



**emmaus**  
Norfolk & Waveney  
working together to end homelessness



# Application Pack

Companion Development Worker

Because everyone needs a bed and a reason to get out of it



Dear Applicant

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

The Development 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 Emmaus community, develop life skills and realise their full potential to move on when/if they are ready.

Successful applicants will be part of an awesome development team (within a wider staff team) led by the Community Development Manager and will have key responsibilities within that team. This post relates specifically to the training and development of companions within the community's social enterprises but also looking beyond the community. There will be a focus also on those planning to move-on to live independently and you would be part of a team co-creating the framework for move-on pathways in accordance with a developed plan derived from a year long task and finish group.

So, if you have good communication skills, the ability to handle complex situations, experience of training and supporting people with a variety 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.

We would particularly welcome applications from candidates with experience of trauma informed practice, asset-based approaches, quality assurance frameworks or from a background of supporting vulnerable adults into work, job coaching and training.

This can be a residential role that entails some on call duties and requires the post holder to live on site in a lovely studio flat, set in a former convent with beautiful grounds in the Norfolk countryside. The live in package includes all bills and meals cooked on site.

Alternatively, this can be a live out post but with one weekend per month of on call duties, this means sleeping onsite in one of our flats for three consecutive nights.

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.

To apply please send your CV and supporting statement showing how you meet the person specification by the 29th September to Jo Andrews - [joandrews@emmausnw.org](mailto:joandrews@emmausnw.org)

Interviews to be held on the 4th October, please be prepared for this interview date.

If you would like to arrange an informal discussion about the role, please email me at: [cecileroberts@emmausnw.org](mailto:cecileroberts@emmausnw.org)

Best wishes,

Cecile Roberts  
**CEO, 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. 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 enterprises, where they support themselves and one another. There are currently over 850 companions living at 29 Emmaus communities across the UK.

Rather than relying on benefits, Emmaus has social enterprises to generate revenue that pays for companions' home, food and upkeep, as well as support with wellbeing. 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.

We offer an individual holistic package of support and a tailored development plan to support each companion develop new skills (or build on existing ones) to boost their confidence, improve mental and/or physical health and wellbeing and increase employability.

# How it works

Unlike a lot of provisions for homeless people, Emmaus communities offer a home for as long as someone needs it. This includes a room of their own, food, clothing, a holistic support package, a small monthly allowance, holiday and travel money, as well as money into a savings pot.

In return, we ask:

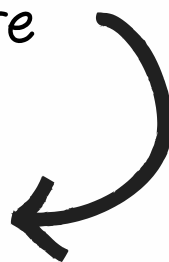
- That companions work (volunteer) for 40 hours per week, or give as much time as they are able, in the community's social enterprises
- That they behave in a respectful way towards one another
- That no alcohol or illegal drugs are used on the premises
- That they sign off all benefits, with the exception of housing benefit

## Meet Chloe



"I was in partial denial of how bad my addiction was even when I got to rehab, so when the physical side effects started it was scary. I had been drinking heavily since I was 11 years old, it's been a huge chunk of my life, I'm only 22 now. I needed the first week just to get over the withdrawal symptoms, that first night was awful. I don't remember a huge amount about the first week, but it was just horrid."

Read Chloe's full story here



# 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:

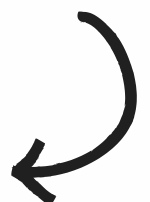
- Keeping people out of hospital and helping them to be safe and well, saved the Department of Health £1,478,506 for NHS and emergency service costs
- Emmaus saved local government £2,447,612 which would have been spent on hostel accommodation, drug and alcohol services and landfill
- Keeping people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



For every £1 spent  
with Emmaus, £11 is  
generated in social benefits

Read more about  
Emmaus Norfolk &  
Waveney here



# Job Description

## **Job Title**

*Companion Development Worker*

## **Reports to**

*Community Development Manager*

## **Location**

*Ditchingham*

## **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.

Specifically leading on skills building, training and move-on and leading and developing this new framework of support.

# Accountabilities

## Companion Development

- To share a case load of up to 32 companions, conducting in depth quarterly development support meetings to monitor progress and stimulate action
- To facilitate and encourage in-house and external training and development for companions in order to support both personal and skills development as they take on enhanced responsibilities
- To deliver training workshops in employability and tenancy sustainment (you will be trained by an external organisation)
- To coordinate and develop the companion move-on journey working with the Community Development Manager and the CEO
- To liaise with the providers delivering NVQs to ensure all companions have access to training and qualifications
- To induct all new companions, ensuring they complete all H&S training during their first week
- To deliver and develop a programme of additional training as and when agreed such as ICT training or cooking skills
- To coordinate a calendar and timetable of supportive workshops to be delivered by relevant providers. Examples may be addiction support workshops/groups, self esteem workshops or anger management
- To support companions in making and attending appointments (e.g. health, legal, housing, training, benefit-related)
- To back up the development team 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
- To oversee companion medications in line with our policy and legal requirements
- To be part of a team developing our first move-on house and outreach framework
- To work with the wider UK federation and Emmaus UK to embed quality frameworks, good practice, and evaluation and monitoring where needed



## Community

- To conduct intake interviews along with the development team, 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 and are in line with health and safety requirements
- To keep up to date logs and records in accordance with our existing systems
- To take part in companion development meetings to enable a 360 approach to companion wellbeing and development

## People

- To collaborate 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
- Develop systems for supporting companions in their inductions, skills building, portfolios and move on plans
- Work with our volunteers to assist in supporting companions to maximise their potential and learning

## Financial

- To work within budgets to enable the community to be self-sufficient

## General

- To live on site in the accommodation provided, (on call duties made clear) or to live offsite and contribute to 3 days pcm onsite on call duty
- 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 UK and uphold its values and ethos

# Person Specification

## Essential

- Experience supporting people with complex needs to achieve their goals, using person centred approaches
- Experience in 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 behaviour
- Ability to maintain professional boundaries
- GCSE in Maths and English or equivalent
- 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
- Evidence of continued professional development, such as drug and alcohol awareness, safeguarding, health & safety, first aid, mental health first aid, positive approaches and trauma informed training

## Desirable

- Desirable, but not essential to have experience in support work, social work or social care
- Experience of building strong interagency relationships

## 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
- Engaging with people in a positive way, to make sure messages are easily understood and people are valued and respected

# Emmaus Package

- Salary of £18,361 - £25,000 per annum depending on live in options and experience
- If the post holder is to live on site, a package that includes a studio self-contained flat, no utility costs and meals when eaten with the community
- Working Hours – 40 hrs/week 5 days over Monday to Sunday
- 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

## Safeguarding & Right of Work

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.

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# Contact

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## To Apply

To apply please send your CV, covering letter and a one page explanation of how you meet the person specification to Jo Andrews - [joandrews@emmausnw.org](mailto:joandrews@emmausnw.org) by 5pm on the 29th September.

Those shortlisted will be invited to an interview to be held on the 4th October 2023.



**Emmaus House**  
**Belsey Bridge Road**  
**Ditchingham**  
**NR35 2DT**



**01986 895444**



**[info@emmausnw.org](mailto:info@emmausnw.org)**



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**Charity Number: 1136584**

**Company Number: 7276977**

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