

## Community Support Worker Emmaus Colchester

**Job Description £20,000 - £21,000 depending on experience  
37.5 hours per week.**

<b>Location</b>	Colchester, Essex
<b>Accountable to</b>	Community Manager
<b>Overall Purpose of the Job Role</b>	<p>To provide support to companions, who need help both emotionally and practically, so they can live and work in the community, develop life skills and realise their full potential to move on when they are ready.</p> <p>To oversee the smooth running of the community house and annexes to provide the safe and secure environment for staff, companions and visitors by carrying routine inspections of the premises.</p> <p>To co-ordinate stock at the community house and business and liaise with all relevant agencies.</p> <p>To work closely with the Community Manager to ensure companion development is consistent and documented.</p> <p>To provide support to the Business Manager with the recruitment of volunteers.</p> <p>To provide support to the community through solidarity projects.</p> <p>To assist CEO with duties arising.</p>
<b>Key relationships</b>	<p>Community Manager Companions Business Manager and Social Enterprise Finance Manager Chief Executive Trustees Volunteers</p>
<p><b>Person:</b></p> <p>To be a success in this Community Support Worker role you will have the following:</p> <ul style="list-style-type: none"> <li>• Good administration and organisational skills.</li> <li>• Excellent written and verbal communication skills</li> <li>• Good/Advanced IT skills including Microsoft Office/Excel</li> <li>• Experience of working with/providing support to vulnerable people.</li> <li>• Organised and self-motivated, while having the ability to work as part of a team.</li> <li>• Flexible and adaptable attitude and approach to work</li> </ul>	

**Companion Development:**

- Ensure that all support activities and personal development of companions are delivered in accordance with Emmaus Colchester ethos, culture, policies and procedures;
- Ensure companions are involved in all aspects of community life, and are part of its organisation, development and decision making procedures;
- Support companions to explore and identify choices in terms of lifestyle and life skills so they can make informed decisions, including move on plans;
- Effectively communicate companion needs within 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 the social enterprise;
- Work with companions to ensure training and personal development plans are identified and effectively implemented;
- Ensure that companions understand the community rules, policies and procedures, and that they comply with them, taking remedial action as appropriate;
- Support the team to identify and co-ordinate community activities, including outings, events and exchange visits.

**Companion Administration:**

- Support the team in the referral process ensuring that appropriate companions join the community. This includes conducting telephone interviews, risk assessments and leading 'trial days' for prospective companions;
- To provide effective companion related administration;
- Ensure that all companion risk assessments are thoroughly and accurately completed in a timely manner;
- Administer setting up and termination of licenses ensuring that all internal and external requirements are met;
- Ensure that administration actions are in place so that companions are registered with local agencies (e.g. doctors) and that HB is claimed in a timely manner;
- Ensure all appropriate companion records, including monitoring data are kept up to date.

**Internal and External Relations**

- Develop and maintain good working relationships with relevant agencies to ensure that the specific needs of the community and companions are met effectively;
- Develop and maintain the community's relationships with the Emmaus movement at regional, national and international levels.

**Community House and annexes:**

- Support the Community Manager with the running of the community house and the annexes.
- Liaise with Emmaus Caretaker and maintenance and letting agencies to ensure works are carried out and completed
- Order stock/stationery and maintain appropriate stock levels

- Carry our routine room inspections at the community house and annexes (companions rooms; communal area, kitchen and dining areas)

**Other duties:**

- Assist the Business Operations Manager with the recruitment of volunteers.
- Assist the CEO, Community Manager, Business Manager and Finance Manager with administrative tasks.
- Willingness to undertake personal professional development as required.
- Attend meetings and actively contribute to the overall Community Strategy as required.
- To be flexible and willing to carry out any reasonable duties needed to assist the support team, community and social enterprise activities.
- Perform any other tasks or duties deemed necessary by the Community Manager
- You will be required to participate in the on –call rota.

**General:**

Emmaus works with vulnerable people. Staff and volunteers must observe the proper demarcation and professional boundaries while performing their role.

Teamwork is essential to the smooth running of the community and all members are required to play an active part. Staff duties include helping to maintain cover in the office, dealing with calls from the public and following all the policies and procedures of the organisation. Some evening and weekend work may be necessary for which time off in lieu can be taken.

A requirement to participate and support in solidarity (Solidarity within the context of Emmaus is the working with groups and individuals towards the alleviation of poverty, social exclusion and suffering and responding to local, national and international appeals for relief and support.)

Emmaus works with homeless, vulnerably housed and unemployed people. All employees are subject to enhanced DBS checks

At Emmaus Colchester, we value diversity and welcome applications from all sections of the community

**Location**

The role is based at 175 Magdalen Street Colchester, however the jobholder may be required from time to time to work anywhere within the region of Essex and South Suffolk.

This job description sets out the main duties of the role as at the date it was drawn up. These may vary from time to time without changing the general character of the role or the level of responsibility entailed. It is expected, therefore, that the jobholder will undertake any other duties commensurate with the grading of the post as allocated through line management.

<b>Person Specification</b>	
<b>Essential</b>	<b>Desirable</b>
<p><b>Education:</b></p> <ul style="list-style-type: none"> <li>• Good general education to include Maths and English GCSE or equivalent</li> </ul>	<p><b>Education:</b></p>
<p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• Being consistent, methodical and reliable</li> <li>• Effective team worker</li> <li>• Ability to remain calm under pressure</li> <li>• Self- motivated and able to work on own initiative</li> <li>• The ability to build effective working relationships</li> <li>• Be able to multi-task whilst putting people first.</li> <li>• Effective written and verbal communication skills</li> <li>• Effective administrative skills</li> <li>• Minute taking</li> <li>• Record keeping and data management</li> </ul>	<ul style="list-style-type: none"> <li>• Have worked or have a strong interest in working in a social enterprise or charity.</li> <li>• Customer service skills</li> <li>• Good organiser</li> <li>• Ability to produce good quality reports and minutes</li> </ul>
<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Proven business administration experience</li> <li>• Experience of working with, and relating to, a diverse range of people</li> <li>• Being responsible for cash management</li> </ul>	<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Working with vulnerable people</li> <li>• Proven experience from within the voluntary and community sector</li> </ul>
<p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Demonstration of a belief in and, the ability to, adopt and work within the Emmaus ethos and principles</li> <li>• Knowledge and understanding of Data Protection</li> </ul>	<p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Knowledge and understanding of homelessness issues</li> <li>• Knowledge and understanding of Health and Safety issues</li> </ul>
<p><b>Other:</b></p> <ul style="list-style-type: none"> <li>• A belief in the potential of each individual and an understanding of the importance of the Community in helping an individual achieve their potential</li> <li>• Empathetic and understanding of a wide range of needs and experiences</li> <li>• Awareness of Equal Opportunities</li> <li>• Able to welcome people into the community with no prejudice</li> <li>• Flexible and adaptable attitude to work</li> <li>• Willingness to undertake further training and/or learn new skills where appropriate</li> </ul>	<p><b>Other:</b></p> <ul style="list-style-type: none"> <li>• A commitment to ongoing training and development</li> </ul>

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| <ul style="list-style-type: none"><li>• Willingness to work unsocial hours occasionally</li></ul> |  |
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