Emmaus Dover Ltd

**Job Description**

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| **Job Title:** | Community Worker |
| **Weekly working:** | 18hrs, 3 days per week, with 30min break each day. |
| **Reports To:** | Community Leader |
| **Location:** | Archcliffe Fort, Archcliffe Road, Dover, CT17 9EL |
| **Date:** | ASAP after interview dates. |

**Main duties and Responsibilities**

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* Whilst having no specific budgetary control the Community worker is expected to work within the approved budget to control companion expenditure as defined in the annual budget, policies and procedures
* At any one time provide support for companions.
* Assist in the daily, effective, running of the community
* As part of a team, support the community leader in the referral and admissions procedures including conducting risk assessments and needs assessments
* To work closely with the current staff team to strengthen community ethos and spirit and maintain good communication channels
* To ensure that personal information is shared appropriately and timely with the Community Leader and other members of the community
* Work with the Community Leader to support Companions in maintaining records and assessments so these are updated regularly, with their records
* As part of a team liaise with relevant agencies to support health and training needs for Companions
* Promote social activities to develop social skills and decrease individual isolation for Companions’ social life
* To ensure that all Companions records and information is maintained in compliance with policies, procedures and data protection
* Assist in the daily running of the community e.g. with Companions’ Dr’s appointments, food ordering, shopping
* Preparing accommodation for new Companions
* Prepare reports as and when required
* To ensure that all records in the community are kept up to date.
* Any other duties and accountabilities as required by the Community Leader including additional duties and responsibilities to cover for holidays and absences
* Support the Community Leader in adhering to Health and Safety requirements for Companions, accommodation and communal areas during work and leisure
* Support the PR events programme and publicity
* Support Solidarity, both locally in the Dover or neighbouring communities, as well as with Emmaus UK, and Emmaus International in response to appeals for relief and projects
* Participate in a rotation to ensure 5 days per week Community and Companion

support via on call duties

* Flexible working will be required for onsite presence as per community needs
* Willingness to drive Emmaus Dover vehicles as and when needed
* Support Companions with travel either by public transport or community car
* Administer setting up licences & issuing all types of warnings including termination of licences ensuring that all internal & external requirements are met.
* Be responsible for maintaining professional boundaries at all times
* Any other duties as required by the staff team

**Special Requirements**

* A key challenge for all Emmaus’ in the UK is balancing our charitable purpose with our social enterprise activities
* A requirement 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
* Emmaus works with homeless, vulnerably housed and unemployed people. Because of this all employees are subject to Disclosure and Barring service checks

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| Essential Desirable | |
| Experience & Knowledge | |
| * Proven experience of working with adults in a support role * Understanding of homelessness, housing and social exclusion * Working knowledge of issues around homelessness, housing and social inclusion * Experience of working with people with drug, alcohol & mental health issues * Experience of working with people with challenging behaviours * Working within professional boundaries | * Knowledge and understanding of homelessness issues * Working knowledge of Housing Benefit * Understanding or experience of addictions * Understanding of Universal Credit. |
| Education or Professional Certification | |
| * Good general education * Undertaken training in key competencies such as: dealing with conflict, key working / support planning, working with people with drug & alcohol issues | * Regular attendance of in-house training * Proven work history of dealing with vulnerable adults |
| Skills | |
| * Full driving licence and willingness to drive Community vehicles during fulfilling the role * Effective written and verbal communication * Excellent listening skills * Conflict Resolution * Effective administration skills, organisational and time management skills * Managing meetings * Maintaining professional boundaries * Managing confidentiality * Competent IT user including Microsoft Office Packages Internet and email * Ability to remain calm under pressure * Ability to respect Professional Boundaries * Awareness of issues around confidentiality and protection of information | * Mediation skills * Understanding of budgets |
| Other | |
| * A belief in the potential of each individual and an understanding of the importance of the Community in helping an individual achieve their potential * An ability to learn, embrace and work to the Emmaus ethos * Confidence to work independently * Effective team worker * Empathetic and understanding of a wide range of needs and experiences * Compassionate, collaborative and encouraging demeanour * Empowering approach * Awareness and acceptance of own limitations * Confidence to take on and resolve difficult issues * Commitment to environmental sustainability and social development * Understanding and commitment to Equal Opportunities * Able to welcome people into the community with no prejudice * Able to work unsocial hours * A commitment to the value of continuous training and development * An understanding of the challenges that arise from community living | |

**Core Competencies**

**Engaging with others**

* Consistently communicate team and individua; performance in the context of the wider business performance, Companion welfare and Emmaus values.
* Keep the team updated with information they need to know.
* Communicate accurately and consistently gaining buy-in from the audience.

**Dealing with Challenges**

* Pre-empt possible problems before they arise, identify the relevant issues and the options available to resolve them.
* Encourage others in the team to think more broadly to solve problems in their own area of expertise and to learn from experience.
* Implement appropriate solutions to problems.
* Escalate appropriately when unable to resolve a problem.
* Ability to implement innovative solutions.

**Planning and Organising**

* Prioritise tasks in order of importance and manage time effectively.
* Always work to the required standards.

**Leading Ourselves and Others**

* Lead, motivate and engage Companions setting clear direction.
* Adapt own style and approach when engaging different individuals.
* Create and environment where people take responsibility.
* Actively demonstrate the values of Emmaus and lead Companions through uncertainty and change.
* Manage and review the performance of Companions.
* Recognise, respond and adapt appropriately to change.
* Flexible and adaptable to the needs of the Community and business.
* Has an understanding of and belief in equality.
* Has an understanding and empathy in the work of Emmaus and ability to support and uphold Emmaus’s values.
* Strong emotional resilience and able to identify when external support is needed for self and others.
* Enthusiastic with a ‘can do’ attitude.

\*The English version of the Universal Manifesto is available at <http://emmaus-international.org> under “Our publications”