



**Application Pack**  
**Companion Development**  
**Worker**

**with Tied Accommodation if**  
**required**

## **Contents**

Introductory letter	3
About Emmaus	4
Working with companions	4
Terms of employment	4
Working conditions	5
Site details	5
Safeguarding and right to work in the UK	5
How we store and use your personal information	5
Application process	6
Job description	7
Person specification	9



December 2021

Dear Applicant

Thank you for showing an interest in working for Emmaus Village Carlton (EVC). We are looking for a compassionate individual that are also highly motivated and enthusiastic.

The successful candidate will work alongside companions in all areas of the social enterprise activities. Working closely with the staff team the Companion Development Worker will support companions to work to the best of their ability in the social enterprise, whilst encouraging development in all areas of their lives.

Reporting to the Support Manager the Companion Development Worker will proactively contribute to providing a safe, supportive, and nurturing environment ensuring we achieve successful outcomes appropriate to each companion and which embodies the Emmaus ethos.

Accommodation on the Emmaus Village Carlton site is available tied to this position if required. If you are a single person, a 1 bed flat is available alternatively if you have a family a 3-bed family house and garden is available. EVC will cover the rent, utilities, and council tax as part of your employment. If you accept tied accommodation as part of this role, you will be expected to participate in our out of hours duty to respond to emergencies. This duty is shared with other onsite staff and training and support will be provided.

If you have the relevant personal qualities, experience, skills, enthusiasm and a positive "can do" attitude and would relish the chance to work in this dynamic, progressive, and successful charity, we would like to hear from you. You will be joining a friendly and enthusiastic team who are passionate about what they do and a social enterprise that has an exciting future.

Before applying I would urge you to carry out some background research, so you understand the ethos and concept of an Emmaus Community. This role is not just about delivery of targets, it is equally important that you can support, motivate, and develop our companions in a positive way.

I look forward to hearing from you.

Kind regards

*Chloe Markevics*

**Chloe Markevics**  
**Support Manager**  
**Emmaus Village Carlton**

## 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 (EVC), companions (formerly homeless people) find a place where they can enjoy companionship and support. Each person has their own room whilst living and working in the community.

### **We offer work.**

All companions work full time and there is work for everyone. The shops and bistro provide a commercial setting where skills can be learned in a supported and 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 train and acquire new skills. When a companion wants to move on, he or she will be assisted to find accommodation and work.

### **Emmaus in the world.**

Emmaus is not just in the UK. It originally started in France in the 1940s and since then has grown into an international movement with more than 400 groups based in 41 countries across the world. Emmaus started in France shortly after the Second World War, when homelessness was a big issue.

### **How it works.**

There are currently 35 Emmaus communities across the UK, providing a home and meaningful work to more than 840 formerly homeless people. In addition to this, there are five emerging groups, working hard to establish new communities. 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. The UK is now the largest Emmaus movement outside of France.

### **Working with companions.**

Supported by staff and volunteers, companions are the mainstay of the EVC operation throughout the site. We exist to support companions. Some have never worked, have limited confidence, and can find responsibility challenging.

As well as undertaking the duties of the Companion Development Worker, the role also includes the need to coach, mentor and motivate companions on a daily basis.

### **Terms of employment.**

<b>Salary:</b>	£24,121 gross per annum
<b>Hours of work:</b>	40 hours per week: Wednesday – Sunday with flexibility to cover sickness and holidays as required. Weekends are our busiest days in the social enterprise, but we are willing to have some flexibility if you cannot work every weekend.
<b>Pension:</b>	An auto enrolment pension arrangement whereby the employer contributes 5% and employees 3%.
<b>Holidays:</b>	23 days per year plus Bank Holidays
<b>Training and development:</b>	Individually tailored induction, training, and development.
<b>Employee Assistance:</b>	24/7 employee assistance scheme is available.
<b>Tied accommodation:</b>	If required, a family 3 bed house with garden or 1 bed flat is available.

## **Working Conditions.**

Emmaus Village Carlton runs its operations seven days a week and provides 24 hours, 7-days/week support to the community. We open to the public five days per week, Wednesday to Sunday, and this role will be required to work these business opening days.

Emmaus works with vulnerable adults at risk. Staff and volunteers must observe the proper professional boundaries while performing their role.

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 required to keep personnel information and significant matters relating to the community confidential.

In Emmaus, volunteers are an important resource and make a vital contribution to Emmaus' aim to take action to help the most disadvantaged people. Emmaus therefore encourages the development and support of 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.

## **Site Details.**

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

## **Safeguarding and right to work in the UK.**

The role will involve working with companions and requires a Disclosure and Barring Service (DBS) check. This is to check the criminal records and that the person is not barred from working with 'adults at risk'. Some companions can be classed as adults at risk.

After interviews, the successful candidate will be required to provide evidence of their right to work in the UK and complete a DBS check.

## **How we store and use your personal information.**

Your application form and other information will be stored in a password protected folder for 6 months following the closing date 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 securely destroyed.

Your application form will only be passed to other members of the recruitment panel, but before it is passed on for the selection process, 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 we are fair and equitable to encourage a diverse workforce.

## Application process

To apply please send your completed application form to Chloe Markevics, Support Manager [chloemarkevics@emmausvc.org](mailto:chloemarkevics@emmausvc.org) by 5.00pm, on Monday 31<sup>st</sup> January 2022.

Those shortlisted will be invited to an interview on Thursday 17<sup>th</sup> February 2022. Before you apply, please ensure you are available on this date.

