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Support Worker

Application Pack

April 2023



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April 2023

Dear Applicant

Thank you for showing an interest in working for Emmaus Hastings & Rother. We are looking for a Support Worker to join our team.

This post is responsible for supporting the day to day running of the Emmaus Hastings & Rother community.

If you are flexible and able to work in a fast changing environment alongside people with complex needs 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 and a charity at an exciting point of its development.

To apply please send your CV together with a supporting statement showing how you meet the personal specification by the closing date of 17 April 2023.

If you would like to arrange an informal discussion about the role, please email zach.hurst@emmaus.org.uk

Zach Hurst

Community Manager – Emmaus Hastings & Rother

**About Emmaus**

**Our vision: A 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. There are currently over 800 companions living at 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 small weekly allowance.

In return, we ask:

* that companions work for 40 hours per week, or give as much time as they are able, 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 all benefits, with the exception of housing benefit.

**About Emmaus Hastings & Rother**

The group that became Emmaus Hastings & Rother was formed in 2005 with the support of the existing Emmaus Brighton & Hove community. In 2009 we purchased our site on the northern edge of Hastings and opened our social enterprise business, based on the Emmaus model for the collection, refurbishment and resale of donated furniture and household goods. Originally run by volunteers, the business is now run by staff, companions and volunteers and includes a second shop in Bexhill. With a turnover approaching £300k pa, as well as providing work for our companions, the business is the basis for the community’s target of financial self-sufficiency.

Planning consent for development of the site, including construction of the accommodation for a 23-member community was obtained ahead of purchase. We opened the first phase of the accommodation block, housing nine companions and a staff flat, in July 2011 making Hastings & Rother the 21st Emmaus Community in the UK. A year later we added six more rooms taking capacity to 15 and in the summer of 2014 opened the third phase, adding the final eight rooms to bring the community to its design size of 23. In 2021 we celebrated our tenth anniversary as a community.

During the lockdown periods of recent years, community members invested time into renovating and updating the site. Experience at other communities and through the lockdowns point to an expansion of online sales and increased recovery of gift-aid on donated furniture & other goods as areas with the potential for significant growth, but at Whitworth Road we also have the unique opportunity that will come with the opening of the much-delayed Queensway Gateway road, which will convert us from being hidden at the end of a cul-de-sac to being on a busy traffic route.

**Job Description**

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| Job title: | Support Worker |
| Reports to: | Community Manager |
| Location: | Emmaus Hastings & Rother |
| Hours of work: | Part-time: 22.5 hours (3 days) per week |

Overall Purpose of the Job

To provide support to Companions who need help both emotionally and practically using a person-centred approach, so the they can live and work in the Emmaus Community, develop life skills and realise their full potential to move on when they are ready.

Abide by Emmaus’ ethos; mission; strategic aims and objectives; policies and procedures.

To work as part of a team to ensure the day to day running of the companion accommodation, to provide a welcoming, positive and safe place to live.

Main Duties and Responsibilities

**Companion Development**

* Provide high-quality person-centred support, to encourage resilience & wellbeing in companions recognising each Companion as expert of their own experiences.
* Support Companions to explore & identify choices of lifestyle and life skills so they can make informed decisions. Assist Companions to become independent and maximise their skills, where necessary delivering life skills training and accessing outside support and services. Where appropriate, in accordance with Companion requests, provide a move-on pathway that enables them to be ready to acquire the necessary skills and attributes to live independently.
* Provide support to Companions who may have a range of needs, including addiction, mental or physical health. Ensure that appropriate information, advice and support is made available, where necessary therapeutic help and counselling. Act as advocate and accompany Companions to formal meetings and appointments i.e. court, solicitor and CSA.
* Ensure Companions engage in all aspects of Community life, and are part of its organisation, development and decision-making procedures.
* Effectively communicate Companions’ needs with the wider staff team to ensure that there is a holistic approach to supporting Companions across the Community.
* Ensure an effective induction for Companions into the Community, their home and social enterprises and participate in subsequent review meetings.
* Work alongside Companions in all aspects of the social enterprise activities to ensure a clear understanding of the Companion and social enterprise needs.
* Work with Companions to ensure training and personal development plans are identified and effectively implemented. Allowing Companions to have control, direction and purpose.
* Ensure that Companions understand the Community rules, policies and procedures, and that they comply with them, taking remedial action as appropriate. Ensure that Companions are aware that a warning system is used in situations of noncompliance.
* Support the team to identify and co-ordinate Community activities, including outings, events and exchange visits.
* Develop and maintain positive partnerships with other agencies locally to enhance the support available to Companions. Attending external meetings and conferences where necessary.
* Keep up to date with local and national support services, including those within the statutory and voluntary sector.
* As part of a team, support the Community Manager to work alongside the District Councils Housing Team to find sustainable housing solutions for Companions.
* As part of a team, support the Community Manager in the referral & admissions procedures including conducting risk and needs assessments. Work within agreed referral thresholds and communicate these to external stakeholders.
* To be part of the on-call rota providing out of hours provision to the service, where necessary attending on site to resolve critical accidents or incidents.
* Undertake any other duties as may be required from time to time commensurate with your status and capabilities.

**Housing Management and Administrative Duties**

* To undertake all necessary administrative duties including replying to correspondence.
* Ensure that all Companion risk and needs assessments are thoroughly and accurately completed in a timely manner and are kept up to date.
* Complete Housing Benefit applications. Complete Universal Credit applications for move-on purposes.
* Complete the setting up and termination of licenses ensuring that all internal and external requirements are met.
* Support the Community Manager and team in the referral process ensuring that appropriate Companions join the Community.
* To ensure that all Companion records and information is maintained in compliance with policies, procedures and data protection act.
* Support Companions to abide by their license agreement.
* Support and encourage Companions to maintain a clean and safe physical environment by carrying out cleaning and housekeeping.

