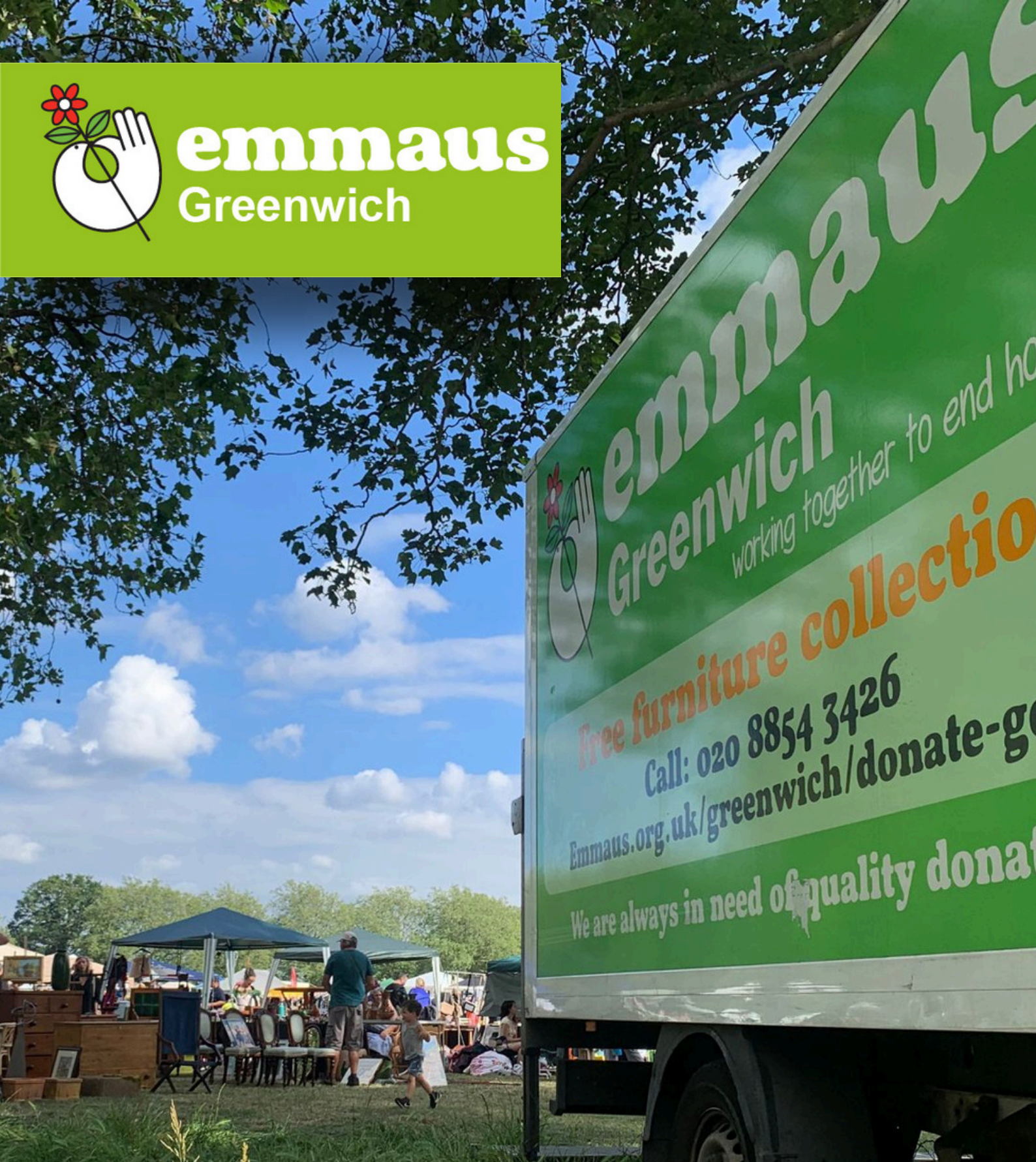




emmaus
Greenwich



Recruitment Pack

Support Worker



Contents

Thank you for your interest in the role of Support Worker 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 Support Worker to provide support to Companions, who need help both emotionally and practically, so they can live well, take part in community work, develop skills and realise their potential to move when they're ready.

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.

