



LIVE IN

**Residential Development
Worker Application Pack**

Contents

Introductory Letter	3
About Emmaus	4
About Emmaus Norfolk & Waveney	6
Role Description	7
Person Specification	9
Terms of Employment	10
Application Process	10
Safeguarding and Right of Work in the UK	10
How we store and use your personal information	11



Dear Applicant

Thank you for showing an interest in working for Emmaus Norfolk and Waveney. We are looking for a Development Worker who has compassion combined with 'inner steel' to join our team.

The Support Worker will be responsible for the provision of support to Companions (residents), who require help both emotionally and practically, so they can live and work in the community, develop life skills and realise their full potential to move on when they are ready.

So, if you have good communications skills, the ability to handle stressful situations, experience of training and supporting 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.

This is a residential role that entails some on call duties and requires the post holder to live on site in a lovely flat set in a former Convent with beautiful grounds in the Norfolk countryside.

To apply please send your CV and supporting statement showing how you meet the person specification by close of business on the 20th November 2020 with interviews to be held on 26th/27th November 2020.

I would urge anyone thinking of applying for this role to research the Emmaus model of support and visit the shops and sites to gain greater understanding of the unique service we provide.

Applications to:

joandrews@emmausnorfolkandwaveney.org

If you would like to arrange an informal discussion about the role, please email me at:

cecileroberts@emmausnorfolkandwaveney.org

Kindest regards
Cecile Roberts
Director
Emmaus Norfolk and Waveney

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 more than 750 companions living at 29 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.

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.



About Emmaus Norfolk and Waveney

Our Community opened in 2011. Over the past 9 years we have undertaken significant refurbishment of our buildings and recruited a small staff team, creating a thriving community and business in Ditchingham and now also Norwich.

Emmaus Norfolk & Waveney provides a home, work and companionship for up to 32 previously homeless and socially disadvantaged people – known as Companions. We offer the opportunity for them to rebuild their lives through work in our social enterprises and community, in a supportive environment. We aim to create a self-sustaining community through our trading activities and grow the opportunities available for people who would otherwise be homeless.

Our existing social enterprises include a charity shop in Bungay, a very large second-hand retail outlet (over 2000 sq ft) and a small coffee shop located as part of the community buildings in Ditchingham and a large charity retail store in Norwich city centre. We are also one of the re-use partners within the Norfolk Assistance Scheme which means we deliver furniture to people in crisis across the county 5 days p/w.

All staff, regardless of role, are expected to integrate the community and business operations as one.

We also have a strong and committed board of 11 Trustees which happily for us includes the founder of Emmaus in the UK - Selwyn Image.

The Community Support team are responsible for the residential facilities, Community wellbeing, social activities, growth and cohesion, Community safety, Companion support, progression and development and maintaining a 24/7 on call service.

Development Worker Job Description

Job title:	Residential Development Worker (Live In)
Reports to:	Community Development Manager
Location:	Ditchingham
Date:	November 2020

Overall Purpose of the Job

Provide support to Companions, who require help both emotionally and practically, so they can live and work in the Community, develop life skills and realise their full potential to move on when they are ready.

Accountabilities

Staff and Volunteer Communication

- To partner with the Business team to ensure the smooth running of the social enterprises and ensure that Companions are placed appropriately in their work to enable development and confidence.

Community Management

- To conduct intake interviews, complete needs and risk assessments and induct new Companions to the community. To ensure the Community occupancy is maximised and the Community runs smoothly
- Maintain Community discipline and apply sanctions when necessary
- To assist in the management of the facilities of the Community building and grounds to ensure they are well maintained, safe, clean and tidy
- To keep up to date logs and records in accordance with our existing systems

Companion Development

- To carry a case load of up to 16 Companions, conducting monthly support meeting to monitor progress and stimulate action
- To facilitate and encourage in-house and external training and development for Companions in order to support personal and skills development as they take on enhanced responsibilities
- To support Companions in making and attending appointments (e.g. health, legal, housing, training, benefit-related)

