



# emmaus

## North East

working together to end homelessness



# Applicant Pack

## Service Manager - Durham SHAP





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Thank you for your interest in the role of Service Manager 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](https://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.



# Service Manager Role overview

The Service Manager oversees the effective management of community homes and companions, ensuring their welfare and development needs are met. The role involves maintaining high companion numbers, adhering to Health and Safety (H&S) legislation, and ensuring compliance with contractual Key Performance Indicators (KPIs).

The Service Manager acts as the Designated Safeguarding Officer and is responsible for safeguarding compliance across the organisation. Above all else, our Service Manager is values-driven; aligned to our mission, vision and passionate about our cause.

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.

Working closely with the CEO our staff team, companions, and volunteers, the Service Manager will provide pro-active support to ensure a safe, quality service throughout. This is an exciting and rewarding job opportunity for a highly-motivated individual, keen to develop and make a positive difference within a growing charity.

# Duties & responsibilities

## **Budgetary and Performance Control**

- The Service Manager has specific budgetary control as set out in the delegated authority aligned with contractual requirements.
- The Service Manager must aim to achieve all KPI's within the Performance Management Framework and exception report where not.
- The Service Manager must consider risk, providing the CEO with a monthly operational risk register, highlighting mitigating action taken to reduce the risk.
- Ensure full and effective use of the Inform CRM and Shield Health and Safety system.

## **Main Duties and Responsibilities**

### **Maintaining the Community Ethos**

- Ensure the welcome, welfare and care of Companions.
- Ensure Companions are involved in all aspects of Community life, and are part of its organisation, development and decision making procedures
- Ensure compliance with Licence / Tenancy Agreements and standards of behaviour.

### **Developing Companion Pathways**

- Develop person centred pathways of support to progress each individual.
- Develop pathways of specialist support with other services.
- Oversee the arrangement and delivery of informal training such as literacy skills, house-keeping principles, food and hygiene and basic money management
- Facilitate the development of Companions personal skills, individually and collectively within the Community context, through ensuring the delivery of effective Person-Centred support
- Help to identify Companions needs and cater for them in a supportive and encouraging way
- Oversee the development of Companions support in their leisure activities and with health and wellbeing
- Oversee the development of volunteering opportunities as and when appropriate.

### **Ensuring the Community runs smoothly**

- Assist with general administration and record-keeping
- Manage companion meetings, as appropriate
- Produce staff rotas to ensure appropriate cover at all times and act as the responsible person on duty
- Work alongside staff and volunteers, and customers and visitors, including contractors and other partners/stakeholders

### **Leading the staff team and Administration**

- Lead the staff team for the project, ensuring they are trained, developed and motivated to meet all areas of the Performance Management Framework.
- Line-manage staff team members, ensuring high standards in supervision of practice.
- Ensure efficient day-to-day management of the administration, organisation and effective operation of the Community and the maintenance of appropriate records
- Prepare reports as and when required.

### **External Relations**

- Maintain good local and national community relations, promoting the ethos of Emmaus where possible
- Liaise with other relevant outside agencies and involve them in the Community where appropriate

### **Other Duties**

- Manage and participate in a rotation to ensure 24 hours, 7 days per week Community and Companion support.
- Perform On-call duties, when required, for Emmaus North East in order to respond to incidents relating to Health and Safety, Security, emergencies



- Perform any other tasks or duties deemed necessary and that are considered to be reasonable management requests

### **General**

- To support the CEO in ensuring activities meet with and integrate with organisational requirements for quality management, health and safety, legal and statutory requirements, policies and general duty of care and professional boundaries
- To be flexible and willing to carry out any reasonable duties needed to assist the retail operations, participation in team meetings, attending 1:1's and appraisals, and complete any and all relevant training
- To understand and work in accordance with the principles of Emmaus International and uphold its values and ethos
- To assist the CEO in ensuring activities are aligned with the 17 Sustainable Development goals and support the work in environmental sustainability



## Person Specification

Essential	Desirable
<p><b>Education:</b></p> <ul style="list-style-type: none"> <li>• Good general education to include Maths and English GCSE or equivalent</li> </ul>	<p><b>Education:</b></p> <ul style="list-style-type: none"> <li>• Educated to diploma or degree level in a related subject</li> <li>• Counselling</li> <li>• Safeguarding</li> </ul>
<p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• Effective written and verbal communication skills</li> <li>• Effective listening skills</li> <li>• Effective administrative skills, organisational and time management skills</li> <li>• Competent IT user including Microsoft Office Packages , internet and email</li> <li>• Ability to remain calm under pressure</li> <li>• Conflict resolution</li> </ul>	<p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• Mediation skills</li> </ul>
<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Proven experience of working with vulnerable adults in a support role</li> <li>• Experience of working with, and relating to, a diverse range of people.</li> <li>• Professional boundaries</li> </ul>	<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Experience of working with people with challenging behaviours</li> <li>• PR – engaging with local/national press and media</li> <li>• Training – identification, provision and/or organisation of training and/or personal development programmes</li> <li>• Team building, coaching, and supervision</li> </ul>
<p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Knowledge and understanding of homelessness issues</li> <li>• Demonstration of a belief in and, the ability to, adopt and work within the Emmaus ethos and principles</li> </ul>	<p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• H&amp;S – food handling and hygiene, working with violence and aggression, manual handling, risk assessments, first aid</li> <li>• Welfare – Understanding and/or experience of mental illness and addictions</li> <li>• Basic knowledge of Data protection</li> </ul>
<p><b>Other:</b></p> <ul style="list-style-type: none"> <li>• A belief in the potential of each individual and an understanding of the importance of the Community in helping an individual achieve their potential</li> <li>• Empathetic and understanding of a wide range of needs and experiences</li> <li>• Awareness and acceptance of own limitations</li> <li>• Commitment to environmental sustainability and social development</li> <li>• Awareness and understanding of equal opportunities, equality and diversity</li> <li>• Able to work unsocial hours</li> <li>• Willingness to undertake further training where appropriate</li> </ul>	<p><b>Other:</b></p>



# Service Manager

## Terms of employment

**Salary: £17,500 (FTE £35,000)**

**Hours of work: 18.5 hours per week (based on a 37 hour working week) **Please note: full-time hours may be available for this role.****

**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](mailto:shap@emmaus-northeast.org.uk)

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

**Closing date for applications  
27<sup>th</sup> January 2025**

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