

APPLICANT PACK

Progression Worker

EMMAUS Oxford



THANK YOU

for your interest in the role of Progression Worker at Emmaus Oxford

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, communities and social enterprises.

CONTENTS

How Emmaus works	3
Emmaus overview	4
Vision, mission & values	5
Our movement	6
Role overview	7
Job description	8
Person specification	10
Terms of employment	12
Application process	13

Emmaus supports people who have experienced homelessness and social exclusion.

HOW EMMAUS WORKS

Our community offers:

A stable home and a base to progress
Within Emmaus communities, everyone is provided with a furnished bedroom. It's a stable home from which people can build their confidence, skills and plans for the future. We ensure that all bills are covered, home essentials provided and fresh meals prepared each day. Each community includes shared living and dining areas where individuals can relax and socialise together

A chance to gain skills and work experience
We offer the people we support opportunities to gain work experience within our social enterprises and communities. Many people find that participating in meaningful work rings focus, purpose and a sense of routine to their day. The opportunity to contribute to their community and become an active part of society plays an important role in restoring people's self-esteem.

A sense of belonging and community
Each Emmaus community is a supportive and welcoming environment where people can rediscover companionship and a sense of belonging. Our communities are places where each individual is given space and supported to rebuild, develop and thrive in their lives. We foster the sharing of life experiences and encourage peer support, helping everyone to grow together.

