



emmaus
Hampshire

Hampshire's unique solution to homelessness

Job Pack

Support Manager

About Emmaus

Our Vision: A sustainable world in which everyone has a home and a sense of belonging



Emmaus is a homelessness charity with a difference. We don't just give people a bed for the night; we offer a home, meaningful work and a sense of belonging.

For many people who have experienced homelessness, losing their self-esteem can be the most damaging part of their experience. Being on your own, with no support around you can be soul destroying, leaving you feeling worthless.

Finding your way out of that situation isn't easy, particularly when the only options available are temporary fixes, offering a bed for the night but little to occupy your days.

Emmaus is different because it provides a home for as long as someone needs it, in an Emmaus community. 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.

“Companion” is the name given to those who live in an Emmaus community and work in the social enterprise, where they support themselves and one another. Emmaus supports more than 850 people who have experienced homelessness in 30 Emmaus communities across the UK.

Rather than relying on benefits, Emmaus uses social enterprise to generate revenue that pays for companions' home, food and upkeep, as well as providing a small weekly allowance. This is key to restoring feelings of self worth, showing companions that their actions make a real difference, both to their own life, and the lives of others.

How it works

Unlike a lot of provision for homeless people, Emmaus communities offer a home for as long as someone needs it. This includes a room of their own, food, clothing and a weekly allowance.

In return, we ask:

- That companions work in the community's social enterprise.
- 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 benefits, except for housing benefit (if entitled to it) and PIP (if relevant).

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Our Impact

Emmaus doesn't only have a significant impact on the lives of people who have experienced homelessness and social exclusion, it also brings wider social and economic benefits.

Research carried out in 2012 found that for every £1 invested in an established Emmaus community, £11 is generated in social, environmental and economic returns.

The benefits included:

- Keeping people out of hospital, and helping them to be safe and well, saved the Department of Health £1,478,506 for NHS and emergency service costs;
- Emmaus saved local government £2,447,612 which would have been spent on hostel accommodation, drug and alcohol services and landfill;
- Keeping people in work and out of prison saved the Ministry of Justice £778,435.



The report found that Emmaus communities successfully provide a place for people in vulnerable housing situations to rebuild their lives by offering them meaningful work and support. Significant benefits were linked to substantial improvements in companions' physical and mental health, including reductions in substance misuse.

“Homelessness ends the moment you walk through the door... the rest is up to you.”

“Emmaus gives people respite and a purpose.”

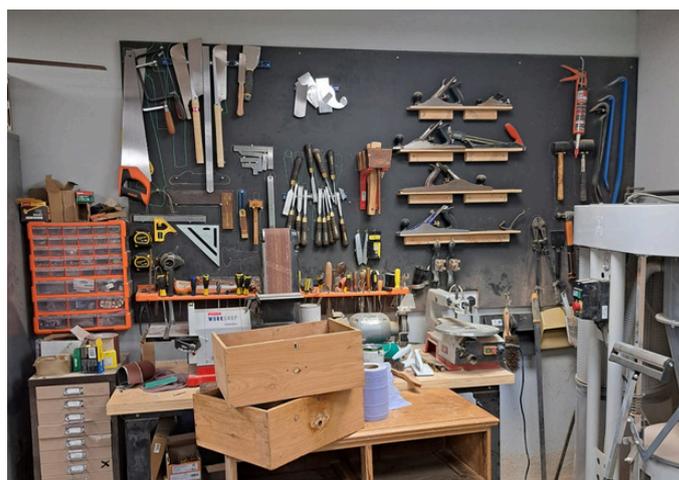
“Emmaus is the best place to come if you need help to get back on track. I'm a really good example of how it helps and I'm happy that I have a chance at life now.”

About Emmaus Hampshire



From our residential community in Winchester, Emmaus Hampshire provides a home and tailored support for up to 40 people, known as Emmaus companions. To sustain the support offered at our community, we generate the majority of our charity's income through our social enterprise and three charity stores across Hampshire.

Everybody we support contributes within our charity and social enterprise to the best of their ability, alongside local volunteers. This includes helping within our charity stores, collecting and delivering household items, repairing and refurbishing furniture, or cooking within our community home and café. Through this daily activity, our community members can build their skills, confidence and experience to help towards their future goals.



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Our vision

A sustainable world in which everyone has a home and sense of belonging.

Our mission

To empower people affected by homelessness and poverty to change their lives for the better whilst using our voice to achieve social change.

Our values

- **Respect:** for others, ourselves, and our environment.
- **Sharing:** for resources, skills, challenges and successes.
- **Openness:** to ideas, challenges, and to other points of view.
- **Solidarity:** helping those in greatest need and opposing injustice.
- **Welcoming:** friendly, approachable and inclusive to all.



Moving here was a lifesaver. Before Emmaus, I had been street homeless for two years. To suddenly have a home, support and people around me who cared was life-changing.

Rhys, companion at Emmaus Hampshire





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Support Manager Role overview

As a Support Manager at Emmaus Hampshire, you will play a vital role in helping companions (ex-homeless residents) rebuild their lives by providing tailored support, coaching, and guidance that promote wellbeing, personal growth, and independence. With a positive, “can-do” attitude and a flexible approach, you will help companions achieve their goals and take meaningful steps towards independent living.

Day to day, you'll work confidently across all levels of the organisation with a professional and compassionate outlook. You'll support companions' welfare and development through effective coaching and counselling, while also contributing to the smooth running of our retail social enterprise and community accommodation services.

