



# Training Manager Application Pack



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Dear applicant

Thank you for showing an interest in working for Emmaus Oxford. We are looking for a new **Training Manager** to join our team.

As part of our on-going strategic goal to 'help more people' Emmaus Oxford wants to provide a more structured approach to the training and development opportunities offered to our companions. This new role is jointly funded by The National Lottery, Emmaus UK and Emmaus Oxford.

The new role of Training Manager will be responsible for creating and implementing a Two-year rolling training programme, with the aim of helping more companions to move on successfully, including increasing numbers moving into fulltime employment. The training programme will form a key part of our offer to companions and a vital part of our ongoing strategy to help more companions move on well. This role sits on our senior leadership team and the postholder will work closely with colleagues in our community and social enterprise to support and motivate companions in their personal development.

We are looking for an individual who can develop and manage rolling training programmes, engaging and motivating our companions and enabling attendance and participation. In return you will have the chance to really own your work and see the impact of your efforts.

You will be joining a friendly and enthusiastic team who are passionate about what they do.

To apply then please send your completed application form and the additional details form by **9:00am on Monday 1<sup>st</sup> May 2023** and return to [eddieblaze@emmausoxford.org](mailto:eddieblaze@emmausoxford.org)

Interviews will be held week commencing **1<sup>st</sup> May 2023**

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

Best regards



Eddie Blaze  
CEO  
Emmaus Oxford

## 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, in an Emmaus community. 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 enterprise, where they support themselves and one another. There are currently 750 companions living at 29 Emmaus communities across the UK.

Rather than relying on benefits, Emmaus uses social enterprise to generate revenue that pays for companions' home, food and upkeep, as well as providing a small weekly allowance. 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.

## How it works

Unlike a lot of provision for homeless people, Emmaus communities offer a home for as long as someone needs it. This includes a room of their own, food, clothing and a small weekly allowance.

In return, we ask:

- That companions work for 35 hours per week in the community's social enterprise.
- 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, except for housing benefit.

## 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.

## About Emmaus Oxford

Emmaus Oxford opened in 2009 and consists of a large property, at 171 Oxford Road in Cowley Oxford [owned by A2 Dominion], which accommodates 24 companions, a nearby 4-bed house and we have also recently purchased another house that will be redeveloped into a move-on house with another 4-5 beds.

Emmaus Oxford's social enterprise is based in our large retail store at 242 Barns Road Oxford, and we also have an online business, which operates from Templars Sq shopping center, and a house clearance business.

As part of our reviewed strategic plan, we are hoping to increase training, development and move-on options for companions over the coming years. We aim to provide a service that will see more of our companions moving into full-time employment and long-term settled accommodation. As part of this we are aiming to add two new roles to the team, 'Training Manager' and 'Move-on Coordinator'.

Support is provided to companions by a team of Progression Workers led by our Community Manager. Our social enterprise is managed by a separate team consisting of a Store Manager, 3 Deputy Managers, Online Sales Assistant, a Driver Team Leader and a team of Drivers. A Fundraising Manager and Finance and Admin Officer complete the current team.

Emmaus Oxford does not receive any ongoing government or local government grants, our income comes from; our social enterprise, fundraising and rental income [mostly through housing benefit]. Our fundraising income typically represents approximately a third of our overall income. The Training Manager role is jointly funded through The National Lottery, and Emmaus UK.

## Training Manager Job Profile

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<b>Reports to:</b>	Chief Executive Officer
<b>Direct reports:</b>	None, but there may be scope for some volunteer management
<b>Location/s:</b>	171 Oxford Road, Cowley Oxford and 242 Barns Road, with other locations as required
<b>Responsible for:</b>	Companion training programme, education and volunteering outcomes
<b>Term:</b>	Fixed term for 2 years, with possibility of an extension
<b>Hours:</b>	Part time 30 hours per week- 9am-5pm but some flexibility required
<b>Salary:</b>	£32,500 pro rata [£26,000 PA]

### **Overall Purpose of the Job**

Emmaus Oxford has been supporting people out of homelessness for over ten years. We offer homeless people accommodation, support and access to meaningful work to help them to rebuild their lives. We take a long-term approach, and we work with complex individuals, many of whom feel 'stuck' in their lives in various ways.

Over the last three years Emmaus Oxford have been increasing the opportunities and funding we offer to our companions to access training, education and volunteering opportunities outside our organisation. We are doing this with the overall aim of helping more of our companions to move on into employment and into their own homes.

This new post will take responsibility for implementing, reviewing and improving a formal training programme for our companions. The ideal candidate will ensure that companions take part in mandatory training and work with individual companions to help them to set and accomplish goals which increase their skills, employability and confidence.

We are looking for someone who is positive and energetic about helping people to change their lives, whilst understanding that many of our companions have complex problems and setbacks are likely. We need a resilient person who can motivate and encourage companions when their own intrinsic motivation is low or fluctuating. Our ideal candidate will be able to communicate with people who have been homeless, as well as with training and education providers and with other charity and statutory organisations.

## Main Duties and Responsibilities

- Supporting and motivating companions to take part in training, education and volunteering opportunities which develop their capacities.
- Increasing the number of companions who participate in training, education and / or volunteering outside Emmaus Oxford.
- Developing, implementing, reviewing and improving our new training programme for companions. This may involve presenting to senior management and / or our board of trustees.
- Working with frontline Progression Workers and the Community Manager to assess companions' current skills and experience.
- Liaising with staff in our social enterprise to assess the skills and training needs of companions and adapt our on-the-job training offer in response.
- Making and maintaining relationships with providers of training and education opportunities which are helpful for our companions.
- Maintaining strong working relationships with organisations in the voluntary and statutory sectors who offer training opportunities or support to access training.
- Reporting to the Chief Executive Officer to monitor our budget for our training programme.
- Preparing data and reports for the Fundraising Manager, Chief Executive Officer and trustees as required.
- Accurately and promptly recording sessions with companions on our Inform database.
- Using the Homelessness Star system to help companions to assess their lives in various areas and monitor progress over time.
- Recording outcomes of our work for reporting and monitoring purposes.

