



Application Pack Support Manager (Maternity Cover)

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About Emmaus

We offer a home, not just a bed for the night.

Our vision: A world in which everyone has a home and a sense of belonging

At Emmaus Village Carlton, formerly homeless people find a place where they can enjoy companionship and support. Each person has their own room whilst living in the community. When a companion wants to move on, he or she will be assisted to find accommodation and work.

We offer work

All companions (residents) work full time and there is work for everyone. The shops and bistro provide a commercial setting where skills can be learned in a friendly atmosphere.

We offer a new beginning

Emmaus offers homeless people a fresh start in life with the support of the community around them. They can stay as long as they wish and are offered opportunities to acquire skills. When a companion wants to move on, he or she will be assisted to find accommodation and work.

Emmaus in the world

Emmaus isn't just in the UK, in fact it originally started in France in the 1940s. Since then Emmaus has grown into an international movement with more than 300 groups based in 36 countries across the world. Emmaus started in France shortly after the Second World War, when homelessness was a big issue.

The first Emmaus community was founded in Paris, in 1949, by Father Henri-Antoine Grouès, better known as Abbé Pierre. He was an MP, Catholic priest and former member of the French Resistance who fought to provide homes for those who lived on the streets of Paris. One night, a man called Georges was brought to Abbé Pierre after a failed suicide attempt. Georges had been released after 20 years in prison, only to find his family unable to cope with his return home, leaving him with nowhere to go. He turned to the Abbé for help, but instead Abbé Pierre asked Georges to help him, building houses for the homeless mothers who came looking for his support.

Georges became the first Emmaus companion, living with Abbé Pierre and helping him to build temporary homes for those in need, first in the priest's own garden, then wherever land could be bought or scrounged. He later said:

Whatever else he might have given me - money, home, somewhere to work - I'd have still tried to kill myself again. What I was missing, and what he offered, was something to live for." Georges - the first Emmaus companion.

See <https://emmaus.org.uk/about-us/history/> for more about our history.

How it works

There are currently 29 Emmaus communities across the UK, providing a home and meaningful work to more than 750 formerly homeless people. In addition to this, there are four emerging groups, working hard to establish new communities. Together, we are working towards a target of being able to offer 1,000 companion places by 2020.

Social enterprise is central to the Emmaus model as it provides meaningful work for companions but also generates funding to maintain communities. Companions living in Emmaus communities are expected to sign off all benefits, with the exception of housing benefit, which is used to help to support the community. The rest of the funding that is needed is generated through social enterprise and fundraising.

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, this 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.

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.

Support Manager – Maternity Cover

We are looking to recruit an experienced Support Manager to provide maternity cover for the existing post holder. Reporting to the Chief Community Officer and leading an experienced support team, the Support Manager will be responsible for the management of all activities relating to the welfare, care and development of companions in the community in a manner which embodies the Emmaus ethos.

The role will proactively contribute to providing a safe and supportive environment for all companions to ensure we achieve successful outcomes to a timescale appropriate to each one of them.

The successful candidate will be able to demonstrate the following:

- Knowledge and understanding of homelessness issues
- Experience of working with and relating to a diverse range of people
- Confident and competent people manager, leading, inspiring and coaching skills
- Able to remain calm under pressure with the confidence to resolve difficult issues
- Empathetic and understanding of a wide range of needs and experiences
- Effective time management and organisational skills
- Understanding of professional boundaries
- Willingness to work flexibly including out of hours and on-call duties

The successful candidate will strive to encourage, develop and maintain good working relationships with all parts of the community, including staff, volunteers, companions and trustees, keeping appropriate key personnel well informed of significant matters relating to the community.

You will have a belief in the potential of each individual and an understanding of the importance of the community in helping each person to achieve their potential. Effective written and verbal communication skills are essential as well as being a competent IT user.

If you would like to join the team at this dynamic and successful charity and have the experience, drive and enthusiasm to undertake this important role we would like to hear from you as soon as possible.



Terms of employment

Salary:	£33,390 gross per annum
Hours of work:	40 hours per week: Monday – Friday with flexibility to cover sickness and holidays as required to ensure support cover 7 days per week
Pension:	An auto enrolment pension arrangement whereby the employer contributes 5% and employees 3%
Holidays:	23 days pro-rata plus Bank holidays
Training and development:	Individually tailored induction, training and development
Employee Assistance:	24/7 employee assistance scheme is available

Application process

To apply please send your completed application form to Angela Foll, Chief Community Officer, angelafoff@emmausvc.org by **9.00am, Monday 20th January 2020**.

Those shortlisted will be invited to an interview on Wednesday 29th January 2020.
Find out more about Emmaus Village Carlton by visiting www.emmaus.org.uk/village-carlton/

We are an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age

Emmaus Village Carlton, School Lane, Carlton, MK43 7LQ. T: 01234 720826
Charity Number: 1083113. Company Number: 3924340



Emmaus Village Carlton Job Description

Job Title:	Support Manager – Maternity Cover
Reports To:	Chief Community Officer
Location:	Emmaus Village Carlton, School Lane, Carlton. MK43 7LQ

Job Purpose

Responsible for the management of all activities relating to the welfare, care and development of companions in the community in a manner which embodies the Emmaus ethos.

Proactively contribute to providing a safe and supportive environment for all companions to ensure we achieve successful outcomes to a timescale appropriate to each one of them.

Duties and Responsibilities

Responsible to the Chief Community Officer for:

Companion Welfare:

- Effective and timely administration of referrals;
- The welfare and care of companions is central to everything we do and this role will ensure their integration into the Emmaus community and the wider community at large develops a sense of belonging to an extended family;
- Ensure companions are involved in all aspects of community life and are part of its operation, development and decision making procedures;
- Responsible for day-to-day problem solving and conflict resolution, taking appropriate disciplinary action in a fair and consistent manner when necessary;
- Overseeing and monitoring companion move-on and departures from the community.