This is a dynamic role in a busy and rewarding environment, where no two days are the same. You'll need strong leadership, communication, and organisational skills, as well as the ability to manage competing priorities and maintain a compassionate, person-centred approach. Experience in man-management, coaching, training, or counselling is preferred, and exposure to the social care, mental health, or retail service sectors would be an advantage.

This is an excellent opportunity for someone seeking a meaningful role within the charity sector — whether you are looking to change careers or return to work. What matters most is your ability to bring relevant skills, empathy, and enthusiasm to support our companions and community.

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Emmaus Hampshire Charity Number: 1077264 Company Number: 3783294

Support Manager

Job description



Location:	Emmaus Hampshire, Bar End Road, Winchester SO23 9BN
Accountable to:	Community Director
Responsible for:	Companions

Emmaus Hampshire is a vibrant and thriving social enterprise community and registered Charity. Emmaus provide accommodation and meaningful employment for ex- homeless people, who work in our recycled furniture retail stores, our warehouse, workshop recycling centre and community kitchen. The income our companions raise through these activities funds the community.

We are looking for an individual who has a passion for seeking a role in the charity sector and would like to give something back, whilst earning an income. We are seeking someone who is comfortable working across all levels of the organisation with a confident and professional outlook. The support manager role is for someone who is capable of multi-tasking and able to support our companions (ex-homeless residents) welfare and development, using your coaching and counselling skills.

Duties & responsibilities

Companion Welfare and Wellbeing

- Responsible for the welfare of companions (ex-homeless residents) and the accommodation services.
- Responsible for setting and monitoring the daily tasks of selected companions across the community
- Responsible for the day-to-day administration and finance support that our companions require.
- Responsible for companion support work, including personal development reviews, training needs and supporting companions to return to work, so they can live independently once again
- Ensure companions and Volunteers are engaged in all aspects of the community and are engaged in its development, continuously communicating our mission and plans.
- Undertake drug, alcohol, security and room checks as planned on a weekly basis and report back findings to the management team.
- Responsible for companion Room inventory and administration.
- Responsible for supervising the retail, catering, workshop and logistics teams, through coaching of the designated companions, ensuring that all merchandise, stock and health and safety policies are complied with.
- Ensuring each companion has a Support Plan and manage their details through our CRM system.

Duties & responsibilities continued

Staff and Volunteers

- Maintain companion and volunteer records, co-ordinate annual leave and sickness records

Finance

- Invoicing & Purchase Orders
- Expenses
- Companions Allowances

Support

- Advise potential companions and referrers of application process
- Undertake administrative tasks related to companions (passport applications, housing benefit applications, travel arrangements, making appointments)

Public Relations & Solidarity

- Undertake annual Emmaus UK and European functions as requested

General

Emmaus Hampshire works 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 that will maintain the good reputation of Emmaus Hampshire, upholding the policies and procedures of Emmaus. The post holder will 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 and Social Enterprise.

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's aim to take action to help disadvantaged people. You will be expected to encourage, develop, and support volunteer involvement in our work wherever possible and appropriate and to promote the mission statement and core values of Emmaus Hampshire.

Support Manager

Person specification



ESSENTIAL	DESIRABLE
Education	
<ul style="list-style-type: none"> • GCSEs or equivalent including passes in English and Maths 	<ul style="list-style-type: none"> • Degree or HND
Skills	
<ul style="list-style-type: none"> • Performance management focussed • Planning, delegation, operational and controls • Effective communicator • Managing Mental Health • Empathy • Counselling • Coaching • IT competent • Effective written and verbal skills 	<ul style="list-style-type: none"> • Project management • Social care management • Logistics
Experience	
<ul style="list-style-type: none"> • Supervising in a services arena • Experience of dealing with a diverse range of people • Management of professional boundaries 	<ul style="list-style-type: none"> • Working in a social enterprise or not for profit organisation • Volunteering • Mental health care • Safeguarding
Knowledge and / or Understanding:	
<ul style="list-style-type: none"> • Life in a small organisation • Understanding of homelessness and social exclusion • Understanding of the Emmaus movement and how it works 	

Support Manager

Person specification (continued)

Other

- A belief in the potential of each individual and an understanding of the importance of the community in helping an individual achieve their potential
- Empowering approach
- 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 work unsocial hours

Support Manager

Terms of employment

Salary:	£32-35k per annum
Hours of work:	Working week Tues-Sat or Thurs-Sat
Contract:	Permanent
Pension:	An auto-enrolment pension arrangement is in place
Holidays:	25 days per year plus Bank holidays pro rata
Training and development:	Individually tailored induction, training and development
Employee Assistance:	24/7 employee assistance scheme is available
Probation:	Six months probationary period



Support Manager **Application process**

To apply for this role, please send a Letter and a CV expressing your interest and how your experiences and competencies are relevant to this unique role to our CEO:

nigel.samuels@emmaushampshire.org.uk

Please ensure you refer to the job description and person specification when completing your application form. CVs and posted applications will not be accepted.

The closing date for applications

November 30th. Those shortlisted will be invited to an interview in person.

To arrange an informal discussion about the role, please email our CEO Nigel:

nigel.samuels@emmaushampshire.org.uk

Emmaus Hampshire provides equal opportunity for all job applicants and is committed to providing a work environment free of discrimination. We are dedicated to an inclusive culture, and we strive to create a workplace where people with diverse backgrounds, characteristics, perspectives, ideas and experiences work together.

We welcome applications from all individuals irrespective of age, race, gender, sexual orientation, ethnicity, religion or belief, disability, marital status or parental responsibilities.