



**Sussex
emmaus**
working together to end homelessness



Support Worker **Recruitment Pack**

Working together to end homelessness

Contents

Introductory Letter and how to apply	Page 3
About Emmaus	Page 4
How Emmaus Works	Page 5
Our Mission	Page 6
The Sussex Emmaus community	Page 7
Job Description	Page 9
Terms of Employment	Page 14

Introductory Letter

Dear Applicant,

Sussex Emmaus is a charity dedicated to making a difference to the lives of the most vulnerable and disadvantaged people in society. We provide accommodation for 58 people, helping them out of homelessness and providing them with a place to feel safe and secure whilst supporting them to develop and thrive.

Sussex Emmaus is looking to recruit a Support Worker to support Companions living and working at Sussex Emmaus, who has proven experience of providing support to individuals who have faced multiple disadvantages in their lives. Reporting to the Community Manager, you will have a desire to support the development of people with a variety of needs and have a positive, motivational attitude. You will be joining a friendly and enthusiastic team who are passionate about what they do.

This pack provides you with useful information about our organisation, the job vacancy, and the application process. Please take the time to read this pack and our website to find out more about our charity, community, and social enterprise.

Two positions are available, one full-time role and one part-time role, and you will have the opportunity in the interview to discuss flexible working.

To apply, please send your CV and supporting statement showing how you meet the person specification to kgordon@emmausbrighton.co.uk or by post to Ren Gordon, Sussex Emmaus, Drove Road, Portslade, BN41 2PA.

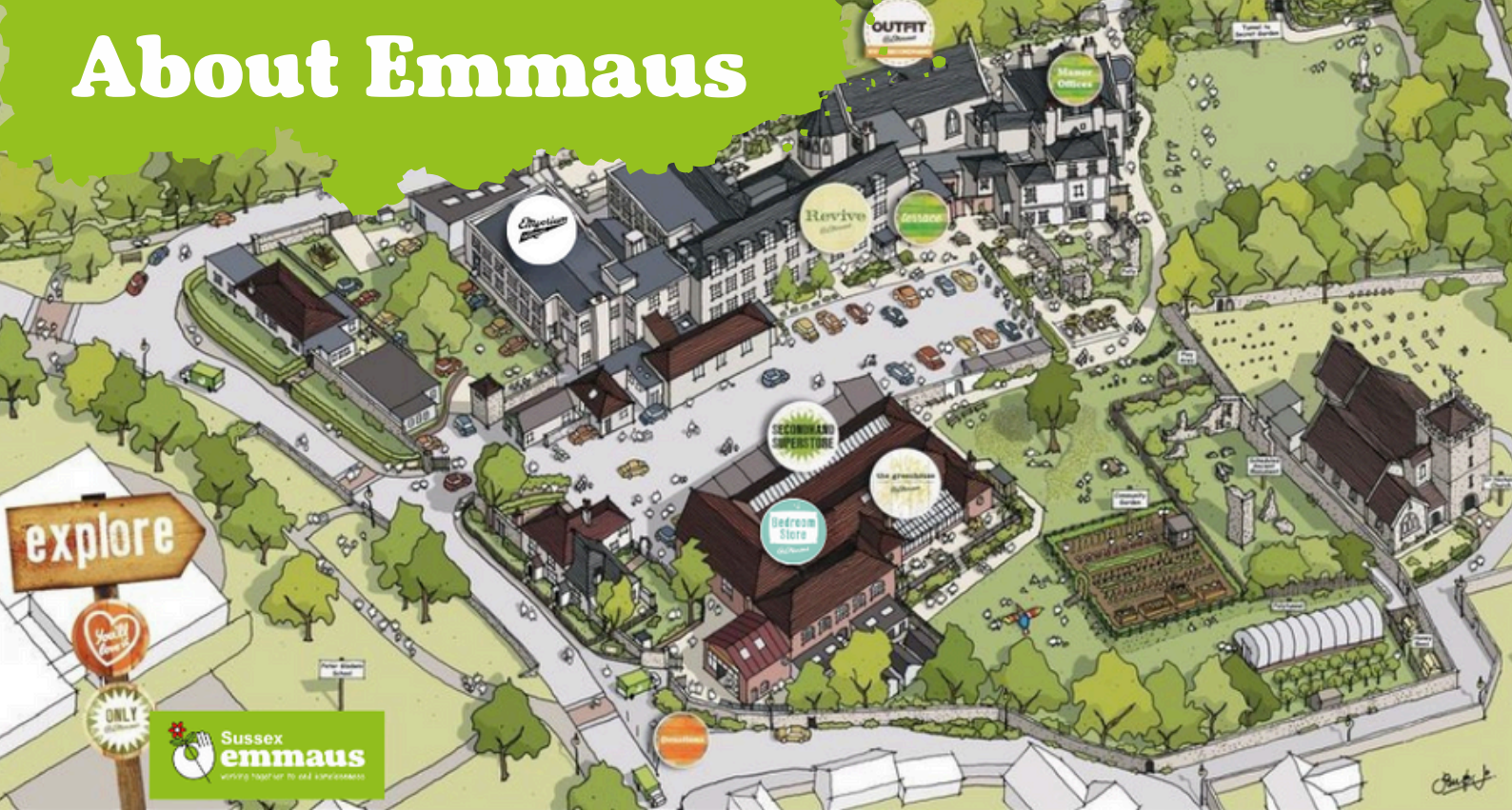
The closing date for applications is 23 May 2025, and interviews will be held on 4 and 5 June 2025.

