



**emmaus**  
Greenwich



# Application Pack

Employability Coach

Working together to end homelessness

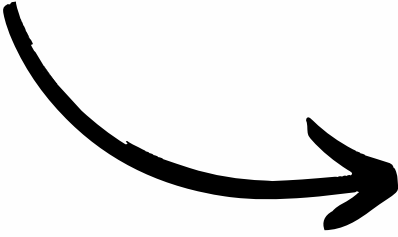
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Abbe Pierre  
Emmaus Founder



Dear Applicant

Thank you for showing an interest in working for Emmaus Greenwich.

We are looking for an Employability Coach to join our team, who will be responsible for delivering training workshops in employability and tenancy sustainment to Companions (residents) and assist Companions with education, training and employment opportunities that will help them move on into independent living.

Successful applicants will be part of the Community Support team, led by the Community Manager and will have key responsibilities within that team. This post relates specifically to employability training and tenancy sustainment of Companions. There will be a focus also on those planning to move-on to live independently.

So, if you have good communication skills, the ability to handle complex situations, experience of training and supporting people with a variety needs and have a positive “can do” attitude we would love to hear from you. You will be joining a friendly and enthusiastic team who are passionate about what they do. We would particularly welcome applications from candidates with experience of trauma informed practice, asset-based approaches, quality assurance frameworks or from a background of supporting vulnerable adults into work, job coaching and training.

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.

To apply please send your CV and supporting statement showing how you meet the person specification by the 29th January 2024 to [info@emmaugreenwich.org](mailto:info@emmaugreenwich.org)

Interviews to be held on the week commencing 5th February 2024, please be prepared for this interview date. If you would like to arrange an informal discussion about the role, please email me at: [info@emmausgreenwich.org](mailto:info@emmausgreenwich.org)

Best wishes,  
Sofia Barbosa CEO,  
Emmaus Greenwich



# About Emmaus



## Our vision

A world in which everyone has a home and a sense of belonging

Emmaus Greenwich is a unique charity that offers a home, work 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, meaningful work and a sense of belonging.

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

Emmaus provides a home for as long as someone needs it. This gives people the opportunity to take stock of their lives, deal with any issues they might have and often re-establish relationships with loved ones. Since opening in 1994, Emmaus Greenwich has steadily grown and we now have the capacity to support 32 companions at any one time. There are currently over 850 Companions living at 29 Emmaus communities across the UK.

The majority of our charity's income is generated in our social enterprise which includes our four charity shops based Online, in Plumstead, Lewisham and Poplar. We also run regular outreach projects, offering support to some of the most vulnerable people in the capital. Companions can work in every area of our social enterprise, directly contributing to our charity whilst gaining skills and valuable work experience.

We offer an individual holistic package of support and a tailored development plan to support each companion develop new skills (or build on existing ones) to boost their confidence, improve mental and/or physical health and wellbeing and increase employability.

Working at Emmaus Greenwich 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 in solidarity activities to support individuals and groups in greater need.

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# Emmaus Movement

Emmaus Greenwich is an independent local charity that is governed by a board of trustees. Whilst our work is focused locally, we are also part of a much wider Emmaus movement.

We are proud and active members of the Emmaus UK federation, Emmaus Europe and Emmaus International. The roots of Emmaus stretch back to Paris in 1945 and since then, more than 400 Emmaus groups have been established in 41 countries around the world.

The first Emmaus in the UK opened in 1991 and Emmaus Greenwich was the third to open in 1994. There are now 30 Emmaus communities in the UK with more than 850 companions living at communities stretching from Glasgow to Dover. No two Emmaus communities are the same – each has its own individual personality, providing a set of services that meet the needs of its local area.

Across the globe, all Emmaus groups have the same values whilst operating in very diverse social, economic and political contexts. All share the same goal; acting against the causes of poverty and being vehicles for social transformation through allowing the poorest to become actors in their own lives.

