



Homelessness Support Worker

APPLICANT INFORMATION PACK

Ending homelessness
one person at a time



Thank you for your interest in our
Homelessness Support Worker roles
at Emmaus Merseyside.

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, community and social enterprise.

CONTENTS

Emmaus overview	3
How Emmaus works	4
Vision, mission & values	6
Emmaus movement	7
Role overview	8
Job description	9
Person specification	12
Terms of employment	13
Application process	14

Emmaus overview

Emmaus Merseyside is an award-winning charity that empowers people to overcome homelessness for good. We provide people with a stable home and life-changing tailored support.

We're here for people experiencing or at risk of homelessness. We see the person and their strengths – and help them get their life back on track, based on the future they want to create. As part of a nationwide movement of local Emmaus charities, we equip people with valuable skills, training and work experience to achieve their goals.

No one's life should be defined by homelessness. In our caring community, we build on each individual's abilities, increasing their confidence and self-esteem. The people we support have a purpose and a chance to make a real contribution to their community.

Emmaus Merseyside is a vital part of our local area. Our Charity Superstore is a place to find affordable furniture, household items, clothing, books, toys and much more. We give new life to pre-loved items – reducing waste and promoting reuse. Within our grounds, we also have a Hub & Coffee Shop, community garden and wood workshop.

Ever since our Seaforth residential community opened in 2016, Emmaus Merseyside has steadily grown and we now have the capacity to support 30 residents at any one time. As well as the people we support, we have a dedicated staff team and local volunteers who support our charity. We are governed by a board of trustees who all live or work within the Liverpool city region.

Working together, we're ending homelessness one person at a time.



How Emmaus works

Emmaus Merseyside provides people with a stable home and life-changing tailored support. We offer...



A stable home and a base to progress

In our community, everyone has their own furnished bedroom. It is their home and a stable base from which people can build their confidence, skills and plans for the future. All bills are covered, home essentials provided and fresh meals prepared each day. Our community home includes living and dining areas, a gym and garden where people can relax and socialise together.



A tailored package of support and pathways

Our trained support workers build on each person's abilities, working with them to develop tailored support plans and goals for the future. We provide a safe and supportive environment where people can settle, rebuild their lives and overcome homelessness for good. When people are ready, we support them to find, secure and move into their own permanent home.



A chance to gain skills and work experience

People supported by Emmaus can gain valuable training and work experience within our social enterprise. For many, taking part in this daily activity gives them a focus, routine and a chance to interact with others. The opportunity to become an active part of society, and make a contribution to it, plays an important role in restoring people's self-esteem.



Before Emmaus, I was on the streets for a year and a half and then sofa surfing for about six months. I decided then that I needed to change my life and get on the right track.

Dillan, former Emmaus Merseyside resident



**Together,
we can do
it and it's
all about
having a
good team.**

“Being at Emmaus has helped me focus more. I’ve now got more to gain than I have to lose. During the day, I’m in the Emmaus world but from half-past four, I’m free to do what I want. I do a lot of cycling and it’s another focus of mine.

“At Emmaus, we’re all given the same rules and know they’re important to help keep the community stable. We’ve all got different problems in life but here we’re supporting each other as best we can. Hopefully, we can achieve a lot, as individuals and a community, as we’re a good team. We work well and get on well – you can have a laugh and a joke. Together, we can do it and it’s all about having a good team.

“To people thinking about joining Emmaus; grab the opportunity and enjoy your time here – make the most of it. Try the best you can and be the best you can be.”

Chris

Emmaus Merseyside resident



Our vision

A future where everyone has the stability, opportunity and support they need to move beyond homelessness for good.



Our mission

To provide a stable home, personal development opportunities and clear pathways that enable people to rebuild their lives and move forward.



Our purpose

To support people who have experienced homelessness to achieve lasting independence with dignity and hope.

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.

Emmaus movement

Emmaus Merseyside's work is focused within our city region but we are also part of a much wider secular movement.

▶ Emmaus in the UK

Across the UK, there are 30 Emmaus communities and groups. Emmaus in the UK has a federated structure, which means that each community and group is a charity in its own right, with its own staff team, volunteers and board of trustees.

