



emmaus

Dover

working together to end homelessness



Recruitment Pack

Community Caretaker



Contents

Thank you for your interest in the role of Community Caretaker at Emmaus Dover.

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.

emmaus.org.uk/dover 

Emmaus overview	page 3
How Emmaus works	page 4
Mission & values	page 5
Role overview	page 6
Job description	page 8
Terms of employment	page 9
Application process	page 10



Emmaus Dover is a unique charity that offers a home, work opportunities and individual support to people who have experienced homelessness and social exclusion. We don't just give people a bed for the night; we offer a home, stability, companionship, work, personal development and a sense of belonging.

At the heart of Emmaus Dover are our companions. Companion is the name given to those who live in an Emmaus community and carry out roles in the social enterprise, where they support themselves and one another. Living in a stable environment with the work opportunities and individually tailored support helps our companions to regain lost self-esteem and the confidence needed to get back on their feet.

The majority of our charity's income is generated by our social enterprises, which include our charity shop, cafe and garden centre at Archcliffe Fort on Archcliffe Road, Dover. Companions help in every area of our social enterprises, directly contributing to our charity whilst gaining skills and valuable work experience.

Since opening in 1995, Emmaus Dover has steadily grown and we now have the capacity to support 27 companions at any one time. As well as companions, we have a dedicated staff team and a mix of skilled local volunteers who support our work. Emmaus Dover as a family or extended family is a feeling shared between many of our companions, former companions, volunteers and staff. We are a community within the Dover community, working together and supporting one another to achieve individual and collective positive outcomes.

Working at Emmaus Dover 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 within our charity, there is also the opportunity to volunteer alongside other community members 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 for as long as someone needs it

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.



Emmaus has given me my dignity back. It's given me an ever-changing family; I love the camaraderie and the banter – we all get on. I would be dead if it weren't for Emmaus, I would have been found with a load of bottles next to me and that would have been it. I would be just another statistic. Emmaus has saved my life.

Paul, companion at Emmaus Dover

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



Community Caretaker Role overview

The Community Caretaker will work as part of a team to oversee the effective maintenance and health and safety of the community buildings and grounds which contributes to the development and sustainability of the Dover Community as a whole.

In addition, the role will be key in the development of Companions' skills to enhance their own personal and work related growth.

You must have a commitment to upholding the Emmaus values and knowledge of homelessness and social exclusion issues will be helpful.

Community Caretaker Job description



Location: Emmaus Dover, Archcliffe Fort, Archcliffe Road, Dover, CT17 9EL

Responsible to: CEO

Overall purpose of the job

Responsible to the CEO for the maintenance of all facilities and utilities on site. This particularly includes all the buildings, grounds, equipment together with relevant Health and Safety requirements.

Duties & responsibilities

- Work with the Community Manager to ensure all Health & Safety Requirements for the Community and the Social Enterprise Business are effectively met.
- Utilise a planned maintenance/upkeep schedule accessible on the SharePoint system.
- Oversee the maintenance of all utilities linked with the Community and Social Business Enterprise.
- Ensure that all buildings and grounds are fit for purpose and comply with Health and Safety legislation
- Support companions in their work in the Community with clear guidelines and expectations for the safe delivery of tasks.

General

- Ensure the material condition of the warehouse, workshop, shop/s, accommodation and site is sound and supported with regular Health and Safety checks; also ensuring that policies and procedures are followed by companions, staff and volunteers.
- Routine testing of fire alarms and emergency procedures
- Oversee service contracts and supervise work of contractors on site.
- Driving of Community vans and car when the need requires.
- Circulate reports for site maintenance

Duties & responsibilities Continued

Other

- Ensure all administration and record-keeping is kept up to date
- Liaise with the Community Manager over Companions' skills and training needs
- Undertake other driving duties as required
- Participate in a rotation to ensure 24-hour, 7 days per-week Community and Companion support

Emmaus works with vulnerable people. Staff, volunteers and trustees must observe professional boundaries while performing their role.

The post holder

- must always act in a way that will maintain the good reputation of Emmaus Dover, upholding the policies and procedures of Emmaus.
- will strive to preserve good working relationships with Staff, Volunteers, Companions and the Trustees, keeping the appropriate key personnel well informed of significant matters relating to the Community
- will carry out the job responsibilities in an environmentally aware manner to ensure all resources are utilised effectively and efficiently.
- will apply sound 'value for money' principles in undertaking purchasing or supply of goods and services.
- will support PR events and solidarity initiatives
- will perform any other tasks/duties deemed necessary by the Community Manager
- will be on the on-call rota and carry out weekend work as required
- will maintain an up-to-date driving licence, enhanced DBS check, and advise of any medication that may restrict them from carrying out their full duties.



Community Caretaker

Terms of employment

Salary:	£10,600
Hours of work:	15 hours per week with some call out/out of hours
Contract:	Permanent
Pension:	An auto-enrolment pension arrangement is in place
Holidays:	26 days per year plus Bank holidays pro rata
Training and development:	Individually tailored induction, training and development
Employee Assistance:	24/7 employee assistance scheme is available
Probation:	6 months probationary period



Community Caretaker

Application process

Please read and complete the job application form and return via email to Mrs. Debbie Stevenson at ceodover@emmaus.org.uk
Alternatively, please send by post to:
Mrs D Stevenson, Archcliffe Fort, Archcliffe Road, Dover CT17 9EL.

Please note, the role will involve contact with vulnerable people and will therefore be subject to a Disclosure & Barring Service check.

We ask that you complete and return the declaration of criminal records form and the equal opportunities form with your application.

The closing date for application is the 31 January 2025.

For an informal and confidential conversation about the role please contact Debbie Stevenson on 01304 809923