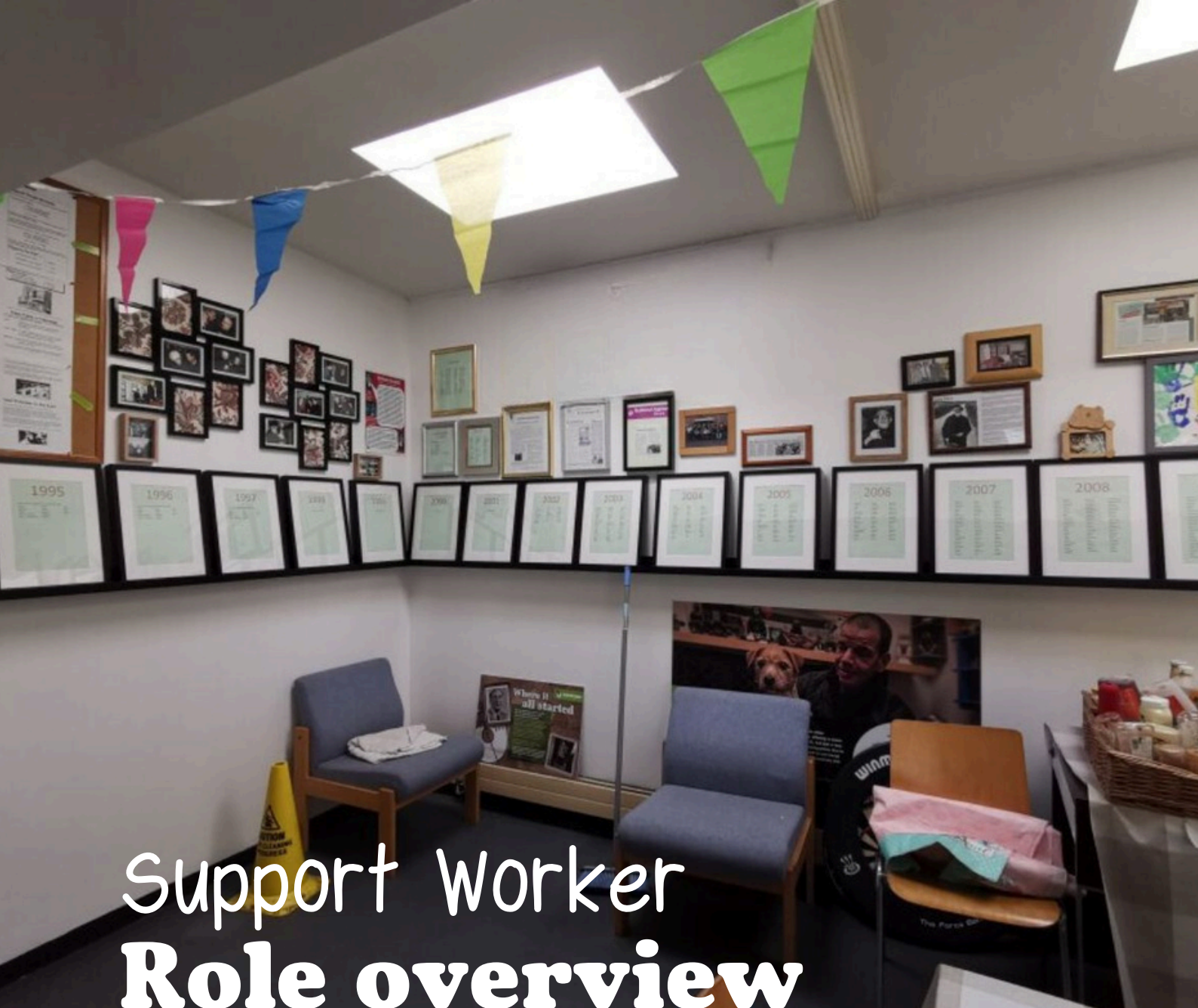
- Since July 2023 we served **4047** meals.
- Companions dedicated **342 hours** of their time to prepare food in our communal kitchen.
- Volunteers donated **405 hours** to drive our vans and deliver the meals to Street Soul's sessions.
- We delivered **163 sessions** in the community.

Find out more



emmaus.org.uk/greenwich/solidarity





Support Worker Role overview

Your role as Support Worker provide support to Companions, who need help both emotionally and practically, so they can live well, take part in community work, develop skills and realise their potential to move when they're ready.

This role will provide specific, person-centred support to those Companions who are struggling with substance misuse.

The successful applicant will be able to tailor support plans to meet individual need - setting goals, assigning actions, working with other providers and considering the person's holistic needs.

Job description



Location:	Emmaus Greenwich
Accountable to:	Community Manager
Responsible for:	Companions, Volunteers and Staff, as appropriate

Duties & responsibilities

Supporting Companions

- Support Companions to explore and identify choices in terms of lifestyle and life skills so they can make informed decisions, including move on plans.
- Working to a strengths-based model within Emmaus Greenwich to support companions to utilise their skills and experience.
- 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.).
- To support companions throughout their recovery journey
- 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.
- Working within the Support Team on admission and induction planning.
- Effectively communicate Companion needs within the wider staff team to ensure that there is a holistic approach to supporting Companions across the community.
- Help ensure that Companions understand the community rules, policies and procedures, and that they comply with them.

