



emmaus

North East

working together to end homelessness



Applicant Pack

Night Concierge - Durham SHAP

Roles Available: 3 Night Concierge





Contents

Thank you for your interest in the role of Night Concierge for Durham SHAP.

This pack provides you with useful information about our organisation, the job role and the application process. Please take the time to read this pack and our website to find out more about our charity, community and social enterprises.

emmaus.org.uk/north-east 

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Emmaus overview

Emmaus is a secular organisation supporting homeless and socially excluded people. There are currently 30 Emmaus communities across the UK, providing a home and meaningful work to more than 850 people who have experienced homelessness, known within Emmaus as companions. In addition to this, there are three emerging groups working to establish new communities locally.

Emmaus is different to a lot of homelessness charities as it provides someone with a home for as long as it is needed, not just a bed for the night. Companions, as residents are known, each get their own room and access to communal areas where they eat and socialise together.

Social enterprise is central to the Emmaus model as it provides meaningful work for companions but also generates a large proportion of the funding needed to maintain communities. Having something to do every day provides structure and a sense of purpose to companions.

This work plays a huge part in helping to restore the self-esteem that many people lose when they are homeless, and enables them to make the most of their existing skills, while learning new ones.

Emmaus communities deliver a significant return on investment. Research shows that for every £1 invested in a community, there is an £11 return, with savings to the benefits bill and health services, and a reduction in crime reoffending.

For companions in particular, this has a huge impact on their confidence and self-worth, showing them that they can make a difference to someone else's life and add value to the lives of people around them.

Durham SHAP, delivered by Emmaus North East on behalf of Durham County Council, provides tailored support for individuals experiencing homelessness. It offers safe accommodation, life skills development, and pathways to independence, creating long-term stability and community reintegration..

How Emmaus works

Emmaus North East supports people who have experienced homelessness and social exclusion. We offer:



A home for as long as someone needs it

In our Emmaus community, everyone has their own furnished bedroom. It is their space for as long as they need it. All bills are covered, basic toiletries are provided and fresh meals are prepared in the communal kitchen. Living and dining areas are shared spaces where people can relax and socialise together.



Meaningful work in a social enterprise

The people we support spend time working in our social enterprises and community. For many, taking part in meaningful work gives them a focus and routine each day. The opportunity to become an active part of society, and make a contribution to it, plays an important role in restoring their self-esteem.



A sense of belonging and community

We offer the companionship, support and sense of belonging that many people who have experienced homelessness may have lost. It's a safe and caring place where people can settle and rebuild their lives. Our community enables people to share their experiences and benefit from peer to peer support.



Thanks to Emmaus, I have a calm and stable life, something which I have not had in years. I feel as though I could have a future, which going back two or three years I wouldn't have seen as a possibility.

Michael, Emmaus North East companion



Emmaus North East overview

Emmaus North East is a local charity supporting people who have experienced homelessness and social exclusion by providing a home and an opportunity to get back on their feet. The people we support (known within Emmaus as companions) live and work together in our community home and social enterprises.

Our residential community is a place where people can make it their home, make new friends, gain confidence, and get access to the support needed to secure their own home. Whilst at Emmaus North East, companions have a chance to improve their health and wellbeing, learn new skills and gain qualifications.

In providing companions with the space, stability and support they need, we enable people to take stock of their lives and make positive changes for the future. This approach is proven to produce long-term sustainable results for people who have been stuck in the cycle of homelessness.

Here at Emmaus North East, we have a small staff team and accommodation for up to 22 companions. We are also supported by a dedicated team of local volunteers who give their time to help out in our social enterprises in Low Fell, Hebburn, Jarrow and South Shields.

All companions directly contribute to the success of Emmaus North East by helping in our community home and social enterprises. This provides people with a focus each day and work experience to enhance their future opportunities.

Working at Emmaus North East can be demanding at times but also very rewarding, especially seeing people overcome challenges and achieve their goals. No two days are the same at Emmaus and you can be sure of a diverse mix of people to keep every day interesting. We're working together to end homelessness and have exciting plans to further develop our community and the impact we have in the local area.

Our mission

is to enable homeless people to rebuild their lives through support and social enterprise that enriches and involves the local communities across the North East.

Our values

Create an environment of

Empowerment

by valuing and respecting every person and opposing injustice.

Enablement

by being transparent and honest in all of our dealings and demonstrating solidarity and support for those in need.

Involvement

by sharing and exchanging resources, skills and learning, and giving support to foster interdependence and independence.



Night Concierge Role overview

The Night Concierge is responsible for maintaining the safety and security of companions and buildings during waking night shifts within Emmaus North East's shared housing units. The role involves providing a welcoming, customer-facing service and ensuring a safe environment for companions, colleagues, and visitors.

Key responsibilities include monitoring access to the premises, maintaining good order and discipline, and acting as the first point of contact during the night. The Night Concierge also ensures compliance with Health and Safety policies, manages fire drills, conducts safety inspections, and reports maintenance or safeguarding concerns as required.