If you would like an informal chat before applying, please contact Ren Gordon, Community Manager, on 07736378814.

Kind Regards

Ren Gordon, Community Manager

About Emmaus



Sussex Emmaus is a unique charity that offers a home, work experience, and individual support for up to 57 people who have experienced homelessness. We don't just give people a bed for the night; we offer a sense of purpose and belonging.

At the heart of Sussex Emmaus are the Companions. Companion is the term used for those who live in an Emmaus community and contribute to the social enterprise, where they support themselves and one another. Living in a stable environment with the opportunity to gain work experience as part of individually tailored support helps Companions regain lost self-esteem and the confidence needed to get back on their feet.

Sussex Emmaus provides a home for as long as someone needs it. 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. Since opening in 1997, Sussex Emmaus has steadily grown and we now have the capacity to support 57 Companions at any one time. There are currently over 850 Companions living at 29 Emmaus communities across the UK.

The majority of our income is generated in our social enterprise which includes four charity shops based at our Drove Road site and at Outfit London Road in the centre of Brighton. Companions participate in every area of our social enterprises, directly contributing to our charity whilst gaining skills and valuable work experience.

We offer an individual holistic package of support and a tailored development plan to support each Companion to develop new skills, or build on existing ones, to boost their confidence, improve mental and/or physical health and wellbeing and increase employability.

Working at Sussex Emmaus can be demanding at times but it is also very rewarding, especially seeing people overcome challenges and achieve their goals. No two days are the same at Emmaus and you can be sure of a diverse mix of people to keep every day interesting. In addition to work experience within our charity, there is also the opportunity to volunteer in solidarity activities to support individuals and groups in greater need.

How Emmaus works

Emmaus supports people who have experienced homelessness and social exclusion. We offer:



A home and support

In our Emmaus community, everyone has their own furnished bedroom. It is their space for as long as they need it. All bills are covered, basic toiletries are provided and fresh meals are prepared in the communal kitchen. Living and dining areas are shared spaces where people can relax and socialise together.



Work experience in a social enterprise

The people supported by Emmaus spend time developing skills in our social enterprises and community. For many, this provides a focus and routine each day. The opportunity to become an active part of society, and make a contribution to it, plays an important role in restoring self-esteem.



A sense of belonging and community

We offer the companionship, support and sense of belonging that many people who have experienced homelessness may have lost. It's a safe and caring place where people can settle and rebuild their lives. Our community enables people to share their experiences and benefit from peer to peer support.

