



emmaus
Greenwich



Recruitment Pack

Community Manager



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Thank you for your interest in the role of
Community Manager at Emmaus
Greenwich

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 enterprises.

emmaus.org.uk/greenwich



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Dear Applicant.

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

We are looking for a Community Manager to lead our support services, including effective safeguarding, managing the support of companions' physical and mental health, safety, and personal development, and assisting and encouraging companions to move into independent accommodation, where appropriate.

If you hold optimism for change, advocate for social justice and have in-depth understanding of challenges faced by people with experience of homelessness and migration 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 helping people at risk of or with experience of homelessness.

We want people who recognise personal strengths and have an understanding of the support required to go through the process of change. Experience of working in partnership with a range of agencies to coordinate activities and initiatives and achieve positive outcomes, would be a plus.

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.

If you would like an informal chat about the role, please email me at info@emmausgreenwich.org.

Best wishes,

Sofia Barbosa
Chief Executive Officer
Emmaus Greenwich



Emmaus overview

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

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

Emmaus Greenwich offers 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 confidence, improve mental and/or physical health and wellbeing, and increase employability.

The majority of our charity's income is generated in our social enterprises, which include charity shops in Plumstead, Lewisham and Poplar as well as online. We also run regular outreach projects, offering support to some of the most vulnerable people in the capital. Companions help in every area, directly contributing to our charity whilst gaining skills and valuable work experience.

Since opening in 1994, Emmaus Greenwich has steadily grown and we now have the capacity to support up to 45 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.

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 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.

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.



"I was at Emmaus Greenwich for six 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 on the till, in customer service, and helped on the van by preparing orders for collection and delivery.."

Jas, former companion at Emmaus Greenwich

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



Outreach

Emmaus Greenwich's solidarity initiatives programme supplements existing services and contributes to reducing food poverty, furniture poverty, and homelessness in the Royal Borough of Greenwich.

Our programme includes Furniture Aid, Outreach Solidarity Points (Street Souls) and a Home for Now project, and aims to make a meaningful impact on the lives of individuals and families in Greenwich. It is focused on supporting local authorities, homelessness charities and advice services to increase availability of appropriate support for people at risk or experiencing homelessness.

Our Furniture Aid aims to make a social impact for people who cannot afford furniture by providing 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.

Our Solidarity Points are a community food and support outreach project enabling people at risk of homelessness to connect with services. By promoting early intervention, our outreach empowers people to seek help proactively, encouraging a culture of mutual aid.

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



Our Impact

Street Souls is one of the solidarity initiatives 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.

Each session provides a sense of belonging to over 20 people at one given time – encouraging conversation, self-help, and resilience.

For those living in the wider community, the cost of living crisis makes it difficult to cover the cost of hot meal, heating or getting advice. Help with these essentials and providing advice is what our Street Souls outreach initiative is in place to achieve.

- Since July 2023 we served **4047** meals.
- Companions dedicated **342 hours** of their time to prepare food in our communal kitchen.
- Volunteers donated **405 hours** to drive our vans and deliver the meals to Street Soul's sessions.
- We delivered **163 sessions** in the community.

Find out more



[**emmaus.org.uk/greenwich/solidarity**](https://emmaus.org.uk/greenwich/solidarity)





The Community Manager is responsible for the overall management of the residential accommodation.

This role involves taking responsibility for the management of all activities relating to the welfare, care and development of companions, in a manner which embodies the Emmaus ethos.

The Community Manager takes responsibility for ensuring that companion support is appropriate for individual needs and is delegated, administered, and recorded effectively.

This role requires taking a lead with assessing and approving referrals for new companions.

It involves supporting and managing other members of staff in the running of, and maintaining the well-being of, Emmaus Greenwich.

The Community Manager will deliver sustainability by overseeing costs and ensuring efficient resource management, and work with external agencies to ensure a stream of appropriate referrals.

