



emmaus
Greenwich
working together to end homelessness

Support Worker Job Description

Location:	Emmaus Greenwich
Accountable to:	Community Manager
Responsible for:	Staff, Companions and Volunteers as appropriate
Working hours:	40 hours per week over 5 days with requirement to be flexible to cover holiday and sickness

Overall Purpose of the Job

- Support a caseload of formerly homeless individuals known as Companions to reach their potential through both practical and emotional support.
- To provide specific, person-centred support to those Companions who are struggling with substance misuse.
- Tailor support plans to meet individual need - setting goals, assigning actions, working with other providers and considering the person's holistic needs.

Main Duties and Responsibilities

Supporting Companions

- Managing a caseload of formerly homeless individuals known as Companions who may require more specific areas of support
- Working to a strengths-based model within Emmaus Greenwich to support Companions to utilise their skills and experience.
- Supporting Companions to develop healthier lifestyles/ life skills and make positive choices
- To manage Companion support relating to making and attending appointments, and acting as an advocate where appropriate, in accordance with accepted procedures (for e.g. health, legal assistance, court. housing, benefits, training, etc.).
- To support Companions throughout their recovery journey
- Ensure that all occupancy agreements are upheld and that breaches are dealt with according to the relevant policies and procedures and with regard to best practice and the Emmaus ethos.
- Working within the Support Team on admission and induction planning.

Intervention

- Working within Psychologically Informed Environments to case manage individual Companions, providing both opportunistic and structured interventions.
- Responding to incidents or issues during the working day
- Referring to relevant outside agencies where accommodation with further support is required
- Working in collaboration with the support team to assist Companions who are asked to leave Emmaus Greenwich to find alternative, emergency housing, including duty to refer referrals.
- Providing direct specialist 1:1 interventions to people who have problematic issues with substances, including alcohol.
- Encouraging and facilitating engagement in local support agencies and networks

Development

- Supporting Companion's progress with personal development plans
- Act as lead within the community regarding substance misuse training and awareness
- Developing this new role with a creative and imaginative approach
- Identify training and development opportunities for Staff and Companions
- Contribute to policy and procedural reviews regarding drug and alcohol monitoring
- Involvement in assessing referrals to the community
- Working collaboratively with the Training and Development Coach to support Companions to achieve their goals and aspirations including accessing services, training and learning opportunities

Administration

- Record and maintain Companion records.
- Maintain working practices that reflect the overall ethos and vision of Emmaus, including following our policies, procedures and code of conduct.
- Contribute for the day-to-day administration, organisation and effective operation of the Community and the maintenance of appropriate records.
- To ensure all relevant documents relating to new Companion have been completed in the agreed time frame.
- Recording and monitoring of appropriate records and risk assessments relating to Companions.
- Prepare reports.
- Guide induction and exit processes for Companions - to ensure that they understand the core principles of offer at Emmaus move on long term, sustainable accommodation after us.

Internal and External Relations

- Actively promote Emmaus Greenwich, raising awareness of the referral process and available spaces with appropriate external organisations.
- Promote teamwork and motivate staff, volunteers, and Companions to ensure effective working relations and communication across the community.
- Maintain a cohesive, seamless, and effective working relationship with all departments at Emmaus Greenwich.
- Develop and maintain the community's relationships with the Emmaus movement at regional, national, and international levels.
- Develop and maintain good working relationships with relevant agencies to ensure that specific development or move on needs of Companions are met effectively.
- Maintain good local and national Community relations, promoting the ethos of Emmaus where possible.

- Representing Emmaus Greenwich to partner agencies and developing relations with a wide variety of agencies.
- Provide written updates for key stakeholders as well as for internal meetings.

Other Duties

- Perform tasks to support the effective running of the community.
- Ensure compliance with current all applicable legislation and all Health & Safety requirements.
- To participate in and ensure the smooth running of 24 hours, 7 days/week Community and Companion support; including performing on-call duties as required to meet 24/7 coverage (including health & safety, security, emergencies and managing incidents)
- Attend team meetings, supervisions, reflective practice and training as required.
- Be flexible and willing to carry out any reasonable duties needed to assist the support team, community and social enterprise activities.
- Any other duties as required by the SLT team.

General

Emmaus Greenwich may on occasion work with vulnerable people. Staff and volunteers must observe the proper demarcation and professional boundaries while performing their role.

The post holder must always act in a way, which will maintain the good reputation of Emmaus Greenwich, upholding the policies and procedures of Emmaus. The post holder will strive to preserve good working relationships with Staff, Volunteers, Companions and 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' aim to take action to help disadvantaged people. You will be expected to encourage, develop and support volunteer involvement in our work.

Support Worker

Person Specification	
Essential	Desirable
Experience	
<ul style="list-style-type: none"> • Minimum 2 years recent experience in a support role, working directly with people who have misused substances • Experienced in providing a range of evidence-based interventions to individuals affected by homelessness and/or substance misuse. • Experience of leading group sessions • Knowledge and understanding of Strength-based practice and Trauma informed care. • knowledge of relevant theory that informs practice delivery • Working with vulnerable people or people with challenging behaviour 	<ul style="list-style-type: none"> • Understanding of housing and welfare benefits • Experience of housing management or working in a residential setting with those with complex needs • Current First Aid certification
Education / Professional Certification	
<ul style="list-style-type: none"> • GCSE Maths and English 	<ul style="list-style-type: none"> • Counselling • Mental health First Aid training
Skills	
<ul style="list-style-type: none"> • Ability to undertake accurate and comprehensive assessments of need, identifying levels of risk, recovery potential and to establish immediate and longer-term recovery goals. • Have a clear understanding of, and a commitment to safeguarding best practice. • A commitment to multi-agency working, and be able to work in partnership with other agencies within the treatment system to achieve good outcomes for clients • Have a good working knowledge of mental health interventions, services, and good practice. • Ability to enable and empower • Confidence to take on and resolve difficult issues 	<ul style="list-style-type: none"> • Mediation • Facilitation • Coaching • Full driving licence
Knowledge and Commitment	
<ul style="list-style-type: none"> • Confidentiality and data protection • Awareness, understanding and compliance to Equal Opportunities • Understanding of professional boundaries • Enthusiastic with a 'can do' attitude • Commitment to environmental sustainability and social development • Current and clean driving licence • Prepared to travel regularly within the local area 	<ul style="list-style-type: none"> • Understanding of housing and homelessness legislation • Knowledge of disorders including: mental health diagnosis, treatment and resources; addiction resources and stages of change •
Personal Characteristics	
<ul style="list-style-type: none"> • A belief in the potential of each individual and an understanding of the importance of community in helping an individual to achieve their potential • Effective and committed team player • Motivated and proactive • Empathetic and understanding of a wide range of needs and experiences • Strong emotional resilience and able to identify when external support is needed for self and others • Able to welcome people into the community with no prejudice. 	