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Community Support Manager

Application Pack

April 2021



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April 2021

Dear Applicant,

Thank you for showing an interest in working for Emmaus Norfolk & Waveney. We are looking for an experienced Community Support Manager to join our team.

The Community Support Manager will be responsible for overseeing all aspects of Companion (resident) support and development as well as all aspects of management of the residential homes. This will include line management of the support team (currently 2 full time workers) and close liaison with the Site Development Managers and Business Managers.

The post holder will work closely with the Director to further develop a holistic Companion offer to empower and assist our residents in line with the Emmaus model of support. This will include embedding a robust development pathway both in terms of wellbeing and skills building as well as developing new move on avenues.

If you have a management background, working in homelessness, social care, mental health, or residential settings for complex needs and would relish the chance to oversee the management and development of our support service then we would love to hear from you.

You will need to be a great communicator and leader, have exemplary organisational and administrative skills, the ability to work well with people from a range of backgrounds and maintain a positive “can do” attitude. You will need the skills to be able to manage others in a unique and sometimes demanding setting and think on your feet whilst sticking to the protocols that you will embed and uphold.

You need to be empathetic and person centred in your approach but resilient enough to make tough decisions on an almost daily basis.

You will be joining a friendly and enthusiastic team who are passionate about what they do and a social enterprise at a really exciting time.

I think it is fair to say that an Emmaus Community is very different to many homelessness support services and quite unlike most of the support settings you may have previously encountered. With this in mind, I would urge you to carry out some in-depth background research, arrange a visit or contact me for a chat in the first instance to ensure you have a full understanding of the scope of the role and the concept of an Emmaus Community.

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If you would like to arrange an informal discussion about the role, please email cecileroberts@emmausnorfolkandwaveney.org

Kind regards

**Cecile Roberts**

**Director**

Emmaus Norfolk & 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 800 companions living at 29 Emmaus communities across the UK.

Rather than relying on benefits, Emmaus uses social enterprise to generate revenue that pays towards Companions' home, food and upkeep, as well as providing a small monthly 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, training, wellbeing support, an allowance and a savings pot. 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.

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 Heath £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.

**The Emmaus Federation strategic plan**

The Emmaus federation has recently developed its 2020-2025 Strategic Plan, providing clear direction for where the federation should be by 2025. The plan’s focus is on improving service provision to Companions, becoming financially robust and better known in the UK, and increasing the number of companion places to meet the ever-increasing demand.

**About Emmaus Norfolk & Waveney**

Our Community opened in 2011. Over the past ten years we have undertaken significant refurbishment of our buildings and recruited a small staff team, creating a thriving Community and businesses in Ditchingham and 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 very large second-hand retail outlet (over 600 sq ft) and a small coffee shop located as part of the community buildings in Ditchingham. We also have a 2000 sq ft retail outlet in Norwich. Aside from this we are one of the main reuse providers of the Norfolk Assistance Scheme (run by Norfolk County Council).

As a result, our activities are broad ranging. They include social care, residential management, collection and delivery services, warehousing, retailing, food preparation and sales, logistics, working with Norfolk County Council, premises and grounds maintenance, administration, fundraising, marketing and lobbying within a framework of statutory requirements and standards.

Our retail operations are delivered over 6 days, Tuesday- Sunday.

You will join us at a time of significant growth and be responsible for the safety, wellbeing and development of a growing Community, whilst working within a team prospecting and opening new retail outlets, associated training activities and business developments as well as further residential sites.

The team is comprised of Director, Community Support Manager (recruiting), Logistics and Sales Manager, Retail Manager - Ditchingham, Retail Manager – Norwich, two Community Development Workers (residential), Driver/installer a P/T Community Administrator and 2 P/T Site Development Managers.

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**Community Support Manager Job Description**

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| Job title: | Community Support Manager |
| Reports to: | Director |
| Location: | Emmaus, Belsey Bridge Road, Ditchingham, NR35 2DT |

Overall Purpose of the Job

To oversee all aspects of Community support.

To ensure we provide a safe and welcoming home for as long as needed to previously homeless men and women. That they are offered a platform to overcome their individual difficulties and take ownership of improving the quality of their lives.

To work cohesively with the whole team to ensure the Companion package is developed and improved and those we support are at the centre of all we do.

To ensure that we support and enable each Companion to make best use of the opportunity within a working Community in order to develop their work, personal and creative abilities in order to set and achieve their individual goals.

To strategically promote and develop the Emmaus Norfolk and Waveney brand in line with each years’ objectives.

Accountabilities

**Operational Management:**

* Effective and timely administration of referrals.
* The welfare and care of Companions is central to everything we do and this role will ensure their integration into the Emmaus community and the wider community at large, developing a sense of belonging to an extended family;
* Ensure Companions are involved in all aspects of community life and are part of its operation, development, and decision-making procedures. As well as being part of a much larger UK federation and international movement.
* Responsible for day-to-day problem solving and conflict resolution, taking appropriate disciplinary action in a fair and consistent manner when necessary.
* Overseeing and monitoring companion move-on and departures from the community.
* Oversite and implementation of Charity Log database, ensuring all record keeping, risk assessment, task completion and development plans are logged securely, in a timely fashion, and correctly.
* Responsibility for the running and safety of the two existing HMO buildings, carrying out regular and consistent assessment to ensure that Companions live in a safety compliant and comfortable home.

