



**emmaus**  
Suffolk

working together to end homelessness



# Recruitment Pack

Lead Housing  
Support Manager







# Emmaus movement

The Emmaus movement was founded by a French cleric and MP, Abbé Pierre (Father Henri-Antoine Groués), in 1949. A former Capuchin monk, he trained for the priesthood and was ordained in 1938.

During the Second World War he worked for the French Resistance. He took many Jewish families and others under threat over the mountains into Switzerland and was later denounced to the Gestapo, but managed to escape and join the Free French forces in North Africa. His war ended as a senior naval chaplain, and despite his opposition to the Gaullists, he was persuaded by General De Gaulle to stand for parliament.

It was with another former resistance worker, Lucie Coutaz, that he established the first Community. To begin with, he simply opened his own presbytery to homeless people who he found on the streets of Paris. He had planned his large, dilapidated house in Paris suburb of Neuilly Plaisance, to be a student hostel fostering reconciliation among Europe's post-war generation.

But already it was pointing in the direction he was to go; it was being shared with 18 homeless men on whom went his whole salary, buying war-surplus materials for them to put up temporary homes, first in his own large garden.

Gradually these Communities, whose members became known as Les Chiffoniers d' Emmaus (the rag pickers of Emmaus), took on a dynamic of their own as the 'companions' and showed they could support themselves by using skills learned whilst they had been living on the streets. By recycling, refurbishing and re-circulating other people's rubbish, the Communities were eventually able to make enough income to support themselves.

# Emmaus in the UK

Emmaus Cambridge was the first community to open in the UK in 1991. Since that time many more communities have opened, providing a home, meaningful voluntary work and support for formerly homeless people. There are many other Emmaus groups throughout the UK, all at different stages of development and all with the aim of creating new communities.

Every Emmaus Community in the UK is a separate registered charity under the umbrella organisation, Emmaus UK that offers advice and support to all Emmaus projects across the UK and raises funds nationally to support the growth of the Emmaus Movement.

## How Emmaus works

Emmaus supports people who have experienced homelessness and social exclusion. We offer:



### **A sense of belonging and community**

We offer the 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.



