



**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](http://emmaus.org.uk/dover) 

|                             |         |
|-----------------------------|---------|
| <b>Emmaus overview</b>      | page 3  |
| <b>How Emmaus works</b>     | page 4  |
| <b>Mission &amp; values</b> | page 5  |
| <b>Role overview</b>        | page 6  |
| <b>Job description</b>      | page 7  |
| <b>Terms of employment</b>  | page 9  |
| <b>Application process</b>  | page 10 |





# Emmaus overview

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 stable home

In our Emmaus community, everyone has their own furnished bedroom. It is their space to call home. 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**

To assist the Community Manager in the management of the Community, ensuring the welfare and development needs of companions are met effectively, and the Social Enterprise business activity is run successfully.

To lead by example by demonstrating appropriate behaviours, values, and culture within the Emmaus ethos.

# Community Support Officer

## Job description



|                         |                   |
|-------------------------|-------------------|
| <b>Location:</b>        | Emmaus Dover      |
| <b>Accountable to:</b>  | Community Manager |
| <b>Responsible for:</b> | 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 the Social Enterprise business activity is run successfully.
- To lead by example by demonstrating appropriate behaviours, values, and culture within the Emmaus ethos.

## Main 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 to include support needs, risks, goals, & move on aspirations for each Companion, register with doctors, dentists, HC2, and any other agencies: foster new agency relationships
- To ensure that all Companions' records and information are 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 in exploring and identifying choices, ensuring that they understand, and enabling them to make informed decisions
- Work with the Community Manager in delivering warnings and eviction notices to Companions and supporting those who have received these.
- Prepare reports as and when required
- Carry out regular and random alcohol and drug tests, report results, and work with the companion to support their recovery

Contd....



- Manage daily and long-term Companion issues
- Be able to use CRM or have experience
- Be able to deal with conflict
- Be able to fully support Companions with addictions
- Be able to support Companions with their mental health
- Be able to support Companions that are Neurodivergent and having an understanding of this area.
- Have a good level of ICT skills
- Be able to deal with high pressure situations when they arise

## Other duties

- Support Companions with travel arrangements, either by public transport or community vehicle
- Be responsible for maintaining professional boundaries at all times
- Undertake training as required for job responsibilities.

### General

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

#### 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 the purchasing or supply of goods and services.
- will support PR events and solidarity initiatives
- will perform any other tasks/duties deemed necessary by the CEO
- 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 Support Officer

## Terms of employment

|                                  |   |
|----------------------------------|---|
| <b>Salary:</b>                   | £15,254.50  |
| <b>Hours of work:</b>            | 22.5 hours per week, 3 full days with some call-out/out-of-hours/weekend work |
| <b>Contract:</b>                 | Permanent   |
| <b>Pension:</b>                  | An auto-enrolment pension arrangement is in place                             |
| <b>Holidays:</b>                 | 26 days per year plus Bank holidays pro rata                                  |
| <b>Training and development:</b> | Individually tailored induction, training, and development                    |
| <b>Employee Assistance:</b>      | 24/7 employee assistance scheme is available                                  |
| <b>Probation:</b>                | 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](mailto: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.

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