- To ensure when appropriate interventions are put in place regarding Companions needs to improve personal hygiene, substance abuse, sleep deprivation, mental/physical health and general wellbeing
- To maintain accurate and detailed logs in accordance with the existing systems and to assist in refining and improving frameworks as necessary
- To facilitate and co-ordinate with external agencies in relation to Companion health, benefits, support, and personal development, representing Emmaus to partner agencies and developing relations with a wide variety of services with whom a relationship will benefit the Community and Companions
- Work as part of a team ensuring continuous development of Community both as an individual charity, part of the UK Federation and as part of the International Emmaus Movement

Finance

- To work within budgets to enable the Community to be self-sufficient
- To assist with finance for Companions' allowances, ensure any housing benefits etc. are accurate and recorded

General

- To live on site in the accommodation provided, (on call duties made clear)
- To ensure activities meet with and integrate with organisational requirements for quality management, health and safety, legal stipulations, policies and general duty of care and professional boundaries
- To be flexible and willing to carry out any reasonable duties needed to assist the Community and business operations, including assisting in business operations, holiday/sickness cover and on-call duties, participation in team meetings, attend 1:1's and appraisals
- To understand and work in accordance with the principles of Emmaus International and uphold its values and ethos.

Development Worker Person Specification

- Experience supporting people with complex needs to achieve their goals, using person centered approaches. Complex needs may include:
 - Entrenched or enduring homelessness
 - Drug, alcohol or other addiction
 - Mental health issues
 - Engrained/institutionalised social justice system connection
 - Complex trauma
- Desirable, but not essential to have experience in support work, social work, social care.
- Experience of using appropriate systems for recording, measuring and reporting outcomes relating to client welfare, training, development and achievements
- Proven ability to deliver effective support sessions and deal with challenging behavior
- Evidence of Continued Professional Development, such as drug and alcohol awareness, Safeguarding, Health and Safety, First Aid, Managing challenging behavior
- Ability to maintain professional boundaries
- GCSE English and Maths or equivalent
- Experience of building strong interagency relationships
- Experience of working as part of a team
- IT skills, including Microsoft word, basic excel, internet, websites and email
- Can demonstrate ability to identify and manage own priorities and conflicting schedule demands

Personal Characteristics

- Strong emotional resilience and able to identify when external support is needed for self and others
- Compassionate
- Recognise, respond and adapt appropriately to change
- Flexible and adaptable to meet the needs of the Community and business
- Have an understanding of and belief in equality
- Effective communication skills - including written, verbal, listening skills
- Enthusiastic with a 'can do' attitude
- Ability to interpret complex situations/problems and identify solutions which meet individuals and organisational needs
- Able to answer people's concerns 'on their feet'
- An understanding of and empathy for the work of Emmaus, and an ability to uphold Emmaus values
- Clear professional boundaries

Other Core Competencies

- Engaging with others
- Dealing with challenges
- Planning and organising with good time management and ability to prioritise
- Speak to people in a positive way, to make sure messages are easily understood and people are valued and respected

Terms and Conditions of Employment

- Salary of £18000 per annum
- The post holder is required to live on site, with a package that includes a studio self-contained flat, no utility costs and meals when eaten with the Community.
- Working Hours – 40 hrs./week
- Annual Leave – 25 days per annum, plus 8 bank holidays
- Pension – Stakeholder pension
- Training & Development – Individually tailored induction, training and development
- Employee Assistance – a 24/7 employee assistance scheme is available
- Flexible hours including on call duties

To Apply

To apply please send your CV, covering letter and a one page explanation of how you meet the person specification to joandrews@emmausnorfolkandwaveney.org by 20th November 2020. Those shortlisted will be invited to an interview to be held on 26th or 27th November 2020.

Safeguarding and Right of Work in the UK

The role will involve working with companions and in the community the role will need to have a Disclosure and Barring Service (DBS) check carried out. This is to check the 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
- Is unaware of their rights or how to complain
- Has communication difficulties
- Has limited life experiences
- Is socially isolated
- Has low self esteem
- Is 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 interview 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.

The CV only will be passed onto other members of the panel. But before it is passed on, the personal information will be removed from your CV. This includes:

- 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 to encourage a diverse workforce.