**Application Pack**

**Community Support Worker**

**Contents**

Introductory Letter 2

About Emmaus 3

About Emmaus Bristol 5

Terms of Employment 6

Role Description 6

Person Specification 9

Application Process 11

Safeguarding and Right of Work in the UK 11

How we store and use your personal information 12

Dear applicant

Thank you for showing an interest in working for Emmaus Bristol, a local, innovative and forward thinking charity. We are looking for a Support Worker (from 3 days minimum to full time, with some flexibility) to join the team.

The Support Worker will be hands on, spending much of their time in the social enterprises supporting and coaching community members and non-residential volunteers in their volunteering roles, as well as working on their personal wellbeing, so that they can develop life skills and move on when they are ready.

If you have solid communications skills, a strong sense of assertiveness, experience of supporting people with complex needs, a commitment to diversity, a sense of humour, an ability to work with a predominantly male population – 80% at this time, and a positive “can do” attitude we would really like to hear from you. You will be joining a friendly, diverse and enthusiastic team who are passionate about what they do.

To apply, please send your CV and supporting statement showing how you meet the person specification (attached), and the additional criminal record and equalities forms, and a line about where you heard of this opportunity, by **9:00am on Thursday September 8th** **2022** and return to fran@emmausbristol.org.uk with ‘Support worker application’ in the headline of the email.

Interviews/assessment day will be held on or around 23rd September 2022 in the morning.

If you would like to arrange an informal discussion about the role, please email Fran at fran@emmausbristol.org.uk or call 07732 231811.

Kind regards

Fran Blishen, Support Team Manager

**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 contribute 37.5 hours per week, or give as much time as they are able, 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 benefits, with the exception of housing benefit (if entitled to it) and PIP (if relevant).

**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 Heath £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.

**About Emmaus Bristol**

Emmaus Bristol has been providing accommodation and support in Bristol since 2002. Accommodation is in Shaftesbury House which has 21 en-suite rooms and shared community facilities, and five terraced houses which are home to either families or Companions/ former Companions in house shares.

We have three shops selling second hand goods which are operated by companions and overseen by the Social Enterprise Manager. Companions also staff our PAT and house clearance services and the warehouse, as well as supporting our eBay shop. In addition, we have a new enterprise ‘the Pods’. These ‘hotel’ rooms on stilts are rented on Airbnb to visitors to Bristol.

Emmaus Bristol has plans to expand and create more community housing and move on homes. We hope to have ‘rooms on the roof’ of our offices, creating small footprint and affordable housing in a built up and expensive city.

**Emmaus Bristol Purpose**

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

**Mission**

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

In Bristol we do this by providing a community of affordable and safe homes, meaningful work experience and training through our social enterprises, which in turn provide social and environmental value for our local community.

**Vision**

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

**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

# Executive Summary

Emmaus Bristol has been successfully providing accommodation and support to homeless people, and low cost furniture and solidarity in Bristol since 2003. Emmaus Bristol is a local charity, serving local need as well as being part of the Emmaus federation. We are one of 30 Emmaus Communities in the UK and one of more than 400 internationally. The Emmaus ethos guides our work. Participation in the international Emmaus network means that together we are stronger and more effective in campaigning for social and environmental change.

**STRATEGIC OBJECTIVES 2022-2027**

Over the next five years we will:

* Build or acquire more new homes for people in housing need.
* Transform our social enterprises to provide a higher level of training and support to Companions
* Provide work experience and training opportunities to others in need of work skills; non-residential Companions.
* Restructure our staff and board team and improve decision making and governance processes in order to support our growth.
* Build on the structured support work developed over the last four years by moving towards an organisation-wide trauma informed approach.

**Support Worker Job Description**

|  |  |
| --- | --- |
| Job title | Support Worker. 0.6 FTE up to Full time. |
| Reports to | Support Team Manager |
| Location | Emmaus Bristol, Backfields House, Upper York Street, Bristol BS2 8QJ |
| Salary and benefits | £24,000.00 TO £27,000.00 subject to experience.Separate payment for on-call duties. |
| Training and personal development | Individually tailored induction, training and development. A 24/7 employee assistance scheme is available. |
| Working hours | 7.5 hours per day (breaks unpaid) which can mostly be worked flexi-time between 8am and 6pm, Monday to Friday |

Overall Purpose of the Job

To offer community members in shared housing properties person-centred face to face, hands on support for personal well-being, professional development, residency, housing, and move-on needs. To offer tenancy support to families and others staying in Emmaus single dwelling properties. To offer job coaching to non-residential volunteers and community members.