Intervention

- Working within Psychologically Informed Environments to case manage individual companions, providing both opportunistic and structured interventions.
- Responding to incidents or issues during the working day
- Referring to relevant outside agencies where accommodation with further support is required
- Working in collaboration with the Support Team to assist companions who are asked to leave Emmaus Greenwich to find alternative, emergency housing, including duty to refer referrals.
- Providing direct specialist 1:1 interventions to people who have problematic issues with substances, including alcohol.
- Encouraging and facilitating engagement in local support agencies and networks

Duties & responsibilities

Administration

- Record and maintain companion records.
- Maintain working practices that reflect the overall ethos and vision of Emmaus, including following our policies, procedures and code of conduct.
- Contribute 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 a new companion have been completed in the agreed time frame.
- Recording and monitoring of appropriate records and risk assessments relating to companions.
- Prepare reports.

Internal and External Relations

- Actively promote Emmaus Greenwich, raising awareness of the referral process and available spaces with appropriate external organisations.
- Promote teamwork and motivate staff, volunteers, and companions to ensure effective working relations and communication across the community.
- Maintain a cohesive, seamless, and effective working relationship with all departments at Emmaus Greenwich.
- Develop and maintain the community's relationships with the Emmaus movement at regional, national, and international levels.
- Develop and maintain good working relationships with relevant agencies to ensure that specific development or move on needs of companions are met effectively.
- Maintain good local and national Community relations, promoting the ethos of Emmaus where possible.
- Represent Emmaus Greenwich to partner agencies and developing relations with a wide variety of agencies.
- Provide written updates for key stakeholders as well as for internal meetings.

Other Duties:

- Perform tasks to support the effective running of the community.
- Ensure compliance with current all applicable legislation and all Health & Safety requirements.
- 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)
- Attend team meetings, supervisions, reflective practice and training as required.
- Be flexible and willing to carry out any reasonable duties needed to assist the support team, community and social enterprise activities.
- Any other duties as required by the SLT team.

Duties & responsibilities

General

Emmaus Greenwich may on occasion work with vulnerable people. Staff and volunteers must observe the proper demarcation and professional boundaries while performing their role. The post holder must always act in a way which 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.

Person Specification

Education

Essential

- GCSE Maths and English

Desirable

- Counselling
- Mental health First Aid training

Skills

Essential

- Ability to undertake accurate and comprehensive assessments of need,
- identifying levels of risk, recovery potential and to establish immediate and longer-term recovery goals.
- Have a clear understanding of, and a commitment to safeguarding best practice.
- A commitment to multi-agency working, and be able to work in partnership with other agencies within the treatment system to achieve good outcomes for clients
- Have a good working knowledge of mental health interventions, services, and good practice.
- Ability to enable and empower.
- Confidence to take on and resolve difficult issues

Desirable

- Mediation skills
- Facilitation skills
- Coaching skills
- Full driving licence

Experience

Essential

- Minimum 2 years recent experience in a support role, working directly with people who have misused substances.
- Experienced in providing a range of evidence-based interventions to individuals affected by homelessness and/or substance misuse.
- Experience of leading group sessions.
- Knowledge and understanding of Strength-based practice and Trauma Informed care.
- knowledge of relevant theory that informs practice delivery.
- Working with vulnerable people or people with challenging behaviour

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Knowledge

Essential

- Confidentiality and data protection
- Awareness, understanding and compliance to Equal Opportunities
- Understanding of professional boundaries
- Enthusiastic with a 'can do' attitude
- Commitment to environmental sustainability and social development
- Current and clean driving licence
- Prepared to travel regularly within the local area

Desirable

- Understanding of housing and homelessness legislation.
- Knowledge of disorders including: mental health diagnosis, treatment and resources; addiction resources and stages of change

Personal Characteristics

- A belief in the potential of each individual and an understanding of the importance of community in helping an individual to achieve their potential.
- Effective and committed team player.
- Motivated and proactive.
- Empathetic and understanding of a wide range of needs and experiences.
- Strong emotional resilience and able to identify when external support is needed for self and others.
- Able to welcome people into the community with no prejudice.



Support Worker

Terms of employment

Salary:	£25,000-£27,000 (depending on experience)
Hours of work:	40 hours per week over 5 days; flexible to cover others' leave
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



Support Worker **Application process**

To apply for this role, please send your CV and covering letter 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.