Community Manager Job description



Location:	Emmaus Greenwich
Accountable to:	Chief Executive Officer
Responsible for:	Companions, Volunteers and Staff, as appropriate

Duties & responsibilities

Maintaining the Community Ethos

- Responsible for the admission welcome, including assessing new referrals, interviewing potential companions, the welfare and care of companions, their integration into the Emmaus Community and the wider community at large, and 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, concerning best practice and the Emmaus ethos.
- Able to take appropriate disciplinary action in line with our policies and procedures fairly and consistently when necessary.
- Ensure that the Community is run following Emmaus Greenwich policies and procedures and that the Emmaus ethos is maintained.
- Ensure that 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 companions' 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.

Duties & responsibilities

Companion Support and Engagement (continued)

- 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 encourage companions to move into independent accommodation, where appropriate.
- Identify and coordinate Community activities, including outings, events, and exchange visits.

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 companions 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.

Duties & responsibilities

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.
- Represent Emmaus Greenwich to partner agencies and develop 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 all current applicable legislation and all Health & Safety requirements.
- Be actively engaged with the Chief Executive and staff team in formulating the 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.

General

Emmaus Greenwich may, on occasion, work with vulnerable people. Staff and volunteers 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 Greenwich, upholding the policies and procedures of Emmaus. The post holder will strive to preserve good working relationships with staff, volunteers, companions, and trustees, keeping the appropriate key personnel well informed of significant matters relating to the Community.

We expect you to carry out your job responsibilities in an environmentally aware manner. Our aim is to ensure all resources are utilised effectively and efficiently. You will be expected to apply sound 'value for money' principles in undertaking purchasing or supply of goods and services.

In Emmaus, volunteers are an important resource and make a vital contribution to Emmaus' aim to take action to help disadvantaged people. You will be expected to encourage, develop and support volunteer involvement in our work.

Community Manager Person Specification



Education

Essential

- Good general education to include Maths and English GCSE or equivalent
- Knowledge and understanding of Strength-based practice and Trauma informed care.

Desirable

- Educated to diploma or degree level in a related subject.
- Management Qualification
- Level 3 Safeguarding Vulnerable Adults
- Knowledge and understanding of Strength-based practice and Trauma informed care.
- Counselling

Skills

Essential

- The ability to focus on impact and deliver results.
- Effective written and verbal communication skills
- Effective listening skills
- The ability to enable and empower
- Effective administrative skills
- Effective time management and organisational skills
- 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.
- Able to manage challenging situations and people effectively

Desirable

- Mediation skills
- Facilitation skills
- Full driving licence

Experience

Essential

- Experience of working with In-form client management tool.
- 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

Desirable

- Experience of working with In-form client management tool
- 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



Knowledge

Essential

- 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

- Understanding of housing benefit
- Knowledge of housing legislation.
- Health & Safety – 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

Essential

- A belief in the potential of each individual and an understanding of the importance of the Community in helping an individual achieve their potential
- Effective team worker
- Empathetic and understanding of a wide range of needs and experiences
- Awareness and acceptance of own limitations
- Confidence to take on and resolve difficult issues
- Commitment to environmental sustainability and social development
- Awareness and understanding of Equal Opportunities
- Able to welcome people into the community with no prejudice

Desirable

- Able to work unsocial hours
- Ability to travel regularly within the local area and often nationally throughout the UK
- Willing and able to participate in the 24/7 on call emergency rota



Community Manager

Terms of employment

Salary:	£30,000-£36,000 (per annum depending on experience)
Hours of work:	40 hours per week
Contract:	Permanent
Pension:	An auto-enrolment pension arrangement is in place
Holidays:	25 days per year plus bank holidays
Training and development:	Individually tailored induction, training and development
Employee Assistance:	24/7 employee assistance scheme is available
Probation:	6 months probationary period



Community Manager **Application process**

To apply for this role please send your CV, covering letter and a one page explanation of how you meet the person specification to info@emmausgreenwich.org.

You can get in touch with CEO Sofia to arrange an informal chat at info@emmausgreenwich.org.

Please note, the role will involve contact with vulnerable people and will therefore be subject to a Disclosure & Barring Service check.

Closing date for applications: 12 May 2025.