Green End, Landbeach,

Cambridge CB25 9FD

Tel: 01223 863657

info@emmauscambridge.org Registered Charity No. 1064473

Company No. 3422363

**JOB DESCRIPTION**

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| **Job Title** | Support Worker |
| **Accountable To** | Support Manager |
| **Working Hours** | Full time, 37.5 hours / 5 days per week including regular weekends and bank holidays |
| **Responsible For** | Work based / pastoral job support for companions |
| **Location** | Green End, Landbeach, Cambridge, CB25 9FD |
| **Date** | November 2021 |

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| **Job Purpose** |

Working closely with the Support Manager and wider staff team, enable companions at Emmaus Cambridge to work to the best of their ability in the social enterprise, whilst also supporting and encouraging development in all areas of their lives.

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| **Responsibilities** |

* Ensure companions understand the ethos of Emmaus and are fully inducted into community life
* Provide support to companions with a wide range of life skills and personal issues including:
	+ Health matters / medication
	+ Substance misuse recovery
	+ Accompanying / taking companions to appointments
	+ Cooking and healthier lifestyles
	+ Room cleanliness
	+ Goals, aspirations, and personal development plans
	+ External training opportunities
* Help the whole team deliver a flexible and holistic approach to supporting companions
* Assist companions with all aspects of social enterprise training and development including handling cash, filling shelves, providing good customer service, logistics, and offsite delivery of social enterprise activities.
* Support the staff team with day-to-day problem solving and conflict resolution, including:
	+ Risk assessment of companions
	+ Supporting companions in adherence to the rules
	+ Issuing warnings and supporting behavioral change
	+ Supporting companion eviction process where necessary
* Assist companions with activities to help them move-on from the community, for example, applying for jobs, assisting with housing and retirement preparation
* Process referrals, liaise with external agencies, and interview / assess prospective companions
* Keep accurate and updated records of inductions, support logs, training plans, and email / phone communications
* Keep up to date with changing standards and codes of conduct
* Deputise for the Support Manager in their absence
* Any other reasonable duties as required

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| **Special Requirements** |

* Attend meetings and contribute to the overall community strategy
* Contribute to the development of solidarity action within Emmaus
* Drive the community vehicles as and when needed
* On-call cover duties, including overnight stay if required
* Demonstrate appropriate behaviours and living by our values whilst maintaining strong professional boundaries with all staff, Companions, and volunteers.
* Engage with the Emmaus ethos as presented in the Universal Manifesto and embodied in the history and experience of all involved in Emmaus.
* Emmaus works with homeless, vulnerably housed, and unemployed people. Because of this, all employees are subject to enhanced DBS checks.
* Emmaus Cambridge runs its business operations seven days a week, Monday to Sunday and provides 24-hour, 7 day/week support to the Community. Days and hours of work will be agreed with the line manager and will include regular weekend working.

**PERSON SPECIFICATION**

**Support Worker**

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| **EXPERIENCE & KNOWLEDGE** |
| **Essential** | **Desirable**  |
| * Experience of working with individuals with chaotic behavior
* Experience of working with vulnerable adults
* Experience or awareness of the issues involved with working in a residential setting
 | * Voluntary / charitable sector experience
* Retail experience
* Experience of working with people with mental health issues
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| **EDUCATION / PROFESSIONAL CERTIFICATION** |
| **Essential** | **Desirable**  |
| * Good general education to include Math’s and English GCSE or equivalent
* Full clean driving license
 | * Professional qualification or training in a relevant subject
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| **SKILLS** |
| **Essential** | **Desirable**  |
| * Great problem-solving skills
* Effective time management skills to support the needs of multiple people
* Good listening skills
* Excellent IT Skills including MS Office
* Great verbal and written communication skills
 | * Understanding of complementary therapies relevant to this client group
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| **COMMITMENT**  |
| * Commitment to the empowerment of homeless and disadvantaged people
* Clear understanding of personal and professional boundaries
* Commitment to environmental sustainability and social development
* Confidentiality
* Commitment to continued personal and professional education and development
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| **PERSONAL CHARACTERISTICS** |
| * Participative style – enable and empower rather than direct
* Confidence to take on and resolve difficult and frequently sensitive issues
* Empathetic and non-judgmental attitude, regardless of a person’s needs
* An interest in helping other people, regardless of their condition
* The ability to follow through and obtain results
* Ability to remain calm under pressure and when dealing with challenging situations
* High level of patience and emotional resilience
* Ability to adapt and act accordingly to different situations
* Ability to work effectively alone and as part of a team
* Able to communicate effectively and develop positive professional relationships with a wide range of people
* A belief in the potential of each individual and an understanding of the importance of community.
* Awareness and acceptance of own limitations
* Highly self-motivated
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