meet the person specification (max 2 sides A4).
3. Completed criminal records declaration
4. Completed equalities monitoring form

Applications without these documents will not be accepted.

Please apply by 9am on Monday 26th October 2020. Those shortlisted will be invited to an interview to be held on Thursday 5th November 2020.

Safeguarding and Right of Work in the UK

The role will involve working with companions and in the community and 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 Declaration of Criminal Records 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.

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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 cover letter only will be passed onto other members of the panel. But before it is passed on, the personal information will be removed. 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.

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