



**emmaus**  
Greenwich



# **Recruitment Pack**

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Supported Housing Service  
Manager (Community Manager)



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Thank you for your interest in the role of Supported Housing Service Manager (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](http://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 Supported Housing Service Manager (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](mailto: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 place to call home

In our Emmaus community, everyone has their own furnished bedroom. 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 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 16-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.



# Supported Housing Service Manager (Community Manager) Role overview

The Supported Housing Service Manager (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 Supported Housing Service Manager (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 Supported Housing Service Manager (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.

# Job description

## Supported Housing Service Manager (Community Manager)

<b>Location:</b>	Emmaus Greenwich
<b>Accountable to:</b>	Chief Operating Officer
<b>Responsible for:</b>	Companions, Volunteers and Staff, as appropriate

## Duties & responsibilities

### 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.
- Review and enhance current induction procedures, identify areas for improvement, and monitor the progress of new Companions in line with agreed development plans.
- 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.
- Liaise with relevant agencies outside the community where appropriate, to ensure that the specific needs of Companions are met effectively.
- Organising and delivering Companion workshops and training sessions to promote ongoing engagement with the Emmaus ethos, while identifying and supporting individual learning and development needs.

# 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.
- To lead on Companion, move on into independent accommodation.
- Identify and co-ordinate 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.
- 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.

## 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 (In-Form)
- Prepare reports.

## Facilities Management

- 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.

## 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 Operating Officer 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 Senior Leadership team.

## 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

## Supported Housing Service Manager (Community Manager)

### 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
- 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
- Clear professional boundaries

## Desirable

- 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

# 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



## Supported Housing Service Manager (Community Manager)

### Terms of employment

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



## Supported Housing Service Manager (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](mailto:info@emmausgreenwich.org).

You can get in touch with CEO Sofia to arrange an informal chat at [info@emmausgreenwich.org](mailto:info@emmausgreenwich.org).

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