Mick

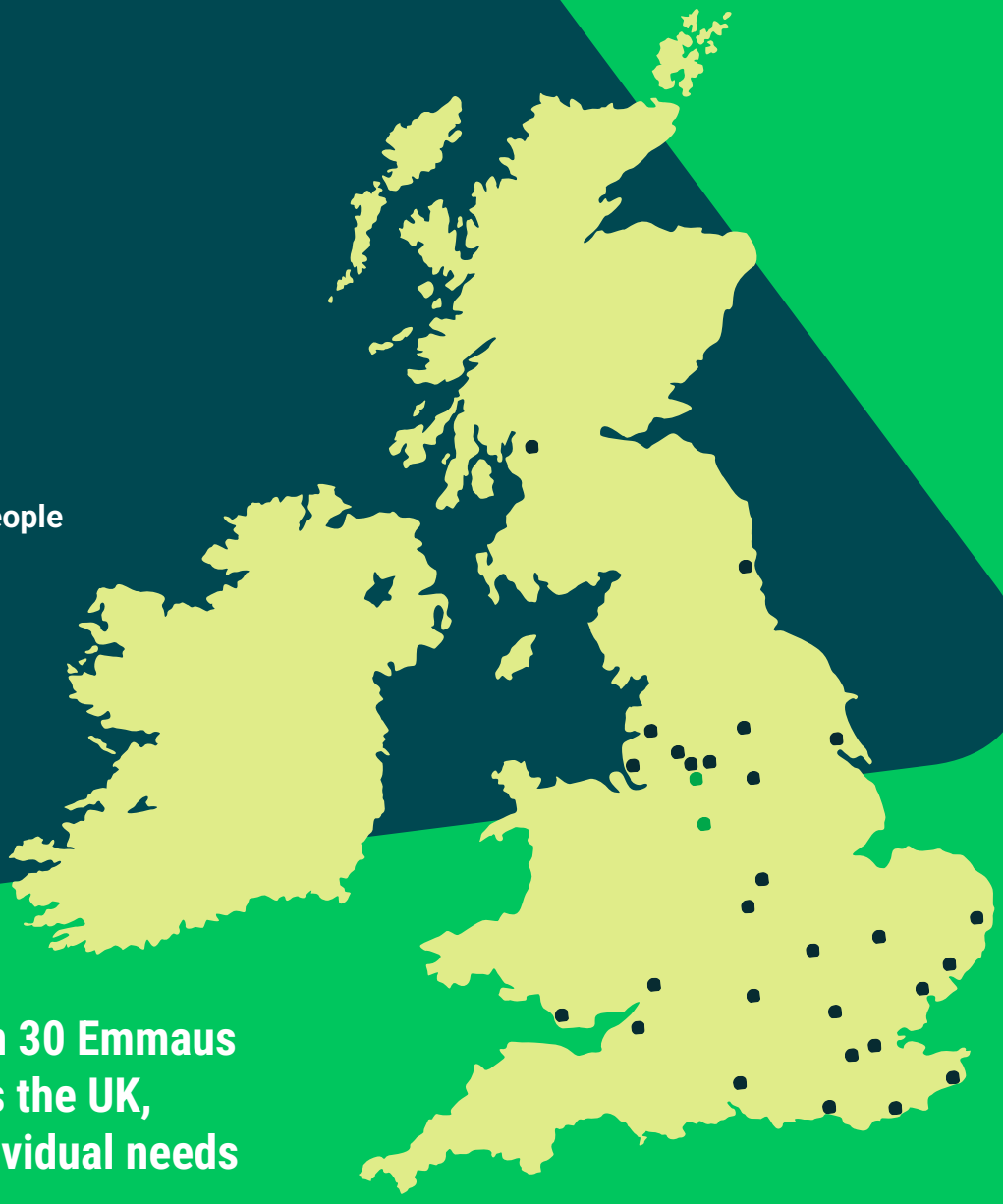
Emmaus Oxford Companion

> **"Emmaus gave me stability and a fresh start. The chaos is gone - this is my time to shine"**



EMMAUS OVERVIEW

Emmaus is a secular organisation supporting people affected by homelessness and social exclusion.



There are more than 30 Emmaus communities across the UK, each tailored to individual needs

Emmaus communities across the UK provide a home, tailored support and meaningful work to more than 850 people, known within Emmaus as companions. In addition to existing Emmaus communities, there are three emerging groups working to establish new communities.

Emmaus is different to many homelessness charities and support services as we go beyond just offering a bed for the night; we provide longer-term support, stability, opportunities for personal development, and a strong sense of community.

Social enterprise is central to the Emmaus model as it provides work opportunities 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 Emmaus companions.

Our social enterprises play 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.

Solidarity, helping others less fortunate than yourself, is central to the Emmaus way of life. Everyone at Emmaus, including companions, staff, trustees and volunteers, is encouraged to carry out acts of solidarity to support people who need it most.

For companions in particular, solidarity 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.

EMMAUS IN THE UK

Emmaus in the UK has a federal structure, which means that each community and group is an independent charity with its own staff team and board of trustees.

Emmaus UK was set up to unify and support the federation, providing a central set of services that bring members together and support the movement's growth in the UK.

Anyone wishing to set up a new Emmaus group must go through a rigorous affiliation process, which includes developing a firm business plan and demonstrating the capacity to establish a social enterprise and community. New groups are supported throughout this process and mentored by a more established community and by Emmaus UK.

OUR PURPOSE

We exist to give hope and a sense of belonging to those who have experienced homelessness and poverty.

OUR VISION

A sustainable world in which everyone has a home and a sense of belonging.

OUR MISSION

To empower people affected by homelessness and poverty to change their lives for the better whilst using our voice to achieve social change.

OUR VALUES

Respect for others, ourselves and our environment

Sharing our resources, skills, challenges and successes

Openness to ideas, challenges and to other points of view

Solidarity, helping those in greatest need and opposing injustice

Welcoming, friendly, approachable and inclusive to all

OUR MOVEMENT

The first Emmaus in the UK opened in 1991. There are now 29 Emmaus communities in the UK with more than 850 companions living in communities stretching from Glasgow to Dover and Norfolk to South Wales.

No two Emmaus communities are the same – each has its own individual personality, providing a set of services that meet the needs of its local area.

Emmaus in the UK is now well established but we are also part of a much wider and diverse global movement. Emmaus started in France in 1949, shortly after the Second World War, when homelessness was a significant problem. After the first Emmaus community was created in the eastern suburbs of Paris, many more communities opened in France and across Europe, the Americas and in Asia.

