

Emmaus Brighton & Hove Application Pack for Community Manager

(full-time, permanent post)



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Terms and Conditions of Employment

This is a full-time, permanent role and you will work 40 hours. This will include some weekend working. A probation period of 6 months will apply.

Salary will be in the range of £28,000 to £36,500 per annum.

Pension – Stakeholder pension

Training & Development – Individually tailored induction, training and development

Annual Leave – for full time employees, 25 days per annum plus 8 bank holidays

How to apply

Please send the completed Job Application Form, showing how you meet the person specification, and return it via email to **admin@emmausbrighton.co.uk**.

The closing date for applications is **30th August 2021**.

Interviews will take place on **10th September 2021**.

The successful candidate will start in November 2021.

If you would like to arrange an informal discussion about the role, please contact Karen Chapman: **karen@emmausbrighton.co.uk**.

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:	Community Manager
Organisation:	Emmaus Brighton & Hove (EBH)
Accountable to:	CEO
Responsible for:	Community Support Staff, Companions
Location(s):	Drove Road, Portslade, East Sussex, BN41 2PA
Date:	July 2021

The Charity

Emmaus enables formerly homeless people to rebuild their lives within a self-supporting Community. The residents of the Community, known as Companions, sign off primary benefits on joining Emmaus and volunteer full time in their Community’s Social Enterprises. An objective of the charity is that income from the Social Enterprises plus Housing Benefit covers the charity’s running costs.

There are 29 Emmaus Communities in England, Wales, and Scotland. The social enterprises provide Companions with meaningful work to both support themselves and offer solidarity and support to others in need.

Community Manager’s Role

Reporting to the CEO, the Community Manager is responsible for the overall management of the residential accommodation. The purpose of the role is to lead the support, engagement, and empowerment of Companions in the community and social enterprises and to facilitate a safe, secure, and happy community which provides meaningful work and personal development opportunities.

Job Dimensions

The role is a 40-hour week, this will include some weekend working.

The salary is £28,000 - £36,500 dependent on experience and whether on-site accommodation is provided (package negotiable).

The Community Manager’s key accountabilities are to:

- Lead and manage Companion support and development.
- Lead and manage housing management functions.
- Provide effective line management for support staff.

- Deliver sustainability by overseeing costs and ensuring efficient resource management.
- Deliver regular monitoring and reporting on performance and take appropriate action where needed. Actively work, in partnership with others, to achieve better outcomes for homeless and socially excluded people.
- As a key member of the management team, contribute to the leadership, planning and policy formulation to meet organisational objectives.

Main Duties and Responsibilities

Companion Support and Engagement:

Develop and manage a broad range of referral pathways through good liaison and partnership development to meet targeted occupancy and impact on homelessness in Brighton and Hove.

Implement and develop intake and admission procedures, including needs and risk assessment with a strength-based approach, and lead on decision-making for accepting new Companions.

Lead and manage the development and implementation of individual, Companion-led support, ensuring that all Companions have in place support and development plans that maximise their opportunity to achieve their aspirations and enhance their well-being with tangible outcomes especially for Companion learning and development.

Develop and manage Companion involvement and feedback in line with current co-production practice including through surveys.

Ensure that all occupancy agreements are upheld and that breaches are dealt with according to the relevant policies and procedures and with regard to best practice and the Emmaus ethos.

Working in partnership with the Business Manager and Retail Managers, facilitate, encourage, and support companion engagement and training within the social enterprises to ensure they are viable businesses.

Develop and implement effective strategies for the active participation of Companions in the development and management of the community.

Lead on the development of Solidarity activities, promoting the importance and understanding of Solidarity as central to the Emmaus ethos.

Ensure that the Community is run in accordance with Emmaus Brighton and Hove policies and procedures and that the Emmaus ethos is maintained.

Build partnerships in the local area to provide support, assistance, and opportunities to progress including through social media and marketing materials and manage input from outside support partners and volunteers.

Lead and implement a culture which provides confidentiality, promotes professional boundaries, protects data, and safeguards Companions, Volunteers and staff.

Keep up to date with current best practice in the sector and lead implementation of change when appropriate.

Community Management:

Actively contribute to the development of the Companion and Community budgets; monitoring performance to ensure the community is effectively managed within the budget set.