### **Meaningful work in a social enterprise**

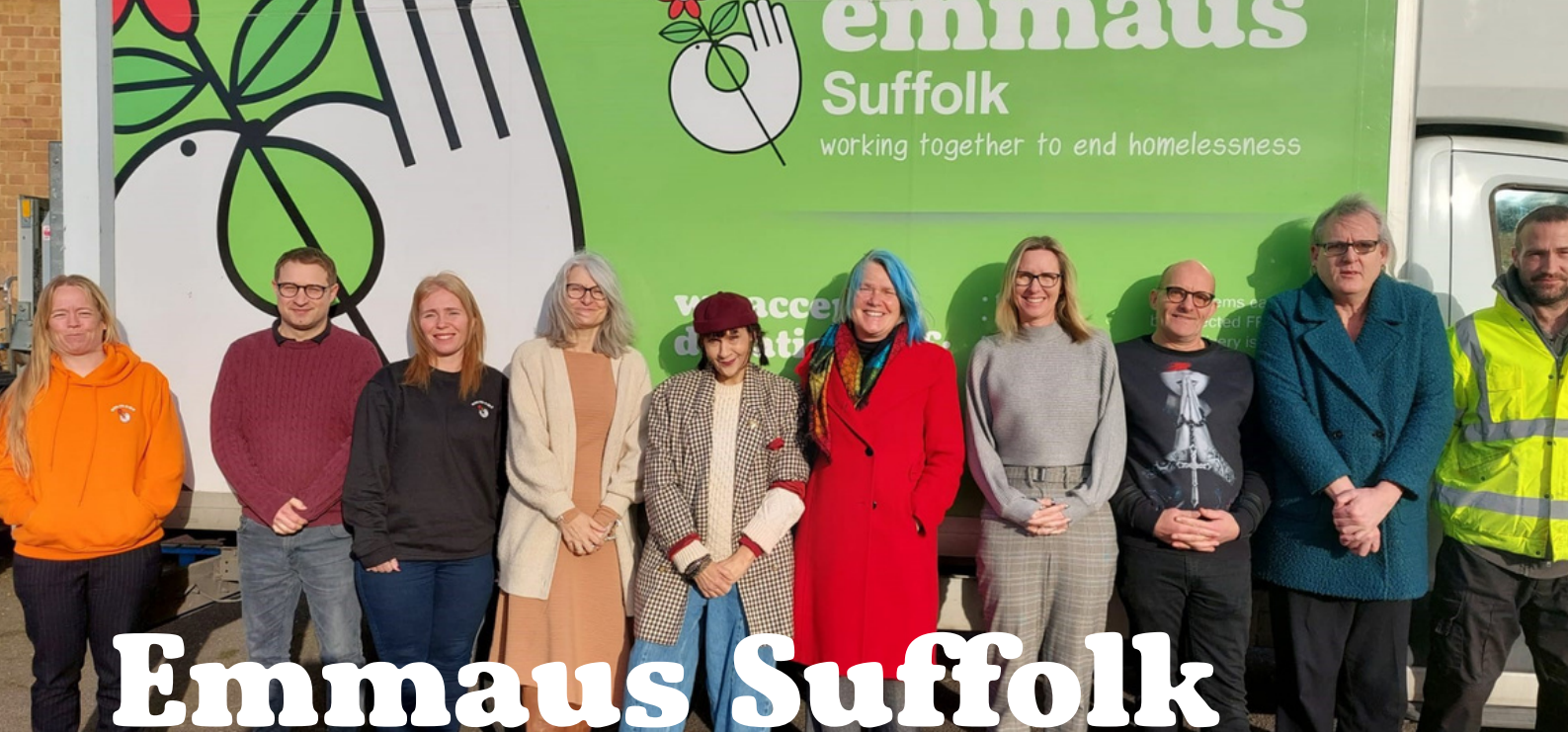
The people we support spend time working in our social enterprises and community. For many, taking part in meaningful work gives them a focus and routine each day. The opportunity to become an active part of society, and make a contribution to it, plays an important role in restoring their self-esteem.



### **A home for as long as someone needs it**

In our Emmaus community, everyone has their own furnished bedroom. It is their space for as long as they need it. 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.





# Emmaus Suffolk

Emmaus Suffolk is a local independent charity which works with vulnerable, socially isolated people and those at risk of homelessness.

Our ambition is to embed local solutions for tackling entrenched homelessness, isolation and unemployment across the county. We do this by through a range of services.

In our Wellbeing Hubs and Social Enterprises; enabling and empowering people to help themselves through meaningful activity that will benefit both themselves and others.

By providing a community focused micro supported housing options to enable individuals to thrive both in the charity but importantly in their local community.

Our model is built on the principles of empowering people with life skills to become their own drivers of self esteem through unconditional high regard.

The objectives of Emmaus Suffolk are to alleviate and provide relief from poverty, hardship and distress arising therefrom.

We operate in conformance with the principles of the Emmaus Movement and we are a member of the national Emmaus federation.

Emmaus Suffolk became operational in 2015, we currently have 20 paid employees (50% of which have been recruited from the beneficiaries) and 6 on our board of Trustees. We are a real living wage employer.

## Our Impact

We have made considerable impact in our first 5 years of operation. Year on year our reputation and reach grows along with our service delivery.

Overall, we have accommodated 6 people, we have provided 398 volunteering and work opportunities and offered 3813 support interventions.. In addition, 85% of individuals we support have reported improvement in their mental health and wellbeing.

Find out more on our website  
[www.emmaussuffolk.org.uk](http://www.emmaussuffolk.org.uk)





# Our Services

We purposely deliver a range of services to create a broad offer for individuals in need including:



## Wellbeing Hubs

Drop in Wellbeing Hubs in Ipswich and Felixstowe offer beneficial creative activities for the beneficiaries.



## Volunteering & Employment Opportunities

Providing volunteering and employment opportunities in our range of social enterprises



## Micro-housing Offer

Offer embedded in the local community, currently we have accommodation for seven individuals.