Our mission

To work together to overcome homelessness and social exclusion while using our voice to achieve social change.

Our values

Respect

Value and respect every person, opposing injustice

Sharing

Be transparent and honest in all our dealings

Openness

Demonstrate solidarity and support for those in need

Solidarity

Create an environment of empowerment

Welcoming

Share and exchange resources, skills and learning

Sussex Emmaus 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.





Support Worker Role overview

To provide support to Companions using a person-centred approach, both emotionally and practically, so they can live and work in the Emmaus Community. The role will involve using a Strength Based Practice model to encourage Companions to become resilient and fulfilled.

Assist Companions to become independent and maximise their skills, where necessary accessing outside support and services. Where appropriate, in accordance with

Companion requests, provide a move-on pathway that enables them to be ready to live independently.

Develop and maintain positive partnerships with other agencies locally to enhance the support available to Companions. Act as an advocate and accompany Companions to formal meetings and appointments.

As part of a team, support the Community Manager in the referral and admissions procedures including conducting risk and needs assessments.

To ensure that all Companion records and information is maintained in compliance with policies, procedures and the data protection act. Ensure that all Companion Risk and Needs Assessments are thoroughly and accurately completed to ensure their safety and the safety of others, where necessary liaising with external services and agencies delivering support.

Promote and embed a proactive approach to equality and diversity, by example and approach, with a commitment to treat all staff, volunteers, visitors and Companions equally and with respect.

To be part of the on-call rota providing out of hours provision to the service, where necessary attending on site to resolve critical accidents or incidents.

Job description



Location:	Sussex Emmaus, Portslade
Accountable to:	Community Manager
Responsible for:	Companions, Volunteers and Staff, as appropriate

Accountabilities

Companions Development

- Provide high-quality person-centred support, using the principles of Trauma-Informed Care and Strength-Based Practice models to encourage resilience and wellbeing in companions, recognising each Companion as the expert of their own experiences.
- Provide support to Companions who may have a range of needs, including addiction, mental, or physical health needs. Ensure that appropriate information, advice, and support is made available. Act as advocate and accompany companions to formal meetings and appointments, i.e., court, solicitor, and CSA.
- Ensure Companions engage in all aspects of Community life positively, and are part of its organisation, development, and decision-making procedures.
- 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 participate in subsequent review meetings.
- Work with Companions to ensure training and personal development plans are identified and effectively implemented. Allowing Companions to have control, direction and purpose.
- Support the team to identify and co-ordinate Community activities, including outings, events and exchange visits.
- Develop and maintain positive partnerships with other agencies locally to enhance the support available to Companions. Attending external meetings and conferences where necessary.
- As part of a team, support the Community Manager to work alongside the District Councils Housing Team to find sustainable housing solutions for Companions.
- Support companions to understand the rules, policies and procedures, and that they can comply with them, taking remedial action as appropriate.

Housing management and administrative duties

- Undertake all necessary administrative duties, including replying to correspondence.
- Ensure that all Companion risk and needs assessments are thoroughly and accurately completed on time and are kept up to date, where necessary, liaising with external services and agencies delivering support.
- Complete Housing Benefit applications; complete PIP applications where applicable; and UC applications for move-on purposes.
- Complete the setup and termination of licenses, ensuring that all internal and external requirements are met.
- Support the Community Manager and team in the referral process, ensuring that appropriate Companions join the Community.
- Ensure that all Companion records and information are maintained in compliance with policies, procedures, and the General Data Protection Regulation 2018.
- Support Companions to abide by their license agreement and community rules.
- Support and encourage Companions to maintain a clean and safe physical environment, in the community, and in their rooms.
- Complete quantitative and qualitative data when required for monitoring and evaluation purposes.

Learning and development

- Maintain personal development including participation in supervision, reflective practice and training.
- Participate in staff review and team meetings.
- Attend annual appraisal reviews.