**Learning and Development**

* Maintain personal development including participation in supervision, reflective practice and training.
* Participate in staff review and team meetings.
* Attend annual appraisal reviews.

**Monitoring and Reporting**

* Maintain client database, ensuring their information is up to date.
* Ensure that all Companion Risk and Needs Assessments are thoroughly and accurately completed to ensure their safety and the safety of others, where necessary liaising with external services and agencies delivering support.
* Ensure all Companion records and information is maintained in line with Emmaus policies and procedures and the General data Protection Regulation 2018.
* Complete quantitative and qualitative data when required for monitoring and evaluation purposes.

**Organisational Policies and Procedures**

* Abide by Emmaus’ policies and procedures and regulatory requirements at all times and in particular:
* Health and Safety
* Adult and Child Safeguarding
* Professional Boundaries
* Confidentiality and Data Protection Act
* Play an active part in the implementation of organisation-wide policies and procedures.

**General**

* Ensure that appropriate boundaries are maintained between Companions and staff at all times, that Companions’ privacy is respected, and that staff's personal contact details are not revealed.
* To lead by example by demonstrating appropriate behaviours, values and culture.

**Equality and Diversity**

* Promote and embed a proactive approach to equality and diversity – by example and approach.
* A commitment to treat all staff, volunteers, visitors and Companions equally and with respect.

**Special Requirements**

* A requirement to support solidarity (giving by Emmaus Communities).
* Share a commitment to and responsibility for work which extends and develops the aims and ethos of Emmaus.
* To learn and engage with the Emmaus ethos as presented in the Universal Manifesto and embodied in the history & experience of all involved in Emmaus.
* Emmaus works with homeless, vulnerable & unemployed people. All employees are subject to an enhanced Disclosure & Barring service check. After interview, the successful candidate will need to provide evidence of right to work in the UK.

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| **Support Worker: Person Specification** | |
| **Essential** | **Desirable** |
| Experience & Knowledge | |
| * Proven experience of working with vulnerable adults in a support role * Proven experience of support planning * Proven experience of risk and needs assessment * Good knowledge of alcohol, drugs and of addiction & relapse management * Good knowledge of mental health, personality disorders and dual diagnosis * Good knowledge of Health and Safety, Safeguarding and Confidentiality | * Working with challenging behaviour * Working knowledge of issues around homelessness, housing & social inclusion * Knowledge of Trauma Informed Care and Strength Based Practice * Experience of Housing Benefit admin * Good knowledge of First Aid * A good knowledge of local resources and network of local contacts |
| Education / Professional Certification | |
| * Good general education * Undertaken training in key competencies such as: dealing with conflict, key working/support planning, working with drug & alcohol issues | * NVQ Level 2 in Health and Social Care * Certificate in Counselling Skills, Social Worker, or similar |
| Skills | |
| * Conflict resolution, ability to stay calm and cope under pressure * Excellent listening, verbal and written communication skills * Ability to respect professional boundaries * Ability to use Microsoft Office, email & internet * Ability to prioritise and manage time efficiently * Ability to communicate with a wide range of people using excellent active listening skills to form healthy and constructive relationships * Ability to represent EHR in a variety of forums, establish & maintain relationships and build rapport with external agencies * Commitment to and good understanding of equality and diversity * The ability to forge effective working relationships within a team * Commitment to personal growth & extending own professional competence & knowledge. | * Full driving licence and willingness to drive Community vehicles while fulfilling the support role * Awareness of issues around confidentiality and protection of information |
| 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 * An ability to learn, embrace and work to the Emmaus ethos * Empathetic and understanding of a wide range of needs and experiences * Compassionate, collaborative and encouraging approach * Ability & willingness to be an effective role model & lead by example within the Emmaus ethos * Ability to be fair, consistent, confident and calm in dealings with people * Confidence to take on and resolve difficult and frequently sensitive issues * Commitment to environmental sustainability and social development * A compassionate, collaborative and encouraging demeanour * An understanding of the challenges that arise from community living | |

**Terms of Employment**

Your terms and conditions of employment will be as follows:

* Salary in the region of £15,000 pa (£25,000 full-time equivalent) depending on experience.
* Working hours – 22.5 hours (equivalent to 3 days) per week, with flexibility as to when these are worked
* Annual leave – 15 days pa plus public holidays (25 days full-time equivalent)
* Pension – stakeholder pension.
* Employee assistance – a 24/7 employee assistance scheme is available.

**Application Process**

To apply for the post please send a covering letter or email together with your CV and a one-page explanation of how you meet the personal specification to Zach Hurst by the closing date of Monday 17 April 2023.

Applications may be sent by email to zach.hurst@emmaus.org.uk or by post to Zach Hurst, Community Manager, Emmaus Hastings & Rother, 2 Whitworth Road, St Leonards-on-Sea, TN37 7PZ.

Those shortlisted will be invited to interviews to be held on Monday 24 April 2023.

**Safeguarding and Right of Work in the UK**

The role will involve working with companions and in the community, and therefore the role will need to have a Disclosure and Barring Service (DBS) check carried out. This is to check 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.

**How we store and use your personal information**

Your CV and other information will be stored in a password protected folder throughout the recruitment process. It will be stored for six months, to enable equality monitoring and also to enable us to contact you in the future should any other suitable posts become available. However, if at any time you wish us to delete your information, then please do not hesitate to contact us and it will be destroyed.

Only your CV will be passed to other members of the interview panel but before it is provided, the following personal details will be removed:

* Name
* Address
* Age
* Marital Status

This is to protect your personal information but also to enable us to shortlist ‘blind’, so that we are fair and equitable and to encourage a diverse workforce.