Accountabilities

**JOB ACCOUNTABILITY, RESPONSIBILITY & AUTHORITY:**

The Support Worker is accountable to the Support Team Manager.

**RELATIONSHIPS**

The Support Worker will foster and maintain productive, healthy and professional relationships with:

* Companions (name given to community members), tenants, licensees, residents, all staff, volunteers and trustees in Emmaus Bristol.
* Referral partners, other homelessness agencies, landlords and housing providers.
* Emmaus Bristol trainees, students, work placement participants, interns and other visitors.
* The wider community and the wider U.K. and International Emmaus community.

**RESPONSIBILITIES:**

All job responsibilities in Emmaus Bristol are categorised in one of the following areas:

* Business-related tasks
* Care/support-related tasks
* Enterprise Unit-related tasks
* General tasks

**Business-related tasks**

1. Work with the Support Team to further the professional development of Companions and non-residential volunteers, helping them to improve their living skills and work skills.
2. Work under the guidance of the Support Team Manager, and coordinate with the Warehouse and Logistics Co-ordinator, and the Social Enterprise Manager to provide a suitable weekly rota for Companions.
3. Carry out administrative tasks.

**Care/support related tasks**

1. Offer hands on support and coaching to companions and non-residential volunteers on work placements in the social enterprises.
2. Maintain regular support to companions living in our large supported accommodation.
3. Offer support to families and individuals living in single dwelling properties, working with each family to support their housing search, move-on, management of the property, and utilities.
4. Assist the Support Team Manager in bringing new Companions into the community.
5. Maintain regular support to a caseload of Companions.
6. Carefully document all relevant interactions with Companions in electronic documentation system (e.g. Inform).
7. Utilise Outcome Stars with companions on a quarterly basis to gauge wellbeing and document electronically.
8. Adopt a person centred approach to supporting Companions (including gaining an understanding of strengths based; solution focused; and trauma-informed approaches).
9. Assist Companions in solving day-to-day issues and resolving conflicts, bringing relevant matters to the attention of the Support Team Manager where further mediation is required.
10. Assist the Support Team Manager and the Premises and Maintenance Coordinator to ensure health and safety requirements are met at all Companion and other residences.
11. Support Companions to take ownership of their place of residence, encouraging social responsibly and a safe and stable environment for all companions. Support companion in-house social and therapeutic activities.
12. Encourage and facilitate a team environment for staff and Companions.
13. Be willing to work face to face where legally allowed during lockdown or other emergency situations.

**General Tasks**

1. Ensure activities meet with and integrate with organisational requirements for quality management, health and safety, legal stipulations, policies and general duty of care and professional boundaries
2. Work within income and expenditure budgets.
3. Be flexible and willing to carry out any reasonable duties needed to assist the community and business operations, including holiday/sickness cover and on-call duties, participation in team meetings, lock-up and attend 1:1’s and appraisals
4. Understand and work in accordance with the principles of Emmaus International and uphold its values and ethos.
5. Support your line manager in implementing policies and operating procedures to achieve positive outcomes for Companions.
6. Ensure all new activities are agreed upon by your line manager.
7. Seek to improve Emmaus Bristol support processes.
8. Ensure compliance with relevant legislation.

**Specific Duties and Responsibilities**

1. Complete ‘start up’ with Companions and families including needs & risk assessments, HC2 certificates, meter readings and tenancy agreements for single dwellings.
2. Assist the Support Team Manager with the initial referral process including interviewing, risk assessing, and assisting with move-in documentation and required residency arrangements.
3. Process housing benefit applications, housing applications (Homechoice/social housing/private rented) and all required paperwork/electronic documentation for families in Emmaus single dwellings and for individual companions.
4. Work with the support team to carry out work related coaching in the social enterprises, helping Companions and non-residential work placement volunteers to gain confidence in their role and where needed, a work ethic, to help them move on.
5. Carry out varied administration for the community.
6. Conduct required room/house inspections with the Support Team or other staff.
7. Encourage Companions to take personal responsibility in regards to their personal well-being and self-care.
8. Liaise with other agencies to support Companion well-being, including addictions and mental health.
9. Work with the Community Payback program attendees under the Support Team manager’s guidance. Supervise community payback clients in work area, as needed.
10. Support non-residential volunteers with training and roles.
11. Undertake regular visits to work sites to check on companions and offer in-work support.
12. Participate in the on-call system as per the on-call rota (shared by most of the Emmaus Bristol team).
13. 14. Participate in lock up as needed.