Find out more about the roots of Emmaus and how the movement has developed to serve people in need: [emmaus-international.org/en](https://emmaus-international.org/en)



# How Emmaus works

Unlike a lot of provisions for homeless people, Emmaus communities offer a home for as long as someone needs it. This includes a room of their own, food, clothing, a holistic support package, a small monthly allowance, holiday and travel money, as well as money into a savings pot.

In return, we ask:

- That companions work (volunteer) for 40 hours per week, or give as much time as they are able, in the community's social enterprises
- That they behave in a respectful way towards one another
- That no alcohol or illegal drugs are used on the premises
- That they sign off all benefits, with the exception of housing benefit

## Meet Jas



"I was at Emmaus Greenwich for 6 years before moving on in 2019. They were so, so good to me. They took me off the streets, gave me a home, a community and opportunities for the future. While I was a companion, I was trained to work the till, provide customer service, and help in the van by preparing orders for collection and delivery.."

Read Jas's full story here



# Solidarity Initiatives

Emmaus Greenwich Solidarity Initiatives programme supplements existing services and contribute to reducing food poverty, furniture poverty and homelessness in Royal Borough of Greenwich.

Our programme includes Furniture Aid, Solidarity Point, Home for Now projects and aims to make meaningful impact on the lives of individuals and families in Royal Borough of Greenwich. It is focused on supporting local authorities, homelessness charities and advice service to increase availability of appropriate support for people at risk or experiencing homelessness.

**Furniture Aid** project aims to make a social impact on those that cannot afford furniture by providing them with household essentials. We have helped young people leaving care to furnish their first homes, formerly homeless families moving from temporary accommodation into a permanent home.

**Solidarity Point** is a community food and support outreach programme and campaign enabling people at risk of homelessness to connect with services. By promoting early intervention, Solidarity Point empowers people to seek help pro-actively, encouraging a culture of mutual aid.

**Home for Now** is a 12-week programme supporting people with experience of migration and at risk of homelessness. We aim to work with local authorities, homelessness charities and advice service providers with focus of increasing availability of appropriate accommodation for people experiencing homelessness due to unclear or limited entitlements.



# Emmaus Greenwich' impact

**Street Souls** is one of the Solidarity Initiatives projects led by Emmaus Greenwich. Street Souls stands as a powerful example of solidarity, not charity. While charity often involves one-sided giving from a position of privilege to those in need, solidarity embodies a different ethos. Solidarity implies a sense of unity, shared purpose, and mutual support among all members of the community, regardless of their circumstances.

Since July 2023 we served **624** meals.

Companions dedicated **93** hours of their time to prepare food in our communal kitchen.

Volunteers donated **87** hours to drive our vans and deliver the meals to Street Soul's sessions.

We delivered **31** sessions in the community.

Each session provides a sense of belonging to over 20 people at one given time – encourages conversation, self-help, and resilience. For those living in the community, cost of living crisis makes it difficult to cover the cost of hot meal, heating or getting advice.



Read more about  
Emmaus Greenwich  
here





# Job Description

## Job Title

Employability Coach

## Reports to

Community Manager

## Location

Plumstead, London

## Overall purpose of the job

- Provide practical support for Companions to develop skills and knowledge to become job ready, overcome barriers and sustaining employment.
- Assist with preparing an adapting tailored employability action plan, maintain a up to date working knowledge of the local labour market and support Companions throughout the interview process
- Develop good work relations with internal and external stakeholders along with potential employers who could provide work experiences and job vacancies for Companions.

# Accountabilities

## Companion Development

- To assess each Companion employment history and tailor a training programme that fit the needs of each individual.
- Deliver one-to-one support and group workshops on employability and tenancy sustainment. This enables us to better understand the person's whole character and guide them to the resources and training opportunities that best fit their needs.
- Understand their personalities, experiences and goals in life to support them in moving into work
- Assistance with Digital inclusion- There is increasing recognition that digital inclusion means not only having physical access to the internet, but also having the necessary skills, confidence and capabilities to use the internet.

## Work placement

- To work in partnership with other agencies (ie job centers and welfare to work providers) who offer short-term work-experience placements to Companions.
- Participants gain work experience, a recent reference and improved self-confidence, all while helping their local community. No placements are in place of paid work and we trust our local representatives to provide valuable support.