This variety offers choice and control to individuals with the purpose of developing their skills to enable them to gain employment in the future and a sense of self-worth and dignity through having a self-supporting life.

Through offering volunteering roles within our social enterprises, we provide business opportunities and experience to give people the chance to rebuild their lives in a supportive enduring environment with related tasks through a work framework.

We work in partnership with other local service providers working in the sector; we tend to operate at the “prevention” end of the homelessness spectrum, in that we aim to make interventions to prevent people becoming homeless in the first instance.

Emmaus Suffolk receives no statutory or core funding and generates over 50% of its income through its Retail and Community Café social enterprises.

For areas of our work that can't generate funds we apply for grants and carry out localised fundraising. Our long-term ambition is to generate 85% of our own income through trading.

---

# Lead Housing Support Manager

## Job description

<b>Location:</b>	Emmaus Suffolk
<b>Accountable to:</b>	Community Manager
<b>Responsible for:</b>	Companions

### Overall purpose of the job

- Taking a person centred & positive risk taking approach to enable people to maintain and improve their independence, effectively manage & improve their personal safety & improve their social, emotional & mental wellbeing and comprehensively integrated with the running of a successful social enterprises.

## Duties & responsibilities

### Community

- To provide pro-active community support to people experiencing homelessness, rooflessness and or sofa surfing in relation to their Housing, Health and Vocational opportunities.
  - To be able to relate to people exposed to social crisis by having the ability to empathise, respond and find solutions to their problems by applying a sound knowledge of what is available throughout the county and accessing services.
  - To support people with their housing and health options working with other agencies where appropriate.
  - To support people with their vocational options which may include access to services offered through the Department of Work and Pensions (DWP).
  - To assist the Community Manager in capturing data that is required by the funder in ensuring that we remain compliant with the contract obligations.
- Individual development plans will be created using a formal process and appropriate tools including the outcomes star and the P4L visas amongst other tools.
- To work as part of the team and wider multi-disciplinary team whilst positively representing the organisation at all times.

### Social Enterprise

- To routinely work alongside companions in the social enterprise and at events in a mentoring capacity
  - To maintain a cohesive, seamless and effective working relationship with the Retail Manager
-

# Duties & responsibilities continued

## Developing Companions' Skills

- Work with the Community Manager to ensure companions are well placed in their work activities
- Hold a companion case load, meeting at least monthly with those companions on a 121 basis
- Facilitate the development of companions' skills, individually and collectively
- Secure a range of interventions with partner agencies to address and improve substance misuse, mental health, physical health, sleep routines, eating habits, personal hygiene and general well being
- On an individual basis work with companions to improve financial responsibility, nutrition and cooking skills, familial relationships, tenancy sustainment/life skills and harm reduction in areas such as offending.
- Deliver informal training such as literacy skills, house-keeping principles and basic money management
- Identify companions' training and development needs and implement individual development plans that support personal development and skills acquisition.
- Support companions in their leisure and social activities, improving well being and creating healthier lifestyles
- Actively support companions progression in, through and out of Emmaus Suffolk.

## Community

- Assist with referrals, companion risk assessment and waiting list
- Assist the Retail manager in maintaining volunteering levels of 90% or above.
- Develop and maintain relationships with local and national referral agencies to ensure volunteer positions are maintained.
- Responsible for day-to-day problem solving and conflict resolution, taking appropriate disciplinary action in a fair and consistent manner when necessary in line with community policies and procedures
- Consistently implement and maintain procedural and policy standards within the community
- Assist with the health and safety of the retail premises and grounds.
- Work alongside staff, companions and volunteers
- Welcome customers and visitors

## Policy Implementation and Development

- Responsible for the implementation of policy and procedures for the community to ensure compliance with all relevant legislation
- Responsible for compliance with the conditions of license, fire safety, companion risk assessment and volunteer risk assessment, food hygiene, legionnaires and any other relevant health and safety legislation.