**Other responsibilities:**

1. Undertake community administration, paper and electronic record keeping, and report writing as needed.
2. Attend regular meetings with the community, the support team and wider staff team and provide verbal and/or written/electronic updates as required.
3. Support colleagues by sharing information appropriately and confidentially.
4. Adhere to Emmaus Bristol policies, protocols and procedures in accordance with the ethos of the Emmaus movement.
5. Represent Emmaus Bristol to partner agencies to network and develop relations with a variety of agencies for the benefit of both the community and Companions.
6. Attend appropriate Emmaus UK events nationally and with the wider Emmaus movement internationally as required.
7. Perform any other tasks or duties deemed necessary by the CEO & Support Team Manager.

**General:**

Emmaus is a community that provides accommodation and work for Companions. We are committed to providing support while promoting independence. Staff and volunteers must work closely with Companions while observing appropriate professional boundaries in performing their role. They must also learn and engage with the Emmaus ethos.

Staff are expected to participate in and support solidarity activities undertaken by the Community. Solidarity within the context of Emmaus is working with groups and individuals towards the alleviation of poverty, social exclusion and suffering, and responding to local, national and international appeals for relief and support.

The successful applicant will be able to carry out job responsibilities in an environmentally aware manner. Our aim is to ensure all resources are utilised effectively and efficiently. The successful applicant 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 people experiencing adverse circumstances. The successful applicant will be expected to encourage and support volunteer involvement in our work.

**Person Specification**

**Community Support Worker – Emmaus Bristol**

|  |  |
| --- | --- |
| **Essential** | **Desirable** |
| **Education**  | **Education**  |
| General education to include Maths and English GCSE or evidenced equivalent. | Training in support work, social care or support housing. |
| **Qualifications** | **Qualifications** |
| Evidence of Continued Professional Development, such as drug and alcohol awareness, safeguarding, health and safety, first aid, managing challenging behaviours. |  |
| **Skills** | **Skills** |
| Assertiveness is crucial in this role. We need someone with the ability to maintain boundaries and rules.Person centred approach to support work.Able to deliver effective support sessions and deal with challenging behaviour.Effective administrative and organisational skills.Conflict resolution skills.IT skills, including Microsoft word, basic excel, internet, virtual meetings, and email.Can demonstrate ability to identify and manage own priorities and conflicting schedule demands.Effective communication skills - including written (adaptations accepted), verbal, and listening skills. Has the ability to interpret complex situations/problems and identify solutions which meet individuals’ and organisational needs.Able to effectively support, coach and give warnings to all genders. Currently we have a majority male community (currently around 80% male, 20% female & no stated non-binary). | Mediation skills. |
| **Experience**  | **Experience**  |
| Some experience of working within the homeless sector or related field in a support work role.Experience supporting people with complex needs to achieve their goals, using a person centered approach. Complex needs could be:- Drug, alcohol or other addictions.- Mental health issues- Complex trauma- PTSD.Experience of maintaining professional boundaries with staff and companions. | Experience of being on-call.Experienced in resettlement/ move-on of clients |
| **Knowledge** | **Knowledge** |
| Working knowledge of current Data protection laws | First aid.Residential management – Domestic management, property managementUnderstanding of benefits system.Knowledge of homelessness support work best practise |
| **Disposition** | **Disposition** |
| Effective team worker.Able to work independently.Able to respond effectively to emergencies/crises.Willing and able to travel regularly within the local area via preferred method: e.g., public transport, bike, E-bike, on foot or car/minibus. (Driving license NOT essential).Willingness to undertake on-call duties.Willingness to cover lock up duties.Has an understanding of and belief in equality.Commitment to a trauma informed approach to support work.Commitment to anti-racism and anti-sexism, and any other prejudice.Commitment to environmental awareness.Enthusiastic with a ‘can do’ attitudeAbility to question unconscious bias and to self-reflect.Ability to own mistakes and work with the team on solutions.Has an understanding of and empathy for in the work of Emmaus, and an ability to uphold Emmaus’s values.Strong emotional resilience and self-care. Able to identify when support is needed for self and others. |  |

**To Apply**

To apply please email the following documents to fran@emmausbristol.org.uk

1. Your CV
2. A covering letter detailing how you meet the person specification (max 2 sides A4).
3. Completed criminal records declaration
4. Completed equalities monitoring form
5. Details of where you heard about this post.
6. Please put ‘Support Worker application’ as the email title.

