



emmaus
Greenwich



Application Pack

Community Manager

Working together to end homelessness



Dear Applicant

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

Reporting to the CEO, the Community Manager is responsible for the overall management of the residential accommodation. The purpose of the role is to lead the support, engagement, and empowerment of Companions in the community and social enterprises and to facilitate a safe, secure, and happy community which provides meaningful work and personal development opportunities.

So, if you have good communication skills, the ability to focus on impact and deliver results, experience of planning, developing, and managing support services for clients with support needs, knowledge and understanding of Strength-based practice and Trauma informed care 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

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:

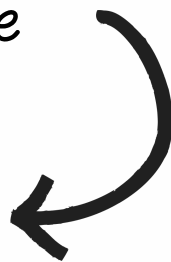
- That Companions contribute to the best of their abilities in the community's social enterprises and in the community home.
- That they behave in a respectful way towards one another
- That no alcohol or illegal drugs are used on the premises

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.

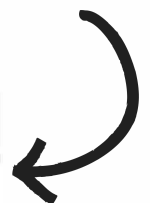
Since July 2023 we served **1126** meals.

Companions dedicated **222** hours of their time to prepare food in our communal kitchen. Volunteers donated **267** hours to drive our vans and deliver the meals to Street Soul's sessions.

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

Community Manager

Reports to

CEO

Location

Plumstead, London

Overall purpose of the job

- Responsible for the overall management of the residential accommodation.
- Takes responsibility for the management of all activities relating to the welfare, care and development of Companions in the Community, in a manner which embodies the Emmaus ethos.
- Takes responsibility for ensuring that Companion support is appropriate for individual needs and delegated, administered, and recorded effectively. To take a lead role with assessing and approving referrals for new Companions.
- To support and manage other members of staff in the running of, and maintaining the well-being of, Emmaus Greenwich.
- Deliver sustainability by overseeing costs and ensuring efficient resource management.
- To work with external agencies to ensure a stream of appropriate referrals.

Accountabilities

Maintaining the Community Ethos

- Responsible for the admission welcome including assess new referrals, interviewing potential Companions, welfare and care of Companions, their integration into the Emmaus Community and the wider community at large, developing a sense of extended family.
- Responsible for day-to-day problem solving and conflict resolution.
- Ensure that all occupancy agreements are upheld and that breaches are dealt with according to the relevant policies and procedures and with regard to best practice and the Emmaus ethos.
- Able to take appropriate disciplinary action in line with our policies and procedures in a fair and consistent manner when necessary.
- Ensure that the Community is run in accordance with Emmaus Greenwich policies and procedures and that the Emmaus ethos is maintained.
- Ensure Companions are involved in all aspects of Community life, and are part of its organisation, development, and decision-making procedures.
- Lead and implement a culture which provides confidentiality, promotes professional boundaries, protects data, and safeguards Companions, Volunteers and staff.

Companion Support and Engagement

- Implement and develop intake and admission procedures, including needs and risk assessment with a strength-based approach, and lead on decision-making for accepting new Companions.
- Lead and manage the development and implementation of individual, Companion-led support, ensuring that all Companions have in place support and development plans that maximise their opportunity to achieve their aspirations and enhance their well-being with tangible outcomes especially for Companion learning and development.
- Responsible for the Community ethos and for the development of Companions' skills, individually and collectively, to enhance their growth and development, and that of the Community.
- To manage support relating to Companion's needs regarding their daily living requirements, physical and mental health, safety and personal development.
- Liaise with relevant agencies outside the community where appropriate, to ensure that the specific needs of Companions are met effectively.
- To manage Companion support relating to making and attending appointments, and acting as an advocate where appropriate, in accordance with accepted procedures (for e.g. health, legal assistance, court. housing, benefits, training, etc.)
- Develop and implement effective strategies for the active participation of Companions in the development and management of the community.
- Develop and manage Companion involvement and feedback in line with current co-production practice including through surveys.
- Working in partnership with the Retail Manager, facilitate, encourage, and support companion engagement and training within the social enterprises to ensure they are viable businesses.
- To lead on Companion move on into independent accommodation.
- To assist and encourage Companions to move into independent accommodation where appropriate.
- Identify and co-ordinate Community activities, including outings, events and exchange visits.

Accountabilities

Line Management

- Line management of staff, setting objectives, monitoring, undertaking reviews and appraisals at agreed intervals. Ensure the cascading of information and facilitate a culture of reflective practice.
- Assist the CEO with recruitment, training and development of employees in line with company policies and employment law, ensuring relevant HR policies and procedures are followed (appraisals, discipline, grievance etc)
- Ensure that effective Safeguarding systems are in place and maintained, acting as the organisation's Designated Safeguarding Officer, with delegated responsibility for policy development, implementation, and reporting.
- Ensure understanding and commitment by staff, Companions and other volunteers to the ethics, integrity, compassion, and culture of Emmaus, within the Community and its business.
- Manage the Housekeeping team to ensure that all communal areas are kept clean and tidy.