Lead accountability within the organisation for the health and safety of Companions, staff, and visitors to the Community through the development, implementation, and management of effective policies, processes, and procedures including risk assessments.

Develop and implement policies and procedures for Companion allowances, travel, learning and leisure.

Liaise with the Premises Manager to manage the facilities of the Community building to ensure compliance with H&S regulations.

Ensure that the Community is well maintained, clean, tidy and complies with any relevant regulations.

Take the lead in developing and implementing comprehensive measures to reduce all negative environmental impacts of our community.

Solve issues and problems proactively, escalating issues to the CEO as appropriate.

Manage and participate in the on-call rota.

Management of Staff, Companions and other Support Team members:

Ensure that effective Safeguarding systems are in place and maintained, acting as the organisation's Designated Safeguarding Officer, with delegated responsibility for policy development, implementation, and reporting.

Recruit, induct, manage, and develop support staff according to organisational policies and employment law, and ensure staff become familiar with and follow relevant procedures, including Health and Safety and Safeguarding.

Ensure understanding and commitment by staff, Companions and other volunteers to the ethics, integrity, compassion, and culture of Emmaus, within the Community and its business.

Ensure regular 1:1 Supervision with staff team and the cascading of information and facilitate a culture of reflective practice.

Manage the Home Team to ensure that all communal areas are kept clean and tidy.

Other Duties

Attend meetings and contribute to organisational strategy and policy making.

Attend Committee meetings, Emmaus UK peer group meetings and other Emmaus meetings and conferences as appropriate.

Prepare monthly data and evidence to provide quantitative and qualitative data for management and promotional purposes.

Always work within Emmaus principles.

Perform any other tasks or duties deemed necessary by the CEO.

Person Specification

Essential	Desirable
<p>Education and Training:</p> <ul style="list-style-type: none"> • Degree level qualification in a related discipline <p>OR</p> <ul style="list-style-type: none"> • Relevant professional experience in direct service provision, which demonstrates equivalent academic skills. <p>AND</p> <ul style="list-style-type: none"> • Evidence of continuous professional development. • Knowledge and understanding of Strength-based practice and Trauma informed care. 	<p>Education and Training:</p> <ul style="list-style-type: none"> • Management Qualification • Level 3 Safeguarding Vulnerable Adults
<p>Experience:</p> <ul style="list-style-type: none"> • Proven experience of managing people and teams effectively • Experience of planning, developing, and managing support services for clients with support needs • Experience of working with clients with complex needs • Experience of planning and implementing outcomes-focused monitoring & evaluation systems. • Experience of developing, monitoring, and reporting on budgets. • Experience of managing the performance, learning and development of staff. • Experience of facilities and premises management. • Responsibility for developing and implementing Health and Safety processes and procedures. 	<p>Experience:</p> <ul style="list-style-type: none"> • Previous experience of managing supported housing • Experience of working with volunteers • Experience of managing contractors and suppliers. • Experience of business planning. • Experience of working collaboratively with tenants / residents / service users • Experience of supporting clients with support needs into work

Essential	Desirable
<p>Knowledge and Skills:</p> <ul style="list-style-type: none"> • The ability to focus on impact and deliver results • Safeguarding of Vulnerable Adults • Excellent interpersonal skills, able to build constructive professional relationships with a diverse range of people • Strong analytical and problem-solving skills • Demonstrable commitment to inclusive working, ensuring equality and valuing diversity • Able to manage challenging situations and people effectively. • Able to prioritise and manage work effectively, for themselves and others. • Ability to work with and represent the organisation to external stakeholders. • Able to work well under pressure. • Competent in using MS Office, and electronic databases. • An understanding of the requirements under Data Protection and the holding and management of personal details 	<p>Knowledge and Skills:</p> <ul style="list-style-type: none"> • Knowledge and understanding of issues surrounding homelessness • Demonstration of a belief in and the ability to adopt and promote the Emmaus ethos and principles • An understanding and interest in environmental sustainability and management issues. • Knowledge of housing legislation.
<p>Other:</p> <ul style="list-style-type: none"> • Ability to work unsocial hours and undertake local and UK wide travel as and when required • Willing and able to participate in the 24/7 on call emergency rota • Full driving licence • Enhanced DBS Disclosure required 	

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 Criminal Record Declaration 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 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 application form only will be passed onto other members of the panel. But before it is passed on, the personal information will be removed from your form. This includes:

- Name
- Address

This is to protect your personal information, but also to enable us to shortlist without bias to help ensure we are as fair and equitable as possible to encourage a diverse workforce.

