



Digital Coach Application Pack



Contents

Introductory Letter	3
About Emmaus	4
About Emmaus Oxford	6
Job Description	7
Person Specification	9
Terms of Employment	10
Application Process	11
Safeguarding and Right of Work in the UK	11
How we store and use your personal information	11

Dear applicant

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

The Digital Coach will be responsible to deliver the Essential Digital Skills (EDS) Level 1 Qualification Pilot Project. You will support companions to develop digital and life skills so that they realise their full potential to find employment and move on from Emmaus when they are ready.

So, if you have great communications skills, experience of digital training and supporting people with complex needs and a positive “can do” attitude we would love to hear from you. You will be joining a friendly and enthusiastic team who are passionate about what they do.

To apply please send your completed application form, a supporting statement showing: ***‘why you want the job’***, ***‘what you will bring to the team’*** and ***‘how you meet the person specification’*** and the additional details form by **9:00am on 17th July 2024** and return to gonda@emmausoxford.org

Interviews will be held week commencing **22nd July 2024**.

If you would like to arrange an informal discussion about the role, please email gonda@emmausoxford.org

Best regards



Gonda Coetzee
Learning and Developmental Manager
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.

Job Profile

Digital Coach Job Profile

Reports to:	Learning and Development Manager
Location:	171 Oxford Road, Oxford
Responsible for:	Delivering the Essential Digital Skills Qualification
Term:	Fixed term contract for 20 weeks
Hours:	Part-time 12 hours per week (two mornings a week)
Salary:	£20 per hour

Overall Purpose of the Job

Emmaus Oxford is in the process of setting up a digital learning centre to deliver accredited digital literacy qualifications to our companions. People experiencing socio-economic exclusion are further marginalised if they lack basic digital skills. A lack of digital proficiency can prevent companions at Emmaus from successfully engaging in essential life tasks, such as applying for jobs and housing, completing online forms (e.g. universal credit forms), paying bills, managing bank accounts, as well as day-to-day activities like booking / attending remote GP appointments.

We are conducting a 20-week pilot to deliver the Essential Digital Skills (EDS) Level 1 Qualification. The qualification will be offered onsite in our learning hub. Your role, as digital coach, will be to deliver the course to companions in a manner that supports their individual learning and well-being needs. The role includes recording lessons learned and making recommendations on the roll-out of further digital skills qualifications and courses

Main Duties and Responsibilities

- You will deliver the (EDS) qualification to a small group of adult learners using a person-centred, coaching approach.
- You will work with companions to develop their digital skills, confidence and self-esteem.
- You will be provided with course material but will work in collaboration with the learning and development manager to customise learning resources to the context and experience of our companions.

- You will use the curriculum scheme to plan each lesson to meet qualification requirements.
- You will support companions to complete online learning tasks.
- You will understand the qualification assessment criteria and the assessment instruments. You will support companions to pass the assessment and successfully achieve the qualification.
- You will complete all administrative tasks required to meet qualification regulations, with the support of the learning and development manager.
- You will record lessons learned to improve subsequent delivery of digital skills qualifications. This will include obtaining companion feedback to inform the delivery and design of future digital skills courses.

Digital Coach Person Specification

Essential	Desirable
<p>Education:</p> <ul style="list-style-type: none"> • Good general education to A Level or equivalent. 	<p>Education:</p> <ul style="list-style-type: none"> • A teaching / education qualification and /or IT qualification.
<p>Skills:</p> <ul style="list-style-type: none"> • Excellent digital / IT skills. • Excellent teaching / education delivery skills. • Excellent written and verbal skills. • Good listening skills. • Attention to detail. • Ability to remain calm when faced with potentially challenging situations. 	<p>Skills:</p> <ul style="list-style-type: none"> • Coaching or counselling skills.
<p>Experience:</p> <ul style="list-style-type: none"> • Experience of delivering digital skills training to support people to confidently use technology. • Experience of working with adults with learning or attention difficulties. • Experience of delivering learning in a community-based setting. • Experience of working with vulnerable adults, homeless, substance misuse, 	<p>Experience:</p> <ul style="list-style-type: none"> • Working in a social enterprise, not for profit organisation or statutory services. • Charity experience. • Lived experience of homelessness, addiction, or mental health issues.

mental health.	
<p>Knowledge:</p> <ul style="list-style-type: none"> • Knowledge of adult learning and problem-centred learning approaches. • Professional boundaries. • Safeguarding - adults & children. 	<p>Knowledge:</p> <ul style="list-style-type: none"> • Knowledge of Homelessness. • Knowledge of psychologically informed approaches when working with people from marginalised backgrounds who might have experienced complex trauma. • Knowledge of the Strengths Based Approach.
<p>Other (essential):</p> <ul style="list-style-type: none"> • Sympathy with the Emmaus ethos, including a belief in the potential of each individual and an empowering approach. • Ability to plan and prioritise own workload. • Ability to work flexibly as part of a team. • Commitment to equality and diversity and anti-discriminatory practices. • Enthusiastic, friendly and can-do attitude. • Honest, trustworthy, reliable. 	

Terms and Conditions of Employment

- Salary of £20 per hour
- Working Hours – part-time 12 hours per week (two mornings a week)
- Annual Leave – 33 days pro rata for fulltime
- Pension – Auto enrolment employer matches up to 5% of employee contributions
- Training & Development – Individually tailored induction
- 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, together with a supporting statement showing: '**why you want the job**', '**what you will bring to the team**' and '**how you meet the person specification**' on no more than two sides of A4, and the additional details form and return to gonda@emmausoxford.org by **9am on 17th July 2024**.

Interview/assessment day, for those shortlisted, will be held the week commencing **22nd July**

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.