EMMAUS
North East



Applicant Pack

Support Worker - Durham SHAP

Best Social Impact Winner

FINALIST North East Charity Awards

2024 WINNER Outstanding Social Enterprise North East Charity Awards

Durham County Council



Thank you for your interest in the role of Support Worker for Durham SHAP.

This Job pack proves you with 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.

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 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.



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

Support Worker - Durham SHAP

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

Working closely with the Service Manager and the support team, the Support Worker ensures companions receive structured 24/7 rota based, person-centred support through individual plans, daily interactions, and community involvement.

Key responsibilities include assisting 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. 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, and a commitment to maintaining high standards of care and professionalism within the Emmaus North East ethos.

Durham SHAP (Single Homeless Accomodation Programme) 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 a community home and a number of disbursed properties with localities in Bishop Auckland and Spennymoor.

About the Nature of the Role

Working within the SHAP service at Emmaus North East is both highly rewarding and professionally demanding. Our companions often experience multiple and interconnected disadvantages, including homelessness, trauma histories, substance use, mental ill-health, safeguarding concerns, and housing instability.

This is not a purely signposting or low-intensity role. It involves working alongside individuals whose needs can be complex and, at times, crisis-led. The role requires:

- Confidence managing complexity
- Strong professional boundaries
- Sound safeguarding judgement
- Calm, solution-focused responses in challenging situations
- Effective multi-agency collaboration
- Emotional resilience and reflective practice

For the right person, this role offers the opportunity to make meaningful, lasting change in people’s lives. You will build trusted relationships, support individuals through significant transitions, and see tangible progress that genuinely matters.

Emmaus North East recognises the intensity of this work. We provide regular supervision, reflective practice, and team support to ensure staff feel equipped and supported in delivering high-quality, trauma-informed services.

We encourage applicants to reflect on their experience of working with complex or high-need individuals and their readiness to work in a dynamic, fast-paced environment.

Duties & Responsibilities

Main Duties

- Agree Support Plans and associated activities with companions.
- Collaborate with other Support Team members to meet the identified needs of the companions.
- Assess referrals, conduct interviews and maintain occupancy levels.
- Be involved in welcoming and inducting companions.
- Maintain accurate administration processes.
- Provide 24/7 rota based 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 companions to participate fully in community life, creating a culture of extended support.
- Assist companions who may be struggling with emotional problems and/or addictions and signpost them to the relevant services.
- Assist companions in identifying their external training and development requirements and empower them to achieve these goals.
- Help 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 Service Manager in maintaining acceptable standards of living in companion rooms.
- Attend meetings as required.
- Perform any other tasks or duties deemed necessary by the Service Manager as appropriate.

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.
- 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.
- Ability to work on a rota based 24/7 system.

Person Specification

Essential	Desirable
Education: • GCSE English and Math Grade C or equivalent.	**Education:** • Other related professional education and training. • Qualifications in first aid, food hygiene, health and safety.
Skills: • Excellent listening and communication skills. • Excellent administration and IT skills. • Excellent verbal, written and time management skills.	**Skills:** • The ability to adapt and improve existing support planning procedures for the benefit of the organisation.
Experience: • 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.	**Experience:** • 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, and working with people with drug and alcohol issues.
Knowledge: • A demonstrated ability to respect professional boundaries and confidentiality. • Awareness of protection of information/GDPR	**Knowledge:** • A good network of existing local contacts. • Relevant lived experience gained through personal, professional or other life experiences.
Other: • 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-head disposition. • A calm and confident manner. • A commitment to ongoing training & development	**Other:** • A 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.

Terms of Employment

Support Worker – Durham SHAP £28,000 (FTE £28,000)

Hours of work: 37 hours per week (based on a 37 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.

Application process
To apply please send your CV to our SHAP Team at: shap@emmaus-northeast.org.uk.

If you would like an informal discussion about the role please email the above inbox.

Interview process
We will accept applications on a rolling basis, and interviews are scheduled for December 2026 at One Trinity Green, Eldon Street, South Shields, NE33 1SA. We may conduct an initial virtual interview/telephone call prior to invites to full interview.