



# EMMAUS

## North East



# Applicant Pack

Female Project Support Worker  
Women Only Accommodation



## Content

Thank you for your interest in the role of Female Project Support Worker at Emmaus North East. This Job pack proves insightful information about our organisation, the job role and the application process.

Please take your time to read this pack and explore our website to find out more about our charity, community and social enterprises.



<https://emmaus.org.uk/north-east/>

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# About Emmaus North East

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 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.

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.



# How Emmaus Works

Emmaus North East supports people who have experiences homelessness and social exclusion.

We offer:



## A Home

In our Emmaus community, everyone has their own furnished bedroom. 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.



## Our social enterprises

The people we support spend time volunteering in our social enterprises and community. For many, taking part in meaningful voluntary 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 to a community

We offer 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.



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*I didn't know where I would be, one night to the next. I was scared, but since I have been at Emmaus my life has changed for the better. I have overcome so many obstacles- I have cut drugs out of my life. I'm in a new relationship. The girls [Companions] have had my back through it all. We are like a family, like sisters I never had. I will be forever grateful to all the staff at Emmaus, especially Sue & Katy who have helped me through it all.*

”

**Leighanne, Emmaus North East Companion**

## **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

# Role Overview

## Female Project Support Worker - Women Only Accommodation

The Support Worker plays a crucial role in empowering our female companions to achieve their full potential, supporting independence, and supporting their journey back into independent living and volunteering or employment.

Working closely with the Community Manager and staff team, the Support Worker ensures female companions receive specialised structured, person-centred support through dedicated support plans, daily interactions, project activities and community involvement.

Key responsibilities include assisting female companions with personal growth, identifying and addressing training or development needs, and providing support for emotional challenges or addictions by connecting them with relevant services. In this role you will work alongside female companions in all aspects of Social Enterprise and activities to ensure an understanding of the companion and social enterprises so that training and personal development plans can be effectively designed.

The role also involves maintaining accurate records, assessing referrals, conducting inductions, and contributing to a positive, cohesive community environment.

This position requires strong communication and administrative skills, the ability to build trusting relationships with companions, experience of working with females who have experienced domestic abuse, and a commitment to maintaining high standards of care and professionalism within the Emmaus North East ethos.

You will also be expected to maintain and develop good local community relationships, partnerships and liaise with other relevant outside agencies.

Emmaus North East is a specialised service and this project is aimed at supporting those females experiencing homelessness within the North East of England. It focuses on providing tailored interventions that help them access safe accommodation, address underlying issues contributing to homelessness, and build pathways to independence.

# Duties & Responsibilities

## Main Duties

- Agree Support Plans and goals with female companions.
- Collaborate with Community Manager to meet the identified needs of the companions.
- Work in partnership with the ENE Women's Homelessness, Violence and Abuse Navigator, receiving appropriate referrals and providing holistic ongoing support, while supporting safe onward referrals to specialist services where needed.
- Assess referrals, conduct interviews and maintain occupancy levels .
- Be involved in welcoming and inducting companions .
- Refer to IDVA and ISVA service.
- Maintain accurate administration processes.
- Provide on-call cover where agreed and be the responsible person on duty.
- Make decisions where needed, and cover additional duties, where required.
- Maintain community discipline.

## Main Responsibilities

- Encourage female companions to participate fully in community life, creating a culture of extended support
- Support female companions who may be struggling with emotional problems and/or addictions and signpost them to the relevant services.
- Support female companions in identifying their external training and development requirements and empower them to achieve these goals.
- Help female companions to enhance their own personal and work-related growth, to benefit themselves and the community
- Attend team and community meetings
- General administration and record-keeping, e.g. updating companion notes on CRM and recording updates on Support Plans.
- Assist the Management team to maintain cohesion, in accordance with policies and procedures
- Assist the Community Manager in maintaining acceptable standards of living in companion rooms.
- Coordinate female companion's move on journeys with the Community team and CEO
- Liaise with providers delivering employability training to ensure companions have access to qualifications
- Perform any other tasks or duties deemed necessary by the Community Manager as appropriate

# Duties & Responsibilities

## General

- Emmaus North East works with female 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.
- 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 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 good or services.

## Person Specification

Essential	Desirable
<b>Education:</b> GCSE English and Math Grade C or equivalent	<b>Education:</b> <ul style="list-style-type: none"><li>• Other related professional education/ training</li><li>• Basic qualifications in first aid work, food hygiene, health and safety</li></ul>
<b>Skills:</b> <ul style="list-style-type: none"><li>• Excellent listening and communication skills</li><li>• Excellent administration and IT skills</li><li>• Excellent verbal, written and time management skills</li></ul>	<b>Skills:</b> <ul style="list-style-type: none"><li>• The ability to adapt and improve existing support planning procedures for the benefit of the organisation.</li></ul>

Essential	Desirable
<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Experience of relating to, and working with, female adults at risk in a support role</li> <li>• Ability to assess risk and support needs</li> <li>• The ability to relate to, and work with, a broad variety of females with a non-judgmental attitude</li> </ul>	<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Working knowledge of issues around homelessness, housing and social inclusion</li> <li>• Experience in the role of working in a supported housing setting</li> <li>• Supported housing, dealing with conflict, working with people with mental health support needs, working with people with drug and alcohol issues</li> </ul>
<p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Training in Domestic Abuse</li> <li>• A demonstrated ability to respect professional boundaries and confidentiality</li> <li>• Awareness of protection of information/GDPR</li> </ul>	<p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• A good network of existing local contacts</li> </ul>
<p><b>Other:</b></p> <ul style="list-style-type: none"> <li>• Proven ability to work well as part of a team and on own initiative</li> <li>• A self-disciplined, detailed and flexible approach to work</li> <li>• A capable and level-headed disposition</li> <li>• A calm and confident manner</li> <li>• A commitment to ongoing training &amp; development</li> </ul>	<p><b>Other:</b></p> <ul style="list-style-type: none"> <li>• Full driving licence and willingness to drive Community vehicles when required in course of fulfilling support role</li> <li>• Appreciation of the challenges that arise from Community living</li> </ul>

# Terms of Employment

## Female Support Worker

Salary: £30,000 (FTE £30,000)

Hours of work: 37.5 hours per week (based on a 37.5 hour working week).

Holidays: Annual leave is 25 days pro rata

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

**Please Note:** Due to the nature of this role and the needs of the women we support, this position is open to female applicants only, as permitted under Schedule 9, Part 1 of the Equality Act 2010 (Genuine Occupational Requirement).

Closing date 18.06.2026. CV's and Supporting Statements to be sent to [sue.shaw@emmaus-northeast.org.uk](mailto:sue.shaw@emmaus-northeast.org.uk)

Any questions regarding the role, contact can be made with Sue on 0191 4899001.