## Administration

- Maintain day-to-day administration, including but not limited to companion records and volunteer records
  - Maintain individual companion records, including induction, individual developments plans, contact logs
-

# Duties & responsibilities continued

## External Relations

- Maintain good local and national community relations, promoting the ethos of Emmaus where possible
- Liaise with other relevant outside agencies and involve them in the Community where appropriate
- Develop and maintain the Community's relationship with the Emmaus movement at regional, national and international levels.

## Other Duties

- Participate in a rotation to ensure all companion support, when the business is open providing cover as and when required and respond to incidents relating to health and safety, security and emergencies
- Perform any other tasks or duties deemed necessary by the Community Manager
- Ensure that policies and procedures are adhered to at all times and effective monitoring systems are in place
- Cover for the Community Manager's absence

## General

Emmaus works with vulnerable people. Staff and volunteers must observe the proper demarcation and professional boundaries while performing their role.

The Lead Housing Support Manager must always act in a way which will maintain the good reputation of Emmaus Suffolk, upholding the policies and procedures of Emmaus. The Lead Housing Support Manager will strive to preserve good working relationships with staff, volunteers, companions and the 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 sound 'value for money' principles in undertaking purchasing or supply of goods and services.

In Emmaus, volunteers are an important resource and make a vital contribution to Emmaus's aim to take action to help disadvantaged people. You will be expected to encourage, develop and support volunteer involvement in our work.

Shift patterns are flexible and determined by requirements of the community and social enterprise. The rota will typically be available two weeks in advance.

---



# Lead Housing Support Manager

## Person specification

Essential	Desirable
<b>Qualifications</b>	
<ul style="list-style-type: none"> <li>• Good general education to include Maths and English GCSE or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• Basic qualifications in health and safety, first aid, food hygiene</li> </ul>
<b>Skills</b>	
<ul style="list-style-type: none"> <li>• Effective written and verbal communication skills</li> <li>• Effective listening skills</li> <li>• Effective administrative skills, organisational and time management skills</li> <li>• The ability to enable and empower</li> <li>• Competent IT user including Microsoft Office Packages, internet, email and social media</li> <li>• Ability to remain calm under pressure</li> <li>• De-escalation skills and conflict resolution</li> <li>• Ability to identify and mitigate risk</li> <li>• Ability to work on own initiative</li> </ul>	<ul style="list-style-type: none"> <li>• Mediation skills</li> </ul>
<b>Experience</b>	
<ul style="list-style-type: none"> <li>• Minimum 5 years experience of working with vulnerable adults, complex and challenging behaviours</li> <li>• Minimum 3 years in supported housing or equivalent models.</li> <li>• Experience of working with substance misuse and mental ill health</li> <li>• Training – identification, provision and/or organisation of training and/or personal development programmes</li> <li>• Experience of working with, and relating to, a diverse range of people.</li> <li>• Professional boundaries</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of supporting individual progress using outcome based tools and techniques</li> <li>• Retail, reuse, recycling</li> <li>• Team building, personal development support and supervision</li> <li>• Organising and delivering community consultation and facilitated decision making</li> </ul>

# Lead Housing Support Manager

## Person specification

### Knowledge:

- |  |  |
|--|--|
| <ul style="list-style-type: none"><li>• Knowledge and understanding of homelessness issues</li><li>• Knowledge of Emmaus ethos and principles, accepting and promoting them.</li><li>• Knowledge of principles of evaluation and outcome measurement.</li><li>• Awareness and understanding of equal opportunities, equality and diversity</li><li>• Willingness to undertake further training where appropriate</li></ul> | <ul style="list-style-type: none"><li>• Understanding of housing benefit</li><li>• Awareness of immigration and migration</li><li>• Knowledge of health and safety issues associated with, food handling and hygiene, manual handling, fire safety and first aid</li></ul> |
|--|--|

### Other

- |  |   |
|--|---|
| <ul style="list-style-type: none"><li>• Hold a current UK driving license</li><li>• Participate in a rotation to ensure 6 days per week companion support</li><li>• A belief in the potential of each individual and an understanding of the importance of the Community in helping an individual achieve their potential</li><li>• Effective team worker</li><li>• Empathetic and diplomatic, working and relating to a diverse range of people</li><li>• Highly self-motivated</li></ul> | <ul style="list-style-type: none"><li>• Able to understand and adhere to confidentiality policies</li><li>• Commitment to environmental sustainability and social development</li><li>• Ability to work unsocial hours and undertake local and UK wide travel as and when required</li><li>• Flexible attitude to work, able to attend weekend and evening meetings</li></ul> |
|--|---|
-



# Lead Housing Support Manager

## Application process

Please include your current salary and a detailed cover letter, outlining why you are interested in the role and how your experience matches what we are looking for. Applicants who do not include a detailed cover letter will not be considered.