### Training Manager Person specification

<u>Essential</u>	<u>Desirable</u>
<p><b>Education:</b></p> <ul style="list-style-type: none"> <li>• General education to include Maths and English GCSE or equivalent</li> <li>• While higher levels of qualification are not a requirement, we would like someone with higher levels of qualification or evidence of capability of achieving high levels of education</li> </ul>	<p><b>Education:</b></p> <ul style="list-style-type: none"> <li>• A level or degree level qualifications</li> <li>• Qualification in coaching or relevant training delivery</li> </ul>



<p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• Experience in supporting adults with care and support needs into training, employment, education, volunteering, or housing.</li> <li>• Excellent listening skills, demonstrating both empathy and professional boundaries.</li> <li>• Excellent verbal communication and presentation skills</li> <li>• Ability to remain calm and use de-escalation techniques if required.</li> <li>• Ability to share relevant information about companions with colleagues in a respectful and transparent way.</li> <li>• Comfortable using Microsoft Office programmes including Outlook, Word and Excel.</li> <li>• Use of a client database.</li> <li>• Ability to prioritise and plan work and to manage time effectively.</li> </ul>	<p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• Experience in using Microsoft Office 365 or similar cloud-based system.</li> <li>• Experience in using 'Inform' client database.</li> <li>• Experience in using the Homelessness Star (or similar Outcome Star system)</li> <li>• Facilitation skills</li> <li>• Counselling skills, especially in brief solution focussed or motivational interviewing approaches.</li> </ul>
<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Working with, and relating to, a diverse range of people</li> <li>• Maintaining professional boundaries</li> <li>• Motivating people to develop their skills and working with resistance.</li> </ul>	<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Experience in directly supporting people who have been homeless.</li> <li>• Working with excluded groups such as ex-offenders, asylum seekers, people with mental health problems and / or people with alcohol and substance abuse problems.</li> <li>• Working in a therapeutic or psychologically informed environment</li> <li>• Working with people who can show challenging behaviour and / or people who are reluctant to change</li> </ul>
<p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Understanding of factors which can lead someone to become homeless and the effects of homelessness on people.</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>• Understanding of trauma-informed care and / or psychologically informed environment approaches</li> <li>• Knowledge of other organisations working in homelessness.</li> <li>• Ability to complete, contribute and adhere to risk assessments for our companions.</li> <li>• Ability to keep to health and safety policy when working in our buildings, particularly in regard to lone working with companions.</li> <li>• Knowledge of relevant legislation including Equalities Act 2020, Care Act (2014).</li> <li>• Understanding of adult safeguarding and Data Protection / GDPR as relates to confidentiality.</li> </ul>
<p><b>Other (essential):</b></p> <ul style="list-style-type: none"> <li>• Sympathy with the Emmaus ethos, including a belief in the potential of each individual with a non-judgmental and empowering approach.</li> <li>• Ability to plan and prioritise own workload.</li> <li>• Ability to communicate as part of a team.</li> <li>• Commitment to equality, diversity, inclusion and anti-discriminatory practices.</li> <li>• Enthusiastic and can-do attitude.</li> <li>• Honest, trustworthy, reliable and resilient</li> </ul>	

- Ability to travel within the local area and occasionally throughout the UK.
- Willingness to undertake further training where appropriate.
- Readiness to admit mistakes and share learning with colleagues.

## Terms and Conditions of Employment

- Salary of £32,500 pro rata, dependent on experience
- Contract – Fixed term for two years
- Working Hours – Part-Time 30 hours [4 days] per week
- Annual Leave – 33 days per annum pro rata, including 8 bank holidays
- Pension – Stakeholder pension
- Training & Development – Individually tailored induction, training and development
- Employee Assistance – a 24/7 employee assistance scheme is available

***Emmaus Oxford welcomes applications from people with lived experience of homelessness.***

***We offer flexible working, and we are committed to providing an inclusive workplace.***

***We have signed the Employers' Domestic Abuse Covenant pledge.***

## Application process

To apply, please return a completed application form and the additional details form and return to [eddieblaze@emmausoxford.org](mailto:eddieblaze@emmausoxford.org) by **9am on 1<sup>st</sup> May 2023**.

Interviews, for those shortlisted, will be held the week commencing **1<sup>st</sup> May 2023**

## Safeguarding and Right of Work in the UK

Emmaus Oxford is committed to our responsibilities for safeguarding and promoting the welfare of children, young people and vulnerable adults. We are committed to recruiting candidates who share this commitment to safeguarding, and therefore we apply robust recruitment and selection procedures to ensure that the people selected are right for the job, and that all candidates are appropriately screened prior to appointment. The role will involve supporting companions, so a Disclosure and Barring Service (DBS) check will be needed to be carried out. This is to check the criminal records and that the person is not barred from working with '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, references will also be checked.

### How we store and use your personal information

Your application and other information will be stored in a password protected folder throughout the interview process. It will be stored for six months, to enable equality monitoring and to enable us to contact you in the future should any other suitable posts become available. However, if at any time you wish us to delete your information, then please do not hesitate to contact us and it will be destroyed.

The application form and supporting statement will be passed onto other members of the panel. But before it is passed on the personal information will be removed. This includes:

- Name
- Address
- Age
- Marital Status

This is to protect your personal information, but also to enable us to shortlist 'blind', so that the recruitment process is fair and equitable, and we are encouraging a diverse workforce.