## People

- Companions are empowered to overcome obstacles they face, whether that is building up self-esteem, overcoming health issues, or facing their addictions
- Develop systems for supporting Companions in their inductions, skills building, portfolios and move on plans
- Work with our volunteers to assist in supporting Companions to maximise their potential and learning

## General

- To ensure activities meet with and integrate with organisational requirements for quality management, health and safety, legal stipulations, policies and general duty of care and professional boundaries
- To work flexibly and be willing to carry out any reasonable duties needed to assist the community and business operations, including assisting in business operations, holiday/sickness cover and on-call duties, participation in team meetings, attend 1:1's and appraisals
- To carry out the job responsibilities in an environmentally aware manner, ensuring all resources are utilised effectively and efficiently.
- To apply sound 'value for money' principles in undertaking purchasing or supply of goods and services. To work within budgets to enable the community to be self-sufficient
- To always act in a way which maintains the good reputation of Emmaus Greenwich; upholding the policies and procedures of Emmaus. To 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
- To understand and work in accordance with the principles of Emmaus UK and uphold its values and ethos

# Person Specification

## Essential

- Knowledge of and understanding of employment support services delivery.
- Knowledge of barriers preventing people from entering the workplace.
- Ability to network and build business relationships
- Ability to empathise with and motivate others
- Experience supporting people with complex needs to achieve their goals, using person centred approaches
- Experience in using appropriate systems for recording, measuring and reporting outcomes relating to client welfare, training, development and achievements
- Ability to maintain professional boundaries
- GCSE in Maths and English or equivalent
- Experience of working as part of a team
- IT skills, including Microsoft word, basic Excel, internet, websites and email

## Desirable

- Desirable, but not essential to have experience in support work, social work or social care
- Experience of building strong interagency relationships
- positive approaches and trauma informed training

## Personal Characteristics

- Strong emotional resilience and able to identify when external support is needed for self and others
- Compassionate
- Recognise, respond and adapt appropriately to change
- Flexible and adaptable to meet the needs of the community and business Have an understanding of and belief in equality
- Effective communication skills - including written, verbal, listening skills
- Enthusiastic with a 'CAN DO' attitude
- Ability to interpret complex situations/problems and identify solutions which meet individuals and organisational needs
- Able to answer people's concerns 'on their feet'
- An understanding of and empathy for the work of Emmaus, and an ability to uphold Emmaus values
- Clear professional boundaries

## Other Core Competencies

- Engaging with others
- Dealing with challenges
- Planning and organising with good time management and ability to prioritise
- Engaging with people in a positive way, to make sure messages are easily understood and people are valued and respected

# Emmaus Package

- Salary of £6,500 per annum
- Working Hours – 8 hrs/w from Monday to Saturday
- Annual Leave – 25 days per annum, plus 8 bank holidays, pro rata for part-time employees
- Pension – An auto-enrolment pension arrangement is in place
- Training & Development – Individually tailored induction, training and development
- Employee Assistance – A 24/7 employee assistance scheme is available
- 6 months probationary period

## Safeguarding & Right of Work

The role will involve working with Companions and in the Community, therefore the role will need to have a Disclosure and Barring Service (DBS) check carried out. This is to check the criminal records and that the person is not barred from working with 'adults at risk'. Some Companions can be classed as adults at risk. An adult at risk is anyone that has one or more of the following:

- Does not understand certain decisions or transactions
- Are unaware of their rights or how to complain Have communication difficulties
- Have limited life experiences
- Are socially isolated
- Have low self esteem
- Are dependent on others for their basic needs

The additional details form is needed to check any previous convictions. After interviews, the successful candidate will need to provide evidence of right to work in the UK and complete a DBS check.

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## Contact

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### To Apply

To apply please send your CV, covering letter and a one page explanation of how you meet the person specification to [info@emmausgreenwich.org](mailto:info@emmausgreenwich.org) by 5pm on the 29th Jan 2024. Those shortlisted will be invited to an interview to be held on the week commencing the 5th Feb 2024.



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