



emmaus
Dover
working together to end homelessness



Recruitment Pack

Community Support Officer



Contents

Thank you for your interest in the role of Community Support Officer 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 

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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 Support Officer Role overview

Help provide on-going support for our companions, and assist in the daily, effective, running of the community alongside our Community Manager.

This role requires assisting with the admissions process, liaising with partners and helping people supported by Emmaus, our companions, take their next steps.

The Community Support Officer role asks people to be aware of the environment and cost when making decisions.

Applicants must uphold professional boundaries, strive to preserve good working relationships with companions, volunteers, trustees and staff and act in the best interests of Emmaus at all times.

Community Support Officer

Job description



Location:	Emmaus Dover
Accountable to:	Community Manager
Responsible for:	Companions

Overall purpose of the job

- To assist the Community Manager in the management of the community, ensuring the welfare and development needs of companions are met effectively and Social Enterprise business activity is run successfully.
- To lead by example by demonstrating appropriate behaviours, values and culture within the Emmaus ethos.

Duties & responsibilities

Companions

- At any one time provide structured and ongoing support planning for all companions
- Develop partnerships with external parties to provide options for support, assistance and personal development for companions and social activities
- Assist in the daily, effective, running of the community
- As part of a team, support the Community Manager in the referral and admissions procedures, including conducting risk assessments and needs assessments.
- Implement companion induction including training (other than retail required in the business) and undertake a needs assessment during trial membership in conjunction with the Community Manager
- Assist with Housing Benefit claims and appeals, and any change of circumstances
- Create a support plan and a care plan for each companion, register with doctors, dentists, HC2 and any other agencies: foster new agency relationships
- To ensure that all companions' records and information is maintained in compliance with policies, procedures and the Data Protection Act
- As part of the team liaise with relevant agencies on suitable resettlement programmes for companions within community limitations. This could utilise the Move On programme.
- Promote activities to develop social skills and decrease individual isolation for companions
- Support the companions exploring and identifying choices, ensuring that they understand, and enabling them to make informed decisions
- Support companions who have received warnings and eviction notices
- Prepare reports as and when required
- Carry out regular and random alcohol and drug tests, report results, work with the companion to support their recovery
- Manage daily and long-term companion issues
- Support Companions with attending outside or on-site appointments
- Go shopping when needed or complete an order on-line

Duties & responsibilities continued

General

- Support companions with travel arrangements, either by public transport or community vehicle
- Be responsible for maintaining professional boundaries at all times

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.
- 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.
- Carry out the job responsibilities in an environmentally-aware manner with the aim to ensure all resources are utilised effectively and efficiently.
- Apply sound 'value for money' principles in undertaking purchasing or supply of goods and services.
- Support PR events and solidarity initiatives.
- Perform any other tasks/duties deemed necessary by the CEO.
- Be on the on-call rota and carry out weekend work as required.
- 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 Support Officer

Terms of employment

Salary:	£14,667.35
Hours of work:	22.5 hours per week, 3 full days with some call out/out of hours/weekend work
Contract:	Permanent
Pension:	An auto-enrolment pension arrangement is in place
Holidays:	26 days per year plus Bank holidays pro rota
Training and development:	Individually tailored induction, training and development
Employee Assistance:	24/7 employee assistance scheme is available
Probation:	6 months probationary period

**Flexible Working Options available, subject to the requirements of individual roles.*



Community Support Officer

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 applications is the 16 March 2025 .

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