Developing Companions' Skills:

- Ensure companion skills are developed, individually and collectively to enhance their development and that of the community;
- Organise and manage training, development and welfare opportunities/sessions;
- Identify companions' needs and cater for them in a supportive and encouraging way;
- Liaise with relevant agencies outside the community where appropriate, to ensure that the specific needs of companions are met effectively;
- Identify and co-ordinate community activities, including outings, events and exchange visits.

Policy Implementation and Business Development

- Responsible for implementing and developing policies and procedures to ensure compliance with all relevant legislation, including health and safety, safeguarding, employment law and other statutory requirements;
- Actively contribute and support the Business Manager and team to develop and grow the social enterprise across the Emmaus Village Carlton site.

Team Working:

- Promote teamwork and motivate staff, companions and volunteers to ensure effective working relations and communication across the site;
- Management of support related volunteers.

Line Management of Support Team:

- Line manage the support team, currently a team of 2 full time Support Workers and 1 part time Progression and Resettlement Worker;

- Recruit, train and develop support staff, in line with company policies and employment law, ensuring relevant HR policies and procedures are followed including supervision, appraisals, discipline, grievance etc.

Administration and Finance:

- Responsible for the day-to-day administration, monitoring and effective operation of companion welfare and support and maintenance of appropriate and accurate records;
- Prepare reports as required by the Chief Community Officer and Trustees;
- Manage the support and companion budgets and identify any deviances so remedial action can be swiftly taken;
- Manage companion rent accounts and Housing Benefit payments;
- Ensure the policies and procedures for the handling and security of all monies are adhered to at all times.

Internal and 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:

- Willingness to undertake personal professional development as required;
- Willingness to work flexibly including out of hours;
- Attend internal and external meetings and actively contribute to the overall Community Strategy as required;
- Manage and participate in a rota to ensure 24 hours, 7 days per week community and companion support;
- Perform any other tasks or duties deemed necessary by the Chief Community Officer.

Working Conditions

Emmaus Village Carlton runs its business operations seven days a week and provides 24 hour, 7-day/week support to the Community. Days and hours of work will be agreed with the Operations Manager as appropriate.

Emmaus works with vulnerable people. Staff and volunteers must observe the proper demarcation and professional boundaries while performing their role. All roles within Emmaus Village Carlton are subject to enhanced DBS checks.

All staff must always act in a way which will maintain the good reputation of Emmaus Village Carlton, upholding the policies and procedures of Emmaus and striving to preserve good working relationships with Staff, Volunteers, Companions and Trustees. All staff are obligated to keep the appropriate and key personnel well informed of significant matters relating to the Community.

In Emmaus, volunteers are an important resource and make a vital contribution to Emmaus' aim to take action to help disadvantaged people. Emmaus therefore encourages, develops and supports volunteer involvement in its work.

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.

Physical Requirements

Emmaus Village Carlton is currently based on one single 6 hectare site. There are three trading buildings open to the public, an 'Under 1 Roof' building for reception and sorting of donated goods, a waste recycling area, offices, gardens and grounds, playing fields, three residential houses for beneficiaries, and staff accommodation.

Person Specification	
Essential	Desirable
Experience	
<ul style="list-style-type: none"> • At least two years' experience supporting vulnerable people with complex needs to achieve their goals, using person centered approach. Complex needs could be: <ul style="list-style-type: none"> - Drug, alcohol or other addiction - Mental health issues - Complex trauma - Challenging behaviours • Confident and competent people manager; • Experience of working with, and relating to, a diverse range of people; • Leadership, team building, coaching, supervision; • Effective management of professional boundaries. 	<ul style="list-style-type: none"> • PR – engaging with local/national press and media; • Training: Identification, provision and/or organisation of training and/or personal development programmes.
Education / Professional Certification	
<ul style="list-style-type: none"> • Educated to diploma or degree level in a related subject 	<ul style="list-style-type: none"> • Counselling; • NVQ level 5 in leadership and management health and social care.
Skills	
<ul style="list-style-type: none"> • Effective written and verbal communication; • Effective listening skills; • The ability to enable and empower; • Has the ability to interpret complex situations/problems and identify solutions which meet individuals and organisational needs; • Effective administrative skills; • Effective time management and organisational skills; • Competent IT user including Microsoft Office packages, internet and email; • Conflict resolution skills; • Ability to remain calm under pressure; • Effective team player, with the ability to lead, work and delegate. 	<ul style="list-style-type: none"> • Mediation skills • Facilitation skills
Knowledge and Commitment	
<ul style="list-style-type: none"> • Knowledge and understanding of homelessness issues; • Understanding of housing benefit; • A belief in the potential of each individual and an understanding of the importance of the Community in helping an individual achieve their potential • Demonstration of a belief in and, the ability to, adopt and work within the Emmaus ethos and principles; • Current and clean driving licence. 	<ul style="list-style-type: none"> • H&S: Work within the boundaries of the role including food handling and hygiene, working with violence and aggression, manual handling, risk assessments, first aid; • Residential management: Catering, domestic management, property management.
Personal Characteristics	
<ul style="list-style-type: none"> • Strong emotional resilience; • Awareness and acceptance of own limitations and ability to identify when external support is needed for self and others; • A belief in the potential of each individual and an understanding of the importance of community in helping an individual to achieve their potential; • Empathetic and understanding of a wide range of needs and experiences; • Enthusiastic with a 'can do' attitude; • Flexible and adaptable to the needs of the community and business; • Awareness, understanding and compliance to Equal Opportunities; • Able to welcome people into the community with no prejudice. 	