Emmaus UK supports our federation, providing a range of services and expertise to assist the movement's development and growth within the UK.



▶ Emmaus worldwide

The roots of Emmaus stretch back to Paris in 1949 and since then, more than 400 Emmaus groups have been established in over 40 countries around the world.

All Emmaus groups have the same values whilst operating in very diverse social, economic and political contexts. All share the same goal; acting against the causes of poverty whilst empowering people to make positive change happen.

Homelessness Support Worker

ROLE OVERVIEW



As Homelessness Support Worker, you will deliver high-quality, structured, person-centred support to companions in supported housing, enabling them to build independence, achieve planned outcomes, progress along a clear pathway and successfully move on to independent living.

The 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 Supported Housing (Regulatory Oversight) 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.

Homelessness Support Worker

JOB DESCRIPTION

Location:	Office-based at Emmaus Merseyside, Seaforth, Sefton
Reporting to:	Pathway Lead
Responsible for:	Emmaus companions
Community size:	30 companion rooms

Key Responsibilities

1. 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 non-engagement, maintaining consistent expectations and boundaries

2. Progression & 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, volunteering and employment opportunities
- 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

Homelessness Support Worker

JOB DESCRIPTION

Key Responsibilities (continued)

3. Compliance & Recording

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

4. 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

5. 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

6. 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

7. Social Enterprise & 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

Homelessness Support Worker

JOB DESCRIPTION

Key Responsibilities (continued)

8. Housing Management

- Support understanding and compliance with licence/occupancy agreements
- Encourage rent/service charge payments and access to benefits
- Support occupancy levels and minimise voids
- Ensure accommodation standards are maintained
- Support health and safety checks and report concerns
- Assist with enforcement actions where required (warnings, notices, evictions)

9. 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 occasional weekend working

Homelessness Support Worker

PERSON SPECIFICATION

ESSENTIAL

- Experience working with vulnerable adults (e.g. homelessness, mental health, substance use)
- Experience delivering person-centred support planning and 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
- Ability to manage competing priorities and caseloads
- Accurate and outcome-focused record keeping
- Confident IT skills (case management systems, Word, email)
- 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 evenings, on-call duties and occasional weekends

DESIRABLE

- Experience in supported housing
- Experience with case management systems
- Knowledge of Supported Housing Act requirements
- Experience supporting into employment, training or accommodation
- Knowledge of homelessness and housing pathways
- Trauma-informed or strengths-based practice experience
- Relevant qualification (Housing, Health & Social Care, etc.)
- Full driving licence

Homelessness Support Worker

TERMS OF EMPLOYMENT

Starting salary:	£27,000 per annum
Hours of work:	Full - time (37.5 per week)
Work location:	On-site, office-based
Contract:	Permanent
Probation period:	6 months
Pension:	Workplace pension with employer contribution
Holidays:	25 days + Bank Holidays
Training and development:	Ongoing training and development
Employee Assistance:	24/7 employee assistance scheme is available

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

Homelessness Support Worker

APPLICATION PROCESS

You are invited to apply for this role by completing our Application Form and EDM Form (found on the job advert webpage), and emailing them to **paul.malone@emmausmerseyside.org.uk**

The closing date for applications is 8am on Monday 3 August.

Please ensure you refer to the person specification when completing your application. CVs will not be accepted.

Successful applicants will be invited to interview on Wednesday 5 August so we would ask that you retain this date in your diary.

We reserve the right to close this vacancy early and interview suitable candidates before the closing date. We therefore encourage interested applicants to apply as soon as possible.

Emmaus Merseyside is committed to building an inclusive community where everyone is valued, respected and able to thrive. We welcome applications from people of all backgrounds, experiences and perspectives, particularly those who share our belief in dignity, community and opportunity for all.

We are committed to ensuring our recruitment process is fair, transparent and accessible. If you require any reasonable adjustments at any stage, please let us know and we will be happy to support you.

**Ending homelessness
one person at a time**

emmaus.org.uk/merseyside



Charity No. 1110220, Company No. 5075117