General

- Abide by Emmaus' policies and procedures and regulatory requirements.
- To lead by example by demonstrating appropriate behaviours, values, and culture
- To learn and engage with the Emmaus ethos as presented in the Universal Manifesto and embodied in the history and experience of all involved in Emmaus
- To be flexible and willing to carry out any other reasonable duties as required
- To play a full role in the Sussex Emmaus Community, fulfilling additional tasks as requested by the management team
- A requirement to support Solidarity activities undertaken by the Community
- To understand and work in accordance with the principles of Emmaus International and uphold its values and ethos
- As part of a team provide out of hours support to the community on a rota schedule.
- All employees for this role are subject to enhanced DBS checks

Equality and diversity

- Promote and embed a proactive approach to equality and diversity – by example and approach.
- A commitment to treat all staff, volunteers, visitors and Companions equally and with respect.

Safeguarding and right of work

The role requires an enhanced Disclosure and Barring Service (DBS) check to be 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 an enhanced DBS check.





Support Worker

Person Specification

Education

Essential

- Good general education
- Undertaken training in key competencies such as: dealing with conflict, key working/support planning, working with people with drug and alcohol issues

Desirable

- Level 3 Certificate in Providing Homelessness Services
- Certificate in Counselling Skills, Social Worker, or similar
- Degree in Counselling or Social Services

Skills

Essential

- Conflict resolution, ability to stay calm and cope under pressure
- Excellent listening, verbal and written communication skills
- Ability to respect professional boundaries
- Ability to use Microsoft Word, Excel, Email and Internet
- Ability to prioritise and manage time efficiently
- Ability to communicate with a wide range of people using excellent active listening skills to form healthy and constructive relationships
- Ability to represent Sussex Emmaus in a variety of forums, establish and maintain new relationships and build rapport with external agencies
- Commitment to and good understanding of equality and diversity
- The ability to forge effective working relationships within a team
- Commitment to personal growth and extending own professional competence and knowledge.

Desirable

- Full driving licence and willingness to drive Community vehicles while fulfilling the support role
- Awareness of issues around confidentiality and protection of information