Short listed candidates will be asked to attend for interview, meet with service users and will be expected to make a short presentation, followed by a question and answer session with a small panel.

All applications will be acknowledged and unsuccessful candidates will be informed as quickly as possible. Emmaus Suffolk is a small charity and it is regretted that detailed feedback may not be possible.

Closing date is 25th November 2022 at 12pm, with face/face interviews for successful applicants held on the 1st December 2022.

Please send your CV and covering letter to email: [hello@emmaussuffolk.org.uk](mailto:hello@emmaussuffolk.org.uk)  
Or by post: Emmaus Suffolk, 216 Dales Road, Ipswich, Suffolk, IP1 4JY.

---



# Emmaus Universal Manifesto

Any group or Community that aspires to be a part of the Emmaus International Movement must accept and adhere to the Universal Manifesto of the Emmaus Movement.

Our guiding principle is one which is essential to the whole human race if there is to be any life worth living, and any true peace and happiness, either for the individual or society: Serve those worse off than yourself before yourself. Serve the most needy first.

Our conviction is that respect for this principle must be the driving force behind any search for justice, and therefore peace, in the world.

Our aim is to act so that each individual, every society, every nation may live, flourish and achieve fulfilment in a spirit of giving, sharing and mutual respect.

Our method is to create, support and promote communities in which all feel free and respected, and where they can meet their own needs and help each other.

Our primary means wherever possible is through recycling and re-circulating. This form of work prevents waste as well as increasing the possibilities for providing emergency relief to those most in need.

Every other means of arousing consciences and of presenting the challenge of Emmaus must be used to help and persuade others to help those who are most in need, by sharing their hardship and their struggles, both public and private, until the causes of all their ills are removed.

Our freedom. In carrying out this task Emmaus recognises no ideal other than that expressed in this Manifesto and no other authority other than its own constitution. It acts in accordance with the Universal Declaration of Human Rights adopted by the United Nations and with the just laws of every society and every nation. It makes no distinction on political, racial, linguistic, religious or any other grounds. Acceptance of this Manifesto is the only requirement of anyone wishing to share in our work.

## Principles of Emmaus in the UK:

The following which are called the Principles of Emmaus in the UK, express the first guiding principle of the Universal Manifesto of Emmaus, in practical terms.

The Emmaus movement in the UK accepts and abides by the Universal Manifesto. In addition to abiding by the Universal Manifesto, all communities in the UK are expected to live by the following principles:

- To accept into Emmaus communities anyone who seeks to join, regardless of their past, constrained only by availability of space
- To accept everyone as they are and to extend the hand of friendship and trust to all
- To share with and to work alongside others, accepting everyone as being of equal value
- To ask of others only that they work to the best of their ability, accepting their limitations, but sharing the gifts and skills they bring.
- Not to impose expectations on others
- To exclude no-one permanently from an Emmaus community, always allowing each person as many opportunities to return to the community as they wish, to foster within Emmaus communities a spirit of sharing in a common endeavour in an atmosphere of mutual support, friendship and solidarity
- To be willing to listen to others and to learn, sharing your own skills and knowledge freely
- To provide, within all communities, personal privacy and space to each companion and to nurture self-development and growth in all
- To work to achieve a self-supporting community, where any surplus generated is devoted to the needs of others
- To ensure that all funds surplus to the immediate needs of a community, or its requirements for foreseeable growth and development, are devoted to the needs of others and not to accumulate cash surpluses unnecessarily
- To be willing always to support the growth of new communities, or to come to the help of communities in financial difficulty, whether in the UK or elsewhere in the world