The growth of the movement gave rise to the gradual development of a network of organisations that met in Bern, Switzerland, in 1969 to adopt the Universal Manifesto, the founding text of the Emmaus movement.

Today, the Emmaus movement includes more than 420 Emmaus groups, located in over 40 countries. Across four continents – Africa, Asia, Europe and the Americas – Emmaus groups work to help the most excluded and tackle the causes of poverty.

All Emmaus groups have the same values whilst operating in very diverse social, economic and political contexts. Ever since the Emmaus movement began, it has always been both secular and independent in leading its struggle to tackle the causes of poverty and exclusion. The movement defends its vision of society: a fairer and more sustainable world where people are at the heart of the system and where there is a place for everyone.



Find out more about how the Emmaus movement has grown to serve and campaign for people and communities in need.
emmaus-international.org/en/

ROLE OVERVIEW



As a Progression Worker, you will provide person-centred support to companions in supported housing, helping them build independence, achieve their goals and progress towards independent living.

You will manage individual support plans, ensure interventions are outcome focused and accurately recorded in line with the Supported Housing Act 2023, while maintaining high standards of professional practice. You will also undertake housing management responsibilities, supporting companions to meet licence requirements, maintain their accommodation and ensure repairs and maintenance issues are appropriately addressed.

APPLICANT PACK

JOB DESCRIPTION

Location: Emmaus Oxford, 171 Oxford Road, Cowley, Oxford, and other locations as required

Reporting to: Community Manager

Purpose of the role

The Progression Worker role is responsible for coordinating and managing each individual's support plan, ensuring all interventions are outcome focused and aligned to progression goals.
The role is also responsible for ensuring all support activity is clearly evidenced in line with the Supported Housing Act 2023 requirements, including accurate, timely and outcome-focused recording on our case management system, and for maintaining high standards of professional practice.
In addition, the role includes housing management responsibilities, ensuring companions understand and meet the requirements of their licence agreement, maintain their accommodation, and that repairs and maintenance issues are appropriately escalated.

Principal responsibilities and duties

Support Delivery

- Coordinate the referral, assessment and onboarding process, including completing initial needs and risk assessments, Support companions during induction, ensuring they understand expectations, rules and available support
- Deliver structured, person-centred support through 1:1 sessions and day to day engagement, using strengths based and trauma informed approaches
- Co-produce, coordinate and regularly review individual support and progression plans
- Support companions across housing, health, wellbeing, finances and life skills ensuring all activity aligns to their pathway goals
- Work proactively to address no-engagement, maintaining consistent expectations and boundaries

Progression and move-on pathways

- Take lead responsibility for coordinating each companion's pathway towards independent living
- Develop clear, structured move on plans from the point of entry
- Support access to education, training and employment opportunities, working closely with our Learning & Development Manager and supporting companion engagement with our Learning & Development Programme
- Work with Housing providers and partners to secure appropriate move-on accommodation
- Monitor and review progress, ensuring outcomes are achieved and dependence on services reduces over time

Compliance & Recording

- Maintain accurate, timely and outcome focused records of all support delivered
- Evidence all interventions on In-Form (our CRM system) in line with regulatory expectations
- Ensure all documentation (support plans, risk assessments, reviews) meets audit inspection standards
- Demonstrate clear links between support activity and progression outcomes. Maintain confidentiality in line with data protection requirements

Risk Management & Safeguarding

- Identify, assess and manage risk in partnership with companions
- Escalate and review risks appropriately with colleagues and management. Recognise, respond to and report safeguarding concerns in line with policy
- Accurately record all incidents, safeguarding actions and risk assessments. Work collaboratively with external agencies to manage risk effectively

JOB DESCRIPTION

Principal responsibilities and duties cont/d.