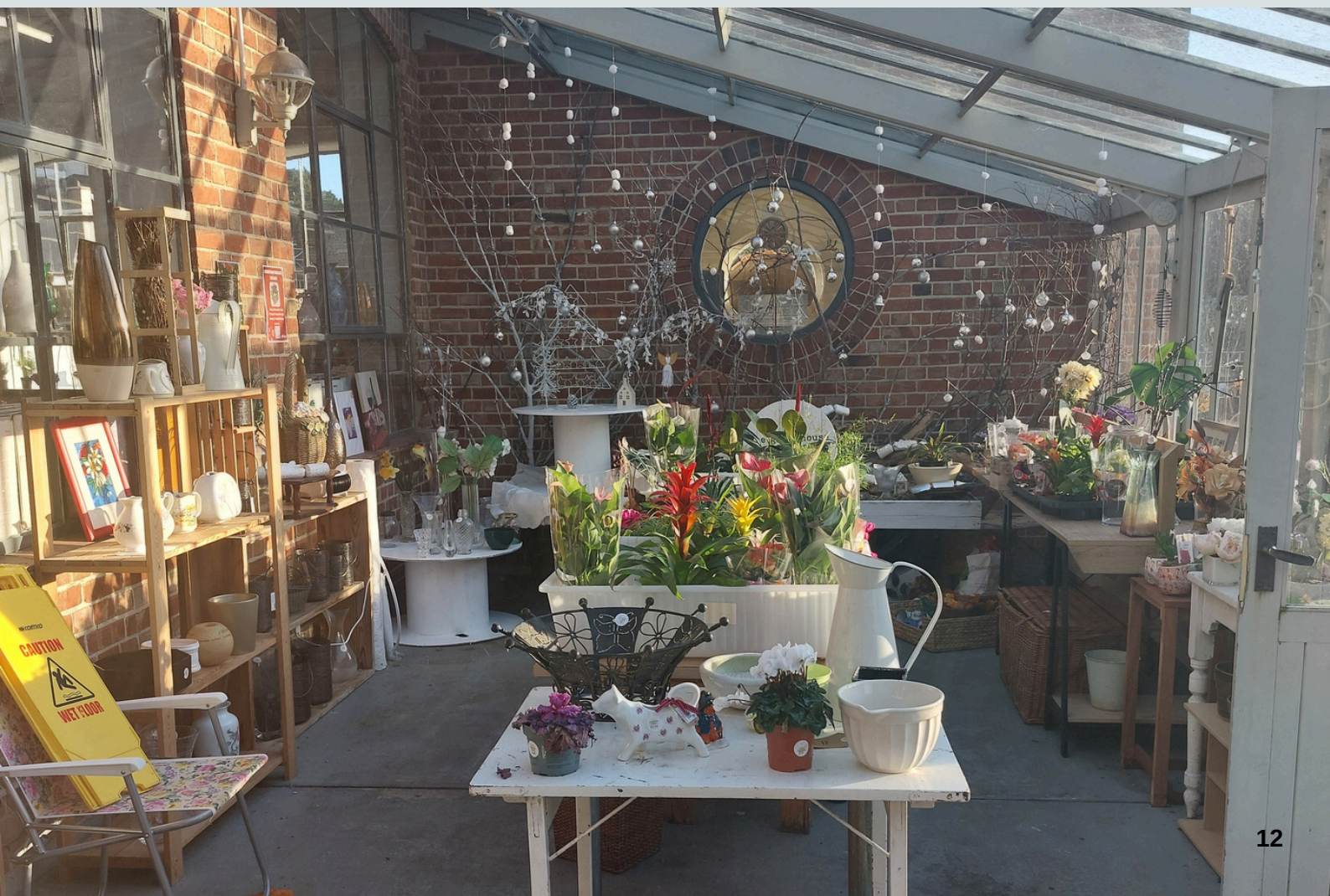
Experience and knowledge

Essential

- Proven experience of providing support to adults who have faced multiple disadvantages in their lives
- Proven experience of carrying out support planning
- Proven experience of risk and needs assessment

Desirable

- Working with challenging behaviour
- Working knowledge of issues around homelessness, housing and social inclusion
- Good knowledge of alcohol, drugs and issues around addiction and relapse management
- Good knowledge of Trauma Informed Care and Strength Based Practice
- Good knowledge of mental health, personality disorders and dual diagnosis
- Good knowledge of First Aid
- A good knowledge of local resources and network of local contacts



