



**emmaus**  
**Greenwich**  
working together to end homelessness

## Community Manager

### Job Description

<b>Location:</b>	Emmaus Greenwich
<b>Accountable to:</b>	CEO
<b>Responsible for:</b>	Staff, Companions and Volunteers as appropriate
<b>Working hours:</b>	40 hours per week over 5 days with requirements to be flexible to cover holiday and sickness

#### Overall Purpose of the Job

- The Community Manager is responsible for the overall management of the residential accommodation.
- The Community Manager takes responsibility 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 Community Manager takes responsibility for ensuring that Companion support is appropriate for individual needs and delegated, administered, and recorded effectively. To take a lead role with assessing and approving referrals for new Companions.
- To support and manage other members of staff in the running of, and maintaining the well-being of, Emmaus Greenwich.
- Deliver sustainability by overseeing costs and ensuring efficient resource management.
- To work with external agencies to ensure a stream of appropriate referrals.

#### Main Duties and Responsibilities

##### Maintaining the Community Ethos

- Responsible for the admission welcome including assess new referrals, interviewing potential Companions, welfare and care of Companions, their integration into the Emmaus Community and the wider community at large, developing a sense of extended family.
- Responsible for day-to-day problem solving and conflict resolution.
- 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.
- Able to take appropriate disciplinary action in line with our policies and procedures in a fair and consistent manner when necessary.
- Ensure that the Community is run in accordance with Emmaus Greenwich policies and procedures and that the Emmaus ethos is maintained.
- Ensure Companions are involved in all aspects of Community life, and are part of its organisation, development, and decision-making procedures.
- Lead and implement a culture which provides confidentiality, promotes professional boundaries, protects data, and safeguards Companions, Volunteers and staff.

### **Companion Support and Engagement**

- Implement and develop intake and admission procedures, including needs and risk assessment with a strength-based approach, and lead on decision-making for accepting new Companions.
- Lead and manage the development and implementation of individual, Companion-led support, ensuring that all Companions have in place support and development plans that maximise their opportunity to achieve their aspirations and enhance their well-being with tangible outcomes especially for Companion learning and development.
- Responsible for the Community ethos and for the development of Companions' skills, individually and collectively, to enhance their growth and development, and that of the Community.
- To manage support relating to Companion's needs regarding their daily living requirements, physical and mental health, safety and personal development.
- Liaise with relevant agencies outside the community where appropriate, to ensure that the specific needs of Companions are met effectively.
- 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.)
- Develop and implement effective strategies for the active participation of Companions in the development and management of the community.
- Develop and manage Companion involvement and feedback in line with current co-production practice including through surveys.
- Working in partnership with the Retail Manager, facilitate, encourage, and support companion engagement and training within the social enterprises to ensure they are viable businesses.
- To lead on Companion move on into independent accommodation.
- To assist and encourage Companions to move into independent accommodation where appropriate.
- Identify and co-ordinate Community activities, including outings, events and exchange visits.

### **Line Management**

- Line management of staff, setting objectives, monitoring, undertaking reviews and appraisals at agreed intervals. Ensure the cascading of information and facilitate a culture of reflective practice.
- Assist the CEO with recruitment, training and development of employees in line with company policies and employment law, ensuring relevant HR policies and procedures are followed (appraisals, discipline, grievance etc)
- Ensure that effective Safeguarding systems are in place and maintained, acting as the organisation's Designated Safeguarding Officer, with delegated responsibility for policy development, implementation, and reporting.
- Ensure understanding and commitment by staff, Companions and other volunteers to the ethics, integrity, compassion, and culture of Emmaus, within the Community and its business.
- Manage the Housekeeping team to ensure that all communal areas are kept clean and tidy.

### **Administration**

- Responsible 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.
- Responsible for the CRM
- Prepare reports.

### **Facilities Management**

- Assist the Multi Site Property and Facilities Manager in the upkeep and maintenance of the Community, to ensure that it provides a pleasant and comfortable home for the Companions, whilst adhering to health and safety requirements
- To assist with the upkeep of Companion rooms and the Community building as directed.
- Ensure that the Community is well maintained, clean, tidy and complies with any relevant regulations.

### **Internal and External Relations**

- Maintain good local and national Community relations, promoting the ethos of Emmaus where possible.
- Develop and manage a broad range of referral pathways through good liaison and partnership development to meet targeted occupancy and impact on homelessness in the Greenwich area.
- To work with external agencies to ensure a stream of appropriate referrals.
- Develop and maintain the Community's relationship with the Emmaus movement at regional, national and international levels.
- Representing Emmaus Greenwich to partner agencies and developing relations with a wide variety of agencies.