Resident Involvement

- Ensure companions are actively involved in planning and reviewing their pathway
- Promote engagement in community life, activities and service development
- Encourage participation in decision making and feedback processes
- Support independence, responsibility and positive contribution within the community

Partnership Working

- Liaise with external agencies (housing, health, probation, DWP etc.) Advocate on behalf of companions where appropriate
- Contribute to multi agency working to achieve positive outcomes

Social Enterprise and skills development

- Work with internal teams to support skills development aligned to pathway plans
- Ensure training and learning opportunities support progression goals
- Support development of employability, practical and life skills
- Monitor and review progress as part of move on readiness

Housing Management

- Support understanding and compliance with licence /occupancy agreements
- Support occupancy levels and minimise voids
- Ensure accommodation standards are maintained
- Support health & safety checks and report concerns
- Assist with enforcement actions where required (warnings, notices, evictions)

General Responsibilities

- Contribute to a safe, inclusive and well managed community
- Always maintain professional boundaries
- Promote equality diversity and inclusion
- Participate in supervision, training and reflective practice
- Contribute to achieving service performance targets
- Work flexibly to meet service needs, including participation in an on-call rota and weekends working

Person Specification

Experience, skills and attributes	Essential	Desirable
Experience working with vulnerable adults (e.g. Homelessness, mental health, substance misuse)	✓	
Experience delivering person centred support planning an progression focused outcomes	✓	
Ability to coordinate and support individuals towards independence and move-on	✓	
Experience of risk assessment and management	✓	
Strong understanding of safeguarding and professional boundaries	✓	
Strong relationship-building and communication skills	✓	
Effective administration, organisation and time management	✓	
Ability to manage competing priorities and caseloads	✓	
Accurate and outcome focused record keeping	✓	
Confident IT skills (CRMs, Office 365)	✓	
Understanding of evidencing support delivery in line with regulatory requirements	✓	
Ability to motivate, challenge and support individuals	✓	
Ability to work independently and as part of a team	✓	
Empathetic, professional and non-judgemental approach	✓	
Understanding of housing management responsibilities	✓	
Willingness to work flexibly, including evening, weekends and on-call duties	✓	

Person Specification

Experience, skills and attributes	Essential	Desirable
Experience in supported housing		✓
Experience with case management systems		✓
Knowledge of the proposed Supported Housing Act requirements		✓
Knowledge of homelessness and housing pathways		✓
Trauma-informed, strengths-based practice and /or Psychologically Informed Environments (PIE) experience		✓
Experience supporting individuals into employment, training, education and accommodation		✓
Relevant qualification (Housing, Health & Social Care etc)		✓



TERMS OF EMPLOYMENT

Salary:	Part time = £26,000 per year (£32,000 pro rata) Casual = £16.69 per hour
Hours of work:	Part time – 30 hours per week Casual as required. Shifts 8am-4pm, 10am-6pm, 12pm-8pm Mon-Sun
Pension:	Stakeholder pension with 5% employer contribution where eligible
Employee benefits/allowances:	On-site parking, on-call allowance, and eligibility for a 'Blue Light Card'
Employee assistance:	A 24/7 employee assistance scheme is available
Holidays:	25 days pro rata + Bank Holidays pro rata
Training and development:	Generous training budget. Reflective Practice.



APPLICATION PROCESS

To apply for the role, please send the application form and covering letter to eddieblaze@emmausoxford.org by closing date of 30th October (9am)



To apply for the role, please send the application form and cover letter by the **closing date of 30th October (9am)**, explaining how you meet the job specification to eddieblaze@emmausoxford.org

This post is subject to an enhanced DBS check and receipt of satisfactory references.

Emmaus Oxford provides equal opportunity for all job applicants and is committed to providing a work environment free of discrimination. We're committed to an inclusive culture and to building a workplace where teams with diverse backgrounds, characteristics, perspectives, ideas, and experiences work together.

We welcome applications from all individuals irrespective of age, race, gender, sexual orientation, ethnicity, religion or belief, disability, marital status or parental responsibilities.

To ensure fairness and consistency to select the best candidate for our roles, all applications are anonymised up until an interview has been confirmed so that shortlisting is based solely upon the suitability of the candidate's experience.

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

EMMAUS Oxford

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