Personal Specification

Personal characteristics

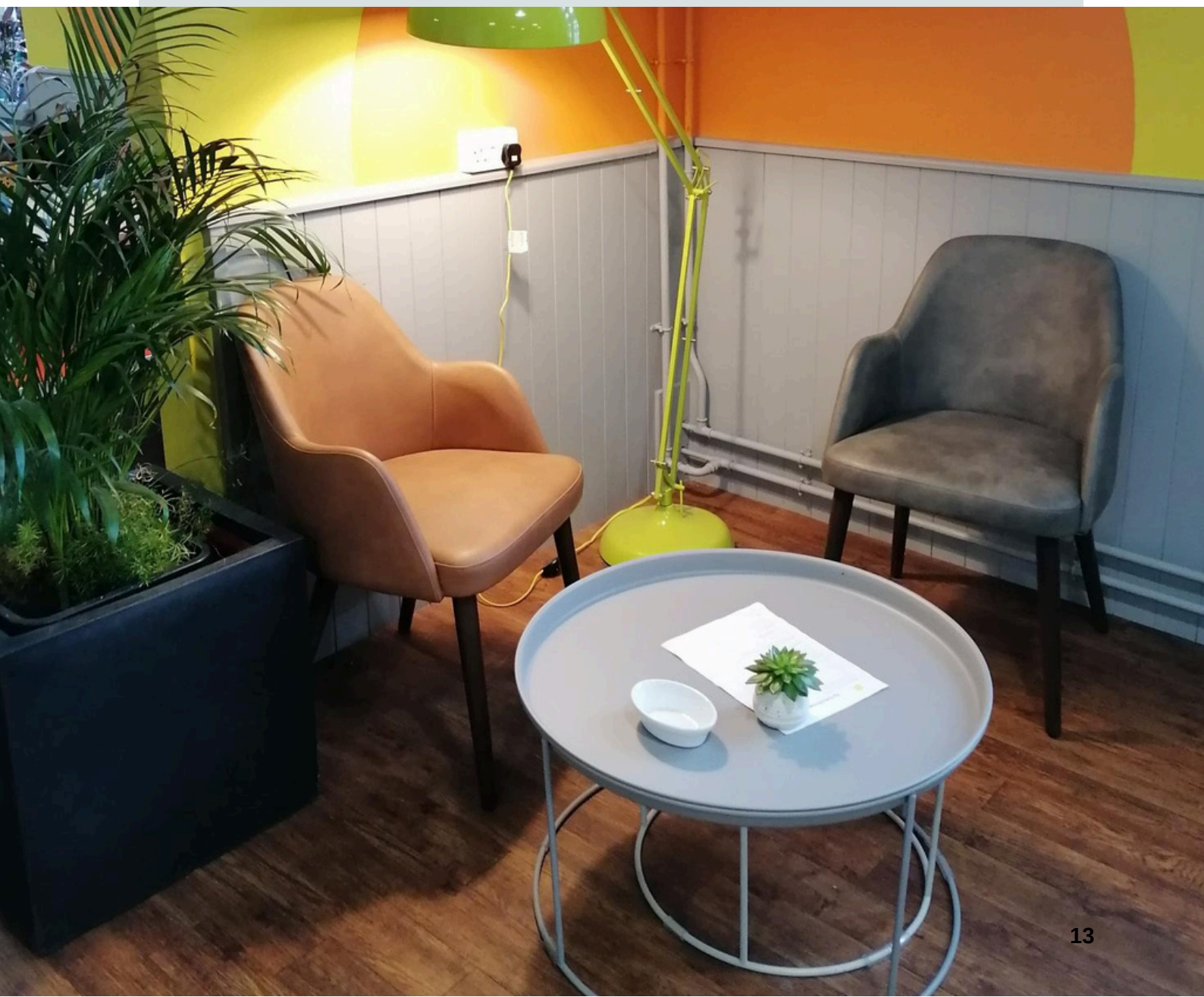
- A belief in the potential of each individual and an understanding of the importance of community in helping an individual to achieve their potential
- An ability to learn, embrace, and work to the Emmaus ethos
- Empathetic and understanding of a wide range of needs and experiences
- Compassionate, collaborative and encouraging approach
- Ability and willingness to be an effective role model, lead by example within the ethos of Emmaus
- Ability to be fair, consistent, confident and calm in dealings with people
- Confidence to take on and resolve difficult and frequently sensitive issues
- Commitment to environmental sustainability and social development
- A compassionate, collaborative and encouraging demeanour
- An understanding of the challenges that arise from community living
- Strong emotional resilience and able to identify when external support is needed for self and others
- An understanding of and empathy for the work of Emmaus, and an ability to uphold Emmaus values



Support Worker

Terms of employment

Salary:	£28,706 (pro rata per annum)
Hours of work:	Full-time: 38.75 hours a week, Part-time: 16 hours a week
Contract:	Permanent
Pension:	An auto-enrolment pension arrangement is in place
Holidays:	25 days per year plus bank holidays (pro-rota)
Training and development:	Individually tailored induction, training and development
Employee Assistance:	24/7 employee assistance scheme is available
Probation:	6 months probationary period
On call/out of hours rate:	Regular nights: £10 per night Bank holiday nights: £25 per night



Contact

How to apply

To apply please send your CV and supporting statement to kgordon@emmausbrighton.co.uk or by post to Ren Gordon, Sussex Emmaus, Drove Road, Portslade, BN41 2PA.

Closing date: 23 May 2025

Interview dates: 4 and 5 June 2025

www.emmausbrighton.co.uk