Find out more about Emmaus Village Carlton by visiting <https://emmaus.org.uk/village-carlton/about-us/our-vacancies/>

***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

<b>Job Title:</b>	Companion Development Worker
<b>Reports To:</b>	Support Manager
<b>Location:</b>	Emmaus Village Carlton, School Lane, Carlton. MK43 7LQ

### Job Purpose

Working closely with the staff team, the Companion Development Worker will work alongside and support companions in all areas of the Emmaus Village Carlton community. Supporting companions to work to the best of their ability in the social enterprise, whilst encouraging development in all areas of their lives.

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 Support Manager for:

#### **Working alongside companions in the social enterprise retail environment where duties may include:**

- Work alongside companions in all areas of the social enterprise activities to ensure a clear understanding of the companion and social enterprise needs
- Support companions in areas of the social enterprise that they may be finding difficult
- Supporting the organisation with the delivery of companion inductions to the social enterprise and community life
- Work with companions to ensure training and personal development plans are identified and achieved
- Organise, assist, or deliver social enterprise/retail training for the companions

#### **Support companion development:**

- Support personal development plans
- Support companions to develop healthier lifestyles/life skills
- Organise, assist, or lead activities which support companion's mental, physical, emotional, or social health and wellbeing
- Accompanying/taking companions to appointments
- Substance misuse recovery support
- Identify companion goals and aspirations and work with companions to achieve these
- Helping the whole team deliver a flexible and holistic approach to supporting companions
- Ensure companions are involved in all aspects of community life, and are part of its organisation, development, and decision-making procedures
- Support companions to participate in Solidarity activities

#### **Support the staff team in day-to-day problem solving and conflict resolution:**

- Effectively communicate companion needs within the wider staff team to ensure that there is a holistic approach to supporting companions across the community
- Ensure that companions understand the community rules, policies, and procedures, and that they comply with them, taking remedial action as appropriate
- Ensure that all support activities and personal development of companions are delivered in accordance with Emmaus Village Carlton's ethos, culture, policies, and procedures

#### **Record keeping and IT:**

- To provide effective companion related administration
- Ensure all appropriate companion records, including monitoring data are kept up to date
- Evidencing and recording training and achievements in the workplace to support future employment opportunities
- Support the statistical data collection

**Other Duties:**

- Promote teamwork and motivate staff, volunteers, and companions to ensure effective working relations and communication across the community.
- Develop and maintain the community's relationships with the Emmaus movement at regional, national, and international levels.
- Willingness to undertake personal professional development as required
- Attend meetings and actively contribute to the overall Community Strategy as required
- To be flexible and willing to carry out any reasonable duties needed to assist the support team, community, and social enterprise activities
- As required, participate in a rota to ensure 24 hours, 7 days per week community and companion support is available
- Perform any other tasks or duties deemed necessary by the Support Manager.



<b>Person Specification</b>	
<b>Essential</b>	<b>Desirable</b>
<b>Experience</b>	
<ul style="list-style-type: none"> <li>• Minimum one-year recent, related work experience with an emphasis on mental health, addictions, homelessness and/or social services.</li> <li>• Working with a diverse range of people</li> <li>• Working with adults at risk or people with challenging behaviour</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working with volunteers</li> <li>• Current First Aid and CPR certification</li> <li>• Training – identification, provision and/or organisation of training and/or personal development programmes</li> </ul>
<b>Education / Professional Certification</b>	
<ul style="list-style-type: none"> <li>• GCSE maths and English</li> </ul>	<ul style="list-style-type: none"> <li>• Counselling</li> <li>• Coaching</li> </ul>
<b>Skills</b>	
<ul style="list-style-type: none"> <li>• Experience of managing challenging behaviour and conflict resolution</li> <li>• Effective listening</li> <li>• Confidence to take on and resolve difficult issues</li> <li>• Ability to stay calm and cope under extreme pressure</li> <li>• Excellent interpersonal skills, both written and verbal</li> <li>• Ability to enable and empower rather than direct</li> <li>• Effective time management and organisational skills</li> <li>• Easy and friendly manner, demonstrating empathy, fairness, and professionalism.</li> <li>• Solution focused approach</li> <li>• Flexible and adaptable to the needs of the community and business</li> <li>• Effective administrative skills</li> <li>• Ability to act on own initiative</li> <li>• Competent IT user including Microsoft Office Packages, internet, and email</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Mediation skills</li> <li>• Support planning</li> <li>• Manual handling</li> </ul>
<b>Knowledge and Commitment</b>	
<ul style="list-style-type: none"> <li>• Knowledge of disorders including mental health diagnosis, treatment, and resources; addiction resources and stages of change</li> <li>• Confidentiality and data protection</li> <li>• Awareness, understanding and compliance to Equal Opportunities</li> <li>• Understanding of professional boundaries</li> <li>• Enthusiastic with a 'can do' attitude</li> <li>• Commitment to environmental sustainability and social development</li> <li>• Current and clean driving licence</li> </ul>	<p>Understanding of Housing and welfare benefits</p>
<b>Personal Characteristics</b>	
<ul style="list-style-type: none"> <li>• A belief in the potential of each individual and an understanding of the importance of community in helping an individual to achieve their potential</li> <li>• Effective and committed team player</li> <li>• Ability and willingness to work with and alongside companions, staff, and volunteers</li> <li>• Motivated, proactive and ability to use own initiative</li> <li>• Empathetic and understanding of a wide range of needs and experiences</li> <li>• Awareness and acceptance of own limitations</li> <li>• Strong emotional resilience and able to identify when external support is needed for self and others</li> <li>• Able to welcome people into the community with no prejudice.</li> </ul>	