



Support Worker

Job Description

Location: Emmaus St. Albans, Hill End Lane, Hertfordshire

Accountable to: Community Support Manager

Hours: Tuesday to Saturday 8:30am - 5:30pm

Salary: £26,000 - £28,000 dependent on experience





What we do

Emmaus began in Paris in 1949, when the first community was founded by Abbé Pierre, who fought to provide homes for people who lived on the streets of Paris. Over time, Emmaus communities opened across France. Abbé Pierre became an international figure and travelled the world spreading the word about Emmaus, leading to new communities being set up on four continents - including the UK where there are 30 communities.

As a member of the support team, you will work closely with Companions to support them on their journey to independence through a range of holistic support interventions, as well as encouraging and engaging companions to develop life skills.

You will support a caseload of 12 Companions through implementing key support tools such as motivational interviewing, use of mapping, strengths based and trauma-informed approaches to ensure people reach the goals they have set out within their support plans.

Alongside support, each companion is directly involved in the social enterprise which helps us to fund our overall operation and the support team are expected to help underpin this activity through support across the social enterprise.

Everyone at Emmaus Hertfordshire is expected to participate in, and support solidarity activities undertaken by the Community. At Emmaus, solidarity is one of our core values.

Emmaus founder, Abbé Pierre, encouraged everyone to “serve first those most in need,” and we continue to live by this philosophy.



Responsibilities & Key Tasks

- Support a caseload of companions to reach their potential through both practical and emotional support.
- Tailor support plans to meet individual need - setting goals, assigning actions, working with other providers and considering the person's holistic needs.
- Guide induction and exit processes for companions - to ensure that they understand the core principles of the offer at Emmaus and move on to long term, sustainable accommodation after us.
- Support with incident response - including anti-social behaviour, mental health concerns, challenging behaviour - using de-escalation techniques to manage behavior as it arises..
- Liaise with external providers such as the Community Mental Health Team, General Practitioners, DWP, probation, prisons and CAB to ensure specialist advice and guidance is sought where needed.
- Contribute to the planning and introduction of varied and meaningful activities for companions at Emmaus Hertfordshire.
- Ensure Safeguarding concerns are raised at the earliest opportunity through appropriate channels..
- Attend appointments online or in person with companions.
- Maintain accurate records in line with internal policy and with consideration for GDPR principles.
- Perform tasks to support the effective running of the community.
- Develop and maintain relationships with external providers.
- Participate in an emergency on-call rota to ensure 24/7 support is available for companions where needed.
- Provide written updates for key stake holders as well as for internal meetings.
- Attend team meetings, supervisions, reflective practice and training as required.



About you

We are seeking someone who is comfortable and experienced working in a small company or charity, understanding that our capacity and resources are limited. A 'can do' attitude and a motivated approach are essential. While direct experience with homelessness may not be necessary, you should have a solid understanding of the common challenges faced by those who have been homeless.

Attention to detail is essential, as is the ability to identify and promptly address risks or safeguarding concerns. Empathy, attentive listening, and strong verbal communication skills are also key requirements.

Proficiency with IT and the ability to maintain up-to-date records in our database are necessary. Additionally, you should have the tools to maintain your well-being in what can be a challenging but rewarding role. You will need to demonstrate and build the resilience required to work with individuals who may struggle to engage with services like ours and think creatively to encourage engagement.

While practical experience supporting vulnerable adults is highly desirable, we are also interested in hearing from you if you have transferable skills and a willingness to learn, even if you haven't worked in the homelessness sector before.





Apply now!

To apply, please send your CV and a covering letter, explaining why you think you'd be great for the role and how you meet the person specification to Harley.Scott@emmaus.org.uk.

Equally, if you have any further questions or want to have an informal chat about the role, please email Harley who will be able to answer your questions.

All roles with Emmaus Hertfordshire are subject to satisfactory employment references and an enhanced DBS check.