You can read our Privacy Statement for Employees and Potential Employees using: [privacy-statement-employees-and-potential-employees-may-2018.pdf](https://emmausbrighton.co.uk/privacy-statement-employees-and-potential-employees-may-2018.pdf) (emmausbrighton.co.uk)



Emmaus Brighton & Hove

Job Application Form

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

Tel.: 01273 426 470

Registered charity 1053354

www.emmausbrighton.co.uk

Emmaus UK – www.emmaus.org.uk

Please complete this form and **return by email to admin@emmausbrighton.co.uk**.

Please complete this form accurately, giving as many details as possible of your skills and experience relating to the job. Shortlisting will be based on the information gathered from this form, read in conjunction with the enclosed person specification.

<p>Please state where you saw this post advertised:</p>
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Job Details

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

Do you have an indefinite Right to Work in the UK?	Yes/No
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) that are relevant to this role.

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		

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 relevant 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

I confirm that the information contained in this application form is accurate and correct.

Signature _____ Date _____

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.

In addition, 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: **Yes/No**

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.

Emmaus Brighton & Hove Rehabilitation of Offenders Policy Statement

Commitment to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975:

We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications for both paid and voluntary positions from a wide range of candidates, including those with criminal records. We select candidates for interview based upon skills, qualifications and experience.

A Disclosure & Barring Service (DBS) check is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a DBS check is required, application packs, adverts and recruitment briefs will contain a statement that a DBS check will be requested in the event of the individual being offered the position.

Where a DBS check is to form part of the recruitment process, we encourage all applicants called for interview to provide details of their criminal record at an early stage in the application process. We request that this information is sent under separate, confidential cover (Declaration of Criminal Record Form) to a designated person within Emmaus and we guarantee that this information will only be seen by those who need to see it as part of the recruitment process.

Unless the nature of the position allows us to ask questions about your entire criminal record we will only ask about 'unspent' criminal convictions as defined in the 'Rehabilitation of Offenders Act 1974'. We will ensure that all those involved in the recruitment process have access to advice from staff suitably trained to identify and assess the relevance and circumstances of offences. We will also ensure that they have received appropriate information on the relevant legislation relating to the employment of ex-offenders, e.g., the Rehabilitation of Offenders Act 1974.

At interview, or in a separate discussion, we will ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.

We undertake to discuss any matter revealed in a DBS check with the person seeking the position before withdrawing a conditional offer of employment.

Having a criminal record will not necessarily bar an individual from working with us. This will depend on the position and the circumstances and background of offences.



**Emmaus Brighton & Hove
Criminal Record Declaration Form**

Only to be completed by shortlisted candidates!

The post you have applied for is excepted from the Rehabilitation of Offenders Act 1974, which means that all convictions (spent or unspent), cautions, reprimands and final warnings on your criminal record need to be disclosed. For further information please refer to the Rehabilitation of Offenders Policy.

Job applied for:		Location:
Title:	First name	Surname:

Have you ever been convicted by the courts or cautioned, reprimanded or given a final warning by the police?	Yes*/No
*If yes, provide details of offences, penalties and dates below:	

If you have declared a criminal record and we believe this will have a bearing on the requirements of the post, we will discuss the matter with you at interview. If you require further information or have concerns about filling in this form, please contact us.

Please note Emmaus takes its responsibilities under the Disclosure & Barring Service very seriously and takes every step possible to ensure confidentiality. The DBS Code of Practice on Disclosure can be found at www.gov.uk/government/publications/dbs-code-of-practice. Alternatively, we will ensure a copy is made available to you.

Declaration:



I confirm the information contained in this application form is accurate and correct.

Signature _____ Date _____

Thank you for completing this form. Please forward this – if you have been shortlisted - to admin@emmausbrighton.co.uk.