



emmaus
Greenwich



Application Pack

Training and Development Coach

Working together to end homelessness

Dear Applicant

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

We are looking for a Companion Training and Development Coach who has compassion combined with strong motivational skills . The Companion Training and Development Coach will assist Companions in acquiring the skills they want and need to achieve their aspirations and potential, so they can live and work in the Emmaus community, develop life skills and realise their full potential to move on from the Community if and when they are ready.

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 the training and development of Companions within the Community's social enterprises and also looking beyond the Community. 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

Interviews to be held on the week commencing the 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

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.

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



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.

The image shows a collage of nine hand-drawn posters for Emmaus Solidarity Initiatives. The posters are arranged in a 3x3 grid and cover various topics related to the organization's work.

- Top Left:** Emmaus logo with the tagline "working together to end homelessness". Below it, "Solidarity Initiatives" is written in green, flanked by two green hand icons.
- Top Middle:** "Street Souls" in large green letters, with "Solidarity in the City!" below it. There are yellow starburst icons on either side.
- Top Right:** "Furniture Aid" in large green letters, with illustrations of a brown sofa, a wooden chair, and a bed with a blue blanket.
- Middle Left:** "Co-Production" in green, with a lightbulb icon and a speech bubble icon. Text below: "The Solidarity Team have thoroughly enjoyed working together with companions and we're excited to for more collaboration!". Below that: "If you would like to get more involved with solidarity initiatives and our upcoming projects, come and let us know." At the bottom: "We want to continue working together on new projects!"
- Middle Middle:** "Our aims!" in green, with an illustration of people sitting around a table. A list of four aims: 1. Reduce food poverty, 2. Provide a safe space and a warm meal, 3. Refer more people to local services, 4. Provide essential hygiene products.
- Middle Right:** "Our aims!" in green, with a list of three aims: 1. Reduce furniture poverty, 2. Ensure people have access to a dignified living space, regardless of their financial circumstances, 3. Working closely together with businesses to help those moving into permanent home.
- Bottom Left:** "Greenwich Market Stall" in green, with an illustration of a market stall. Text: "Our take-over of Greenwich Market is coming up! We will use this space to raise money for our 'Solidarity-points' initiative. This will primarily be used to help people obtain an ID." Below: "Thank you to everyone that has been helping organising items to sell." Dates: "Nov - 20-24th", "Dec - 14-15th, 21-22nd".
- Bottom Middle:** "Outreach" in green, with an illustration of people and a globe icon. Text: "The Solidarity Team have visited and created bonds of solidarity with local community centres and services." Below: "We've met with members of Glyndon Community Centre and their Advice Hub, Change Please, The Front Room, the Woolwich Service User Project (WSUP), Greenwich Winter Night Shelter (GWNS) and Plumstead Library. We will use some of these spaces for 'Solidarity-points'."
- Bottom Right:** "Raising money for Satu Mare" in green, with an illustration of a house. Text: "Thanks to Martin's brilliant idea, we have managed to raise nearly £2,000 to pay for the re-building of Satu Mare's roof. Emmaus communities in the UK donated a percentage of the daily incomes to support this." Below: a simple line drawing of a house.

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

Companion Training & Development Coach

Reports to

Community Manager

Location

Plumstead, London

Overall purpose of the job

Working alongside Companions, providing support both emotionally and practically, so they can live and work in the Community, helping them develop life skills and resilience to realise their full potential, and to move-on when they are ready.

Specifically leading on skills building, training and move-on, and leading and developing this framework of support.

Accountabilities

Companion Development

- To share a case load of up to 32 companions, working alongside in all aspects of the social enterprise activities and Community home to support, motivate and train Companions as part of their ongoing development plans.
- Conducting in depth quarterly development support meetings to monitor progress and stimulate action
- To facilitate and encourage in-house and external training and development for Companions in order to support both personal and skills development as they take on enhanced responsibilities
- To coordinate a calendar and timetable of supportive workshops to be delivered by relevant providers. Examples may be addiction support workshops/groups, self esteem workshops or anger management
- To coordinate and develop the companion move-on journey working with the Community Leader and the CEO
- To liaise with providers to delivering NVQs, ICT, tenancy sustainment and employability, to ensure all Companions have access to training and qualifications
- To ensure the effective induction of all new companions in the social enterprise and community home activities, ensuring that they are able to successfully undertake the roles assigned to them, and have completed all H&S training during their first week
- To maintain accurate, detailed logs in accordance with the existing systems, communicating Companion development and needs within the wider staff team to ensure that there is a holistic approach to supporting Companions.
- To facilitate and co-ordinate with external agencies in relation to companion health, benefits, support, work experience and personal development, representing Emmaus to partner agencies and developing relations with a wide variety of services with whom a relationship will benefit the Community and Companions
- Work as part of a team ensuring continuous development of the Community both as an individual charity, part of the UK Federation and as part of the International Emmaus Movement
- To work with the wider UK federation and Emmaus UK to embed quality frameworks, good practice, and evaluation and monitoring where needed

Community

- To conduct intake interviews along with the development team, complete needs and risk assessments and induct new Companions to the Community.
- To keep up to date logs and records in accordance with our existing systems, monitoring progress and stimulating action
- To take part in development meetings to enable a 360 approach to Companion wellbeing and development,
- To make a positive contribution to the development of all aspects of Community life including the home, solidarity and social enterprise.

People

- To collaborate with the business team to ensure the smooth running of the social enterprises and ensure that companions are placed appropriately in their work to enable development and confidence
- 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

- 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
- Proven ability to deliver effective support sessions and deal with challenging behaviour
- 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
- Can demonstrate ability to identify and manage own priorities and conflicting schedule demands
- Evidence of continued professional development, such as drug and alcohol awareness, safeguarding, health & safety, first aid, mental health first aid, positive approaches and trauma informed training

Desirable

- Desirable, but not essential to have experience in support work, social work or social care
- Experience of building strong interagency relationships

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
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Emmaus Package

- Salary of £24,000- £26,000 per annum depending on experience
- Working Hours – 40 hrs/week 5 days over Monday to Saturday
- Annual Leave – 25 days per annum, plus 8 bank holidays
- 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
- Flexible hours including on call duties
- 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.

Contact

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 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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