**Developing Companions’ Skills:**

* Lead the Support/development team in embedding best practice for supporting the wellbeing of Companions in order to overcome individual difficulties and improve quality of life.
* Work with the Director to develop a range of holistic services in conjunction with local practitioners and services, enabling a wide scope of support, both for Companions and the wider community. Seeking out and exploring innovative approaches to offer exemplary wellbeing support from our own site.
* Work closely with the Director, Business Manager and the Board of trustees to build on our existing social enterprise model by embedding accredited training and targeted skills building for Companions and potentially other service user groups. Supporting Companions to build solid portfolios of qualifications, skills and personal development and make best use of their opportunity at Emmaus Norfolk and Waveney.
* Leading the support team in enabling Companions to understand the key principles of achieving quality and life, supporting Companions to make informed development plans and step changes.

**Business Development**

* To work alongside the Director and the Business team to develop social enterprises which enable us to offer a wider range of skills and accredited learning for Companions.
* To understand that we are a working Community and as such the core of our offer is rehabilitation through working together.

**People Management**

* To communicate effectively and appropriately with Companions and staff to ensure effective operations and Companion development
* To liaise effectively and positively as an advocate for Emmaus Norfolk and Waveney.
* To strategically promote our service across the county and beyond, having the confidence to network and liaise with a range of other organisations, the public and the wider federation and Emmaus Movement.
* To carry out supervisions, inductions and recruitment relating to the support team.

**Financial Management**

* To assist and contribute to the development of business plans where relevant.
* To oversee and report on monthly actual financials relating to the Community in order that budget is achieved and if there are any deviances, remedial action can swiftly be taken.
* To ensure rent accounts, housing benefit and allowances are managed accurately and up to date.

**General**

* To ensure activities meet and integrate with organisational requirements for quality management, health and safety, legal and statutory requirements retail law, 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
* Participation in and delivery of, meetings, 1:1’s and appraisals where appropriate
* To understand and work in accordance with the principles of the Emmaus movement and uphold its values and ethos

**Terms of employment**

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| **Salary:**  | £36,000 gross per annum  |
| **Hours of work:** | 40 hours per week: Monday – Friday with flexibility to cover sickness and holidays as required to ensure cover 7 days per week  |
| **Pension:** | An auto enrolment pension arrangement whereby the employer contributes 5% and employees 3% |
| **Holidays:** | 25 days pro-rata plus Bank holidays |
| **Training and development:**  | Individually tailored induction, training and development  |
| **Employee Assistance:** | 24/7 employee assistance scheme is available |

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| **Person Specification** |
| **Essential**  | **Desirable** |
| Experience |
| * At least two years’ experience supporting vulnerable people with complex needs to achieve their goals, using person centered approach. Complex needs could be:

- Drug, alcohol or other addiction- Mental health issues- Complex trauma- Challenging behaviours* Confident and competent people manager.
* Experience of working with, and relating to, a diverse range of people;
* Leadership, team building, coaching, supervision;
* Strong networking skills
* Previous experience as a support manager
* Ability to strategise and develop services
 | * PR – engaging with local/national press and media;
* Training: Identification, provision and/or organisation of training and/or personal development programmes.
* Understanding of the directory of relevant services within Norfolk and Suffolk
* Previous experience of running an HMO
* Previous experience within a training programme supporting NVQs/apprenticeships
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| Education / Professional Certification |
| 1. Educated to diploma or degree level in a related subject
 | * Counselling;
* NVQ level 5 in leadership and management health and social care.
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| Skills |
| 1. Effective written and verbal communication;
2. Effective listening skills;
3. The ability to enable and empower;
4. Has the ability to interpret complex; situations/problems and identify solutions which meet individuals and organisational needs;
5. Effective administrative skills;
6. Effective time management and organisational skills;
7. Competent IT user including Microsoft Office packages, internet and email;
8. Conflict resolution skills;
9. Ability to remain calm under pressure;
10. Effective team player, with the ability to lead, work and delegate.
11. Previous experience of managing a budget
 | 1. Mediation skills
2. Facilitation skills
3. Previous experience of using a database system such as Charity Log
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| Knowledge and Commitment |
| * Knowledge and understanding of homelessness issues;
* Understanding of housing benefit;
* A belief in the potential of each individual and an understanding of the importance of the Community in helping an individual achieve their potential
* Demonstration of a belief in and, the ability to, adopt and work within the Emmaus ethos and principles;
* Current and clean driving licence.
 | * H&S: Work within the boundaries of the role including food handling and hygiene, working with violence and aggression, manual handling, risk assessments**,** first aid;
* Residential management: Catering, domestic management, property management.
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| Personal Characteristics |
| * Strong emotional resilience;
* Awareness and acceptance of own limitations and ability to identify when external support is needed for self and others;
* A belief in the potential of each individual and an understanding of the importance of community in helping an individual to achieve their potential;
* Empathetic and understanding of a wide range of needs and experiences;
* Enthusiastic with a ‘can do’ attitude;
* Flexible and adaptable to the needs of the community and business;
* Awareness, understanding and compliance to Equal Opportunities;
* Able to welcome people into the community with no prejudice.
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**To Apply**

To apply please send your CV in a word file format or.pdf, with a supporting statement on no more than two sides of A4, the equal opportunities and declaration of criminal records forms by email to cecileroberts@emmausnorfolkandwaveney.org by close of business 30/04/ 2021.

Those shortlisted will be invited to a first interview to be held on 07/05 2021.

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

The role will involve working with companions and in the community, then 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
* 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 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.