This role requires excellent communication skills, a calm and professional demeanour, and a commitment to upholding Emmaus North East's values and safeguarding policies to support companions with complex needs effectively

Durham SHAP (Single Homeless Action Partnership) is a specialised service aimed at supporting those experiencing homelessness within the County Durham area. It focuses on providing tailored interventions that help people access safe accommodation, address underlying issues contributing to homelessness, and build pathways to independence. The project includes two community homes and a number of disbursed properties with localities in Bishop Auckland, Tow Law and Spennymoor.

Duties & responsibilities

Main Responsibilities

- To maintain tight control of the safety and security of companions and buildings as allocated throughout a waking night shift, safeguarding companions, staff and visitors

Main Duties

- Provide a courteous, professional, and welcoming atmosphere for all companions, their representatives and visitors.
- To ensure all visitors are logged in the visitor's book accordingly.
- Answer the phone in a professional manner, taking accurate messages and triage accordingly.
- Maintain a positive and professional relationship with all other agencies and professionals, this may include but not limited to the Police, housing providers, and medical services.
- Know all essential aspects of the service and operations, including fire safety, on call issues and customer support.
- Ensure full compliance with the Health & Safety Policy and legislative guidance.
- Manage the safety of the buildings and their grounds in line with health and safety policies.

Other Duties

- Attend meetings as required
- Perform any other tasks or duties deemed necessary by the Service Manager as appropriate
- Manage the safety of the buildings and their grounds in line with health and safety policies, including the delivery of fire drills and safety inspections
- Report maintenance issues and ensure that they are dealt with appropriately
- Act as the site liaison for the service as first point of contact.
- Provide a welcoming and approachable single point of contact for companions and service users, ensuring they follow house rules and are respectful of the property.
- To maintain good order and discipline of the project at all times and to complete incident and accident forms/reports in a timely manner in line with policy and procedures as and when they occur.
- To report all safeguarding concerns and provide written reports detailing safeguarding concerns in a timely manner in line with policy and procedure

General

- Emmaus North East works with adults at risk. Staff and volunteers must observe the proper demarcation and professional boundaries while performing their role. All roles within Emmaus North East are subject to a Disclosure and Barring Services check. You must follow the most important principles of safeguarding in that it is everyone's responsibility.
- The post holder must always act in a way which will maintain the good reputation of Emmaus North East, upholding the policies and procedures in place. The post holder will strive to preserve good working relationships with Staff, Volunteers, Companions and Trustees, keeping the appropriate key personnel well informed of significant matters relating to the community.
- We incorporate equality into our core objectives, making every effort to eliminate discrimination, create equal opportunities and develop good working relationships between different people.
- We expect you to carry out your job responsibilities in an environmentally aware manner. Our aim is to ensure all resources are utilised effectively and efficiently. You will be expected to apply value for money principles if purchasing goods or services.



Person Specification

| Essential | Desirable |
|---|---|
| <p>Education:</p> <ul style="list-style-type: none"> GCSE English and Maths Grade C or equivalent | <p>Education:</p> <ul style="list-style-type: none"> Other related professional education/training Basic qualifications in first aid at work, food hygiene, health and safety, |
| <p>Skills:</p> <ul style="list-style-type: none"> Excellent listening and communication skills Excellent administration and IT skills Excellent verbal, written and time management skills | <p>Skills:</p> |
| <p>Experience:</p> <ul style="list-style-type: none"> Experience of relating to, and working with, adults at risk in a support role Ability to assess risk and support needs The ability to relate to, and work with, a broad variety of people with a non-judgemental attitude | <p>Experience:</p> <ul style="list-style-type: none"> Working knowledge of issues around homelessness, housing and social inclusion Experience in the role of working in a supported housing setting Supported housing, dealing with conflict, working with people with mental health support needs, working with people with drug and alcohol issues |
| <p>Knowledge:</p> <ul style="list-style-type: none"> A demonstrated ability to respect professional boundaries and confidentiality Awareness of protection of information/GDPR | <p>Knowledge:</p> <ul style="list-style-type: none"> A good network of existing local contacts |
| <p>Other:</p> <ul style="list-style-type: none"> Proven ability to work well as part of a team and on own initiative A self-disciplined, detailed and flexible approach to work A capable and level-headed disposition A calm and confident manner A commitment to ongoing training & development | <p>Other:</p> <ul style="list-style-type: none"> Full driving licence and willingness to drive Community vehicles when required in course of fulfilling support role Appreciation of the challenges that arise from Community living |



Night Concierge

Terms of employment

Night Concierge (x3) Salary: £24,242.40

Hours of work: 37 hours per week (based on a 37 hour working week)

Contract: 3 year fixed term contract

Holidays: Annual leave is 25 days pro rata

Training and development: A full induction will be given and training delivered in all relevant areas.

Application process

To apply please complete our application form and send to our SHAP Team at shap@emmaus-northeast.org.uk

If you would like an informal discussion about the role please contact our SHAP Team.

**Closing date for applications
27th January 2025**

**First interviews around w/c 3rd
February 2025 in County Durham**