**Applications without these documents will not be accepted.**

Please apply **by 9am on Thursday September 8th.** Those shortlisted will be invited to an interview to be held on or around **Friday September 23rd 2022 in the morning.**

**Safeguarding and Right of Work in the UK**

The role will involve working with companions and in the community and will need to have a Disclosure and Barring Service (DBS) check carried out. 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. 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 Declaration of Criminal Records 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.

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

Your CV 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 also 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 CV and cover letter only 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 we are fair and equitable to encourage a diverse workforce.

**Emmaus Bristol**

**Declaration of Criminal Records Form**

The post you have applied for is excepted from the Rehabilitation of Offenders Act 1974, which means that all convictions (spent or unspent), cautions, reprimands and final warnings on your criminal record need to be disclosed.

Please complete this form and return it along with your application.

|  |  |
| --- | --- |
| **Job applied for:** | **Location:** |

|  |  |  |
| --- | --- | --- |
| **Title:** | **First name** | **Surname:** |

|  |  |
| --- | --- |
| **Have you ever been convicted by the courts or cautioned, reprimanded or given a final warning by the police?** | **Yes\*/No** |
| \*If yes, provide details of offences, penalties and dates below: |

If you have declared a criminal record and we believe this will have a bearing on the requirements of the post we will discuss the matter with you at interview. If you require any further information or have any concerns about filling in this form please contact us.Please note that Emmaus takes its responsibilities under the Disclosure & Barring Service very seriously and takes every step possible to ensure confidentiality. Further information on disclosures and barring can be found on the [DBS website](https://www.gov.uk/government/organisations/disclosure-and-barring-service).

|  |
| --- |
| **Declaration:** |
| I confirm that the information contained in this application form is accurate and correct.Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**Thank you for completing this form. Please print and forward this form together with your completed application form.**

**Emmaus Bristol**

**Equal Opportunities Monitoring Form**

Emmaus Bristol is committed to equal opportunities in employment and volunteering and will assess for roles fairly without regard to sex, gender, age, marital status, sexual orientation, race, colour, nationality, ethnic or national origins. People with disabilities will be assessed on the needs of the role they have applied for.

We would therefore be grateful if you could complete and return this form. The information you supply will be separated from your application before the short-listing and interview process begins, and will be kept confidentially and will only be used so that we can monitor the implementation of our equal opportunities policy.

Thank you.

Emmaus Bristol

Please choose one option from each of the sections listed below, checking the relevant box with an X, by double clicking on the appropriate box.

|  |  |  |
| --- | --- | --- |
| **Ethnic Group:** | **Age:** | **Religion:** |
| **White:** British [ ] English [ ] Irish [ ] Scottish [ ] Welsh [ ] Other White background [ ] **Asian or Asian British:**Bangladeshi [ ] Indian [ ] Pakistani [ ] Other Asian background [ ]  | **Mixed:**White and Asian [ ] White/Black African [ ] White/Black Caribbean [ ] White and Chinese [ ] Other Mixed background [ ] **Black or Black British:**African [ ] Caribbean [ ] Other Black background [ ] **Chinese or Chinese British or other ethnic group:**Chinese [ ] Other ethnic group [ ] Prefer not to say [ ]  | 16 – 24 [ ]  25 – 34 [ ] 35 – 44 [ ] 45 – 54 [ ] 55 – 64 [ ] 65+ [ ]  | No religion [ ]  Baha’i [ ] Christian [ ]  Hindu [ ] Jewish [ ] Muslim [ ] Buddhist [ ] Jain [ ] Sikh [ ] Other [ ]  |
| **Marital Status:** |
| Single [ ] Married/Civil Partnership [ ] Living with partner [ ] Other [ ]  |
| **Disability:** |
| The Equality Act 2010 defines a disability as a ‘physical or mental impairment which has a substantial and long-term adverse effect on a person's ability to carry out normal day-to-day activities’. An effect is long-term if it has lasted, or is likely to last, more than 12 months. Do you consider that you have a disability under the Equality Act (please tick)?Yes [ ]  No [ ]  Prefer not to say [ ]  |
| **Declaration:** |
| This information will be treated in the strictest confidence. It will be used to meet any requirements you have for statistical equal opportunities monitoring. Under GDPR we need your agreement to retain this information for these purposes. Please tick this box if you agree to this: [ ] Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**Thank you for completing this form. Please print and email this together with your completed application form. It will be kept separately from your application form.**