### **Other Duties**

- Ensure that the Community is run in an efficient and environmentally aware manner by designing and enforcing policies to limit waste and environmental damage.
- Organise the training and support of volunteers in the work of the Community.
- Ensure compliance with current all applicable legislation and all Health & Safety requirements.
- Be actively engaged with the Chief Executive and staff team in formulating Community strategy and policy-making.
- 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)
- Any other duties as required by the CEO.

### **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.

## Community Manager

### Person Specification

Essential	Desirable
<p><b>Education:</b></p> <ul style="list-style-type: none"> <li>• Good general education to include Maths and English GSCE or equivalent</li> <li>• Knowledge and understanding of Strength-based practice and Trauma informed care.</li> </ul>	<p><b>Education:</b></p> <ul style="list-style-type: none"> <li>• Educated to diploma or degree level in a related subject.</li> <li>• Management Qualification</li> <li>• Level 3 Safeguarding Vulnerable Adults</li> <li>• Knowledge and understanding of Strength-based practice and Trauma informed care.</li> <li>• Counselling</li> </ul>
<p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• The ability to focus on impact and deliver results.</li> <li>• Effective written and verbal communication skills</li> <li>• Effective listening skills</li> <li>• The ability to enable and empower</li> <li>• Effective administrative skills</li> <li>• Effective time management and organisational skills</li> <li>• Competent IT user including Microsoft Office Packages , internet and email</li> <li>• Conflict resolution skills</li> <li>• Strong analytical and problem-solving skills</li> <li>• Leadership skills</li> <li>• Ability to remain calm under pressure.</li> <li>• Able to manage challenging situations and people effectively</li> </ul>	<p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• Mediation skills</li> <li>• Facilitation skills</li> <li>• Full driving licence</li> </ul>
<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Experience of working with In-form client management tool.</li> <li>• Proven experience of managing people and teams effectively</li> <li>• Experience of planning, developing, and managing support services for clients with support needs</li> <li>• Experience of working with clients with complex needs</li> <li>• Experience of planning and implementing outcomes-focused monitoring &amp; evaluation systems.</li> <li>• Experience of developing, monitoring, and reporting on budgets.</li> <li>• Experience of managing the performance, learning and development of staff.</li> <li>• Experience of facilities and premises management.</li> <li>• Responsibility for developing and implementing Health and Safety processes and procedures.</li> <li>• Excellent interpersonal skills, able to build constructive professional relationships with a diverse range of people.</li> <li>• Leadership, team building, coaching, supervision</li> <li>• Professional boundaries</li> </ul>	<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Experience of working with In-form client management tool</li> <li>• Previous experience of managing supported housing</li> <li>• Experience of working with volunteers</li> <li>• Experience of managing contractors and suppliers.</li> <li>• Experience of business planning.</li> <li>• Experience of working collaboratively with tenants / residents / service users</li> <li>• Experience of supporting clients with support needs into work</li> <li>• Working with vulnerable people</li> <li>• Training – identification, provision and/or organisation of training and/or personal development programmes</li> <li>• Volunteer management</li> <li>• Financial management</li> </ul>

<p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Knowledge and understanding of homelessness issues</li> <li>• Demonstration of a belief in and, the ability to, adopt and work within the Emmaus ethos and principles</li> <li>• Demonstrable commitment to inclusive working, ensuring equality and valuing diversity.</li> <li>• Ability to work with and represent the organisation to external stakeholders.</li> <li>• An understanding of the requirements under Data Protection and the holding and management of personal details</li> </ul>	<p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Understanding of housing benefit</li> <li>• Knowledge of Housing legislation.</li> <li>• H&amp;S – food handling and hygiene, working with violence and aggression, manual handling, risk assessments, first aid</li> <li>• Welfare – Understanding and/or experience of mental illness and addictions</li> <li>• Residential management – Catering, domestic management, property management</li> <li>• Basic knowledge of Data protection</li> </ul>
<p><b>Other:</b></p> <ul style="list-style-type: none"> <li>• A belief in the potential of each individual and an understanding of the importance of the Community in helping an individual achieve their potential</li> <li>• Effective team worker</li> <li>• Empathetic and understanding of a wide range of needs and experiences</li> <li>• Awareness and acceptance of own limitations</li> <li>• Confidence to take on and resolve difficult issues</li> <li>• Commitment to environmental sustainability and social development</li> <li>• Awareness and understanding of Equal Opportunities</li> <li>• Able to welcome people into the community with no prejudice</li> </ul>	<p><b>Other:</b></p> <ul style="list-style-type: none"> <li>• Able to work unsocial hours</li> <li>• Ability to travel regularly within the local area and often nationally throughout the UK.</li> <li>• Willing and able to participate in the 24/7 on call emergency rota.</li> </ul>