Administration

- Responsible for the day-to-day administration, organisation and effective operation of the Community and the maintenance of appropriate records.
- To ensure all relevant documents relating to new Companion have been completed in the agreed time frame.
- Recording and monitoring of appropriate records and risk assessments relating to Companions.
- Responsible for the CRM
- Prepare reports.

Facilities Management

- Assist the Multi Site Property and Facilities Manager in the upkeep and maintenance of the Community, to ensure that it provides a pleasant and comfortable home for the Companions, whilst adhering to health and safety requirements
- To assist with the upkeep of Companion rooms and the Community building as directed.
- Ensure that the Community is well maintained, clean, tidy and complies with any relevant regulations.

Internal and External Relations

- Maintain good local and national Community relations, promoting the ethos of Emmaus where possible.
- Develop and manage a broad range of referral pathways through good liaison and partnership development to meet targeted occupancy and impact on homelessness in the Greenwich area.
- To work with external agencies to ensure a stream of appropriate referrals.
- Develop and maintain the Community's relationship with the Emmaus movement at regional, national and international levels.
- Representing Emmaus Greenwich to partner agencies and developing relations with a wide variety of agencies

Other duties

- Ensure that the Community is run in an efficient and environmentally aware manner by designing and enforcing policies to limit waste and environmental damage.
- Organise the training and support of volunteers in the work of the Community.
- Ensure compliance with current all applicable legislation and all Health & Safety requirements.
- Be actively engaged with the Chief Executive and staff team in formulating Community strategy and policy-making.
- To participate in and ensure the smooth running of 24 hours, 7 days/week Community and Companion support; including performing on-call duties as required to meet 24/7 coverage (including health & safety, security, emergencies and managing incidents)
- Any other duties as required by the CEO.

Person Specification

Essential

- Good general education to include Maths and English GCSE or equivalent
- Level 3 Safeguarding Vulnerable Adults
- Knowledge and understanding of Strength-based practice and Trauma informed care.
- The ability to focus on impact and deliver results.
- Effective written and verbal communication skills
- Effective listening skills
- The ability to enable and empower
- Competent IT user including Microsoft Office Packages , internet and email
- Conflict resolution skills
- Strong analytical and problem-solving skills
- Leadership skills
- Ability to remain calm under pressure.
- Proven experience of managing people and teams effectively
- Experience of planning, developing, and managing support services for clients with support needs
- Experience of working with clients with complex needs
- Experience of planning and implementing outcomes-focused monitoring & evaluation systems.
- Experience of developing, monitoring, and reporting on budgets.
- Experience of managing the performance, learning and development of staff.
- Experience of facilities and premises management.
- Responsibility for developing and implementing Health and Safety processes and procedures.
- Excellent interpersonal skills, able to build constructive professional relationships with a diverse range of people.
- Leadership, team building, coaching, supervision
- Professional boundaries
- Knowledge and understanding of homelessness issues
- Demonstration of a belief in and, the ability to, adopt and work within the Emmaus ethos and principles
- Demonstrable commitment to inclusive working, ensuring equality and valuing diversity.
- Ability to work with and represent the organisation to external stakeholders.
- An understanding of the requirements under Data Protection and the holding and management of personal details .

Desirable

- Educated to diploma or degree level in a related subject.
- Management Qualification
- Knowledge and understanding of Strength-based practice and Trauma informed care.
- Counselling
- Mediation skills
- Facilitation skills
- Full driving licence
- Previous experience of managing supported housing
- Experience of working with volunteers
- Experience of managing contractors and suppliers.
- Experience of business planning.
- Experience of working collaboratively with tenants / residents / service users
- Experience of supporting clients with support needs into work
- Working with vulnerable people
- Training – identification, provision and/or organisation of training and/or personal development programmes
- Volunteer management
- Financial management
- Understanding of housing benefit
- Knowledge of Housing legislation.
- H&S – food handling and hygiene, working with violence and aggression, manual handling, risk assessments, first aid
- Welfare – Understanding and/or experience of mental illness and addictions
- Residential management – Catering, domestic management, property management
- Basic knowledge of Data protection

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 £30,000- £35,000 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

A graphic for Emmaus Greenwich contact information. It features a green banner with the number '226' in the top left corner and the text 'Emmaus Greenwich' in a large, white, stylized font across the center. The banner is set against a background of a white wall and a garden bed with yellow flowers. Overlaid on the banner are several icons in green circles: a house icon, a telephone icon, an envelope icon, a computer monitor icon, a Facebook 'f' icon, a Twitter bird icon, an Instagram camera icon, and a LinkedIn 'in' icon. Text for each icon is placed to its right.

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Emmaus Greenwich

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