Green End, Landbeach,

Cambridge CB25 9FD

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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 across 7 including weekends and bank holidays |
| **Contract**  | Permanent |
| **Salary** | £25k per annum |
| **Location** | Green End, Landbeach, Cambridge CB25 9FD |
| **Holiday** | 25 days annual leave plus bank holidays. |
| **Date** | August 2024 |
| **Overall, Job Purpose** |

Under the leadership of the Support Manager, you will work with the wider staff team to provide effective, high quality support services to individuals who have experienced homelessness or been at risk of becoming homeless.

You will be familiar with the challenges faced by this group of people which will include but is not limited to offending behaviour, substance misuse problems, and mental health issues. All those living at Emmaus Cambridge are adults at risk who require encouragement and support to develop their lives whilst undertaking a host of roles within the Charity’s own social enterprise.

Having integrated into the community and understood the Emmaus ethos, you will assess the needs of those living with us (known as companions) and help to create personal plans to help them move forward.

You will thrive helping others and enjoy supporting individuals to achieve their goals and become more independent. Your positive attitude towards your work and others will help to contribute to an inclusive and progressing community.

You will be a team player with a calm and personable manner. You will be able to confidently handle potentially difficult situations that may arise due to the nature of our work and prioritise tasks accordingly.

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| **Main Duties and Responsibilities** |

* Process referrals, liaise with external agencies, and interview and risk assess prospective companions completing sign-ups and administration.
* Support companions to understand the work and ethos of Emmaus by inducting them into community and social enterprise.
* In partnership with the experienced Support Team liaise with internal and external agencies on behalf of Companions
* Provide daily support to companions with a wide range of personal issues including:
	+ Goals, aspirations, and personal development plans
	+ Health matters / medication
	+ Substance misuse recovery
	+ Accompanying / taking companions to appointments
	+ Cooking and healthier lifestyles
	+ Room cleanliness
	+ External training opportunities
	+ Move on opportunities
	+ Reconnection with family and other support networks
* Support the staff team with 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
* Enabling/supporting companions to undertake roles in the social enterprise.
* Assist companions with activities to help them move-on from the community, for example, applying for jobs, assisting with housing and retirement preparation.
* Keep accurate and updated records of risk assessments, inductions, support logs, training plans, and email / phone communications.
* Be proactive in understanding changing guidance, regulation and codes of conduct
* Deputise for the Support Manager as required
* Any other reasonable duties as required

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| **Special Requirements** |

* Attend meetings and contribute to the overall Emmaus Cambridge strategy
* Contribute to the development of solidarity action
* Be comfortable to drive your own and community vehicles as and when needed – induction provided
* Occasional on-call cover duties, including overnight stay if required
* Demonstrate appropriate behaviours whilst living by our values and maintaining strong professional boundaries.
* Engage with the Emmaus ethos.
* Successful enhanced DBS check – this is organised by Emmaus Cambridge
* Emmaus Cambridge is the home of its companions therefore 24-hour, 7 day/week support is required. Days and hours of work will be agreed with the line manager and will include regular weekend working but will be rotated and involve conversations around suitable patterns of work. We aim to provide two days off together to ensure support staff have adequate breaks.

**General**

Emmaus Cambridge works with adults at risk. All those involved in our work are required to observe professional boundaries while performing their role.

The successful post holder must always maintain the good reputation of Emmaus Cambridge, upholding its policies and procedures. The post holder will strive to preserve good working relationships with all involved with Emmaus Cambridge, keeping the appropriate personnel informed of significant matters relating to the Community

The successful applicant is required to carry out the responsibilities of their role in an environmentally aware manner. Our aim is to ensure all resources are utilised effectively and efficiently. You will be expected to apply sound ‘value for money’ principles in undertaking purchasing or supply of goods and services.

Volunteers are an important resource and make a vital contribution to Emmaus Cambridge’s. You will be required to encourage, develop and support volunteer involvement.

**PERSON SPECIFICATION**

**Support Worker**

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| **EXPERIENCE & KNOWLEDGE** |
| **Essential** | **Desirable**  |
| * Experience of working with individuals with chaotic behavior
* Experience of working with adults at risk
* Experience or awareness of the issues involved with working in a residential setting
* Full understanding of safeguarding adults at risk.
* Experience of working with other agencies
 | * Voluntary / charitable sector experience
* Retail experience
* Experience of working with people with mental health issues
* Experience of working with homeless clients
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| **EDUCATION** |
| **Essential** | **Desirable**  |
| * Good general education to include Mathmatics and English GCSE or equivalent
* Full clean driving license and business insurance (or willingness to arrange business insurance on appointment)
 | * Professional qualification such as a qualification in health or social care or equivalent experience
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| **SKILLS** |
| **Essential** | **Desirable**  |
| * Great problem-solving skills
* Effective time management skills to support the needs of multiple people
* Ability to prioritise
* Excellent listening skills
* Excellent IT skills including MS Office
* Great verbal and written communication skills
* Effective observation skills
* Developing support plans – which may include goals around emotional and behavioural, education and financial management
 | * Understanding of complementary therapies relevant to this client group
* Experience in motivational interviewing
* Appreciation for the support needed for people on prescribed medication
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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
* Reliability, consistency and resilience
* 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/situation
* 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
* Flexibility, the 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, some of which have complex needs
* A belief in the potential of each individual and an understanding of the importance of community.
* Awareness and acceptance of own limitations and willingness to seek support
* Highly self-motivated
* Methodical and detailed with record keeping
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