



APPLICANT PACK

Volunteer Manager

 **Sussex
EMMAUS**

THANK YOU

for your interest in the role of
Volunteer Manager at Sussex Emmaus.



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, communities and social enterprises.

CONTENTS

How Emmaus works	3
Emmaus overview	4
Vision, mission & values	5
Our movement	6
Role overview	7
Job description	8
Person specification	10
Terms of employment	12
Application process	14

Emmaus supports people who have experienced homelessness and social exclusion.

ABOUT SUSSEX EMMAUS

Our community offers:

A stable home and a base to progress

Within Emmaus communities, everyone is provided with a furnished bedroom. It's a stable home from which people can build their confidence, skills and plans for the future. We ensure that all bills are covered, home essentials provided and fresh meals prepared each day. Each community includes shared living and dining areas where individuals can relax and socialise together

A chance to gain skills and work experience

We offer the people we support opportunities to gain work experience within our social enterprises and communities. Many people find that participating in meaningful work

brings focus, purpose and a sense of routine to their day. The opportunity to contribute to their community and become an active part of society plays an important role in restoring people's self-esteem.

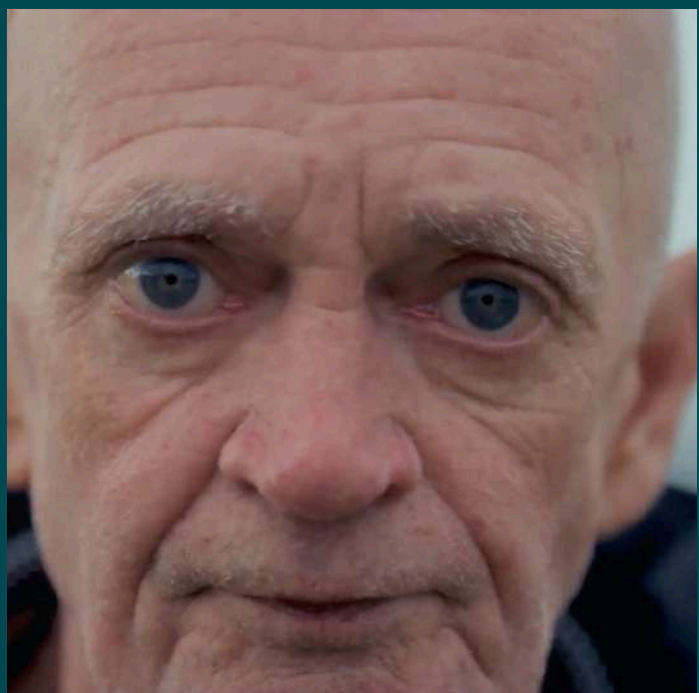
A sense of belonging and community

Each Emmaus community is a supportive and welcoming environment where people can rediscover companionship and a sense of belonging. Our communities are places where each individual is given space and supported to rebuild, develop and thrive in their lives. We foster the sharing of life experiences and encourage peer support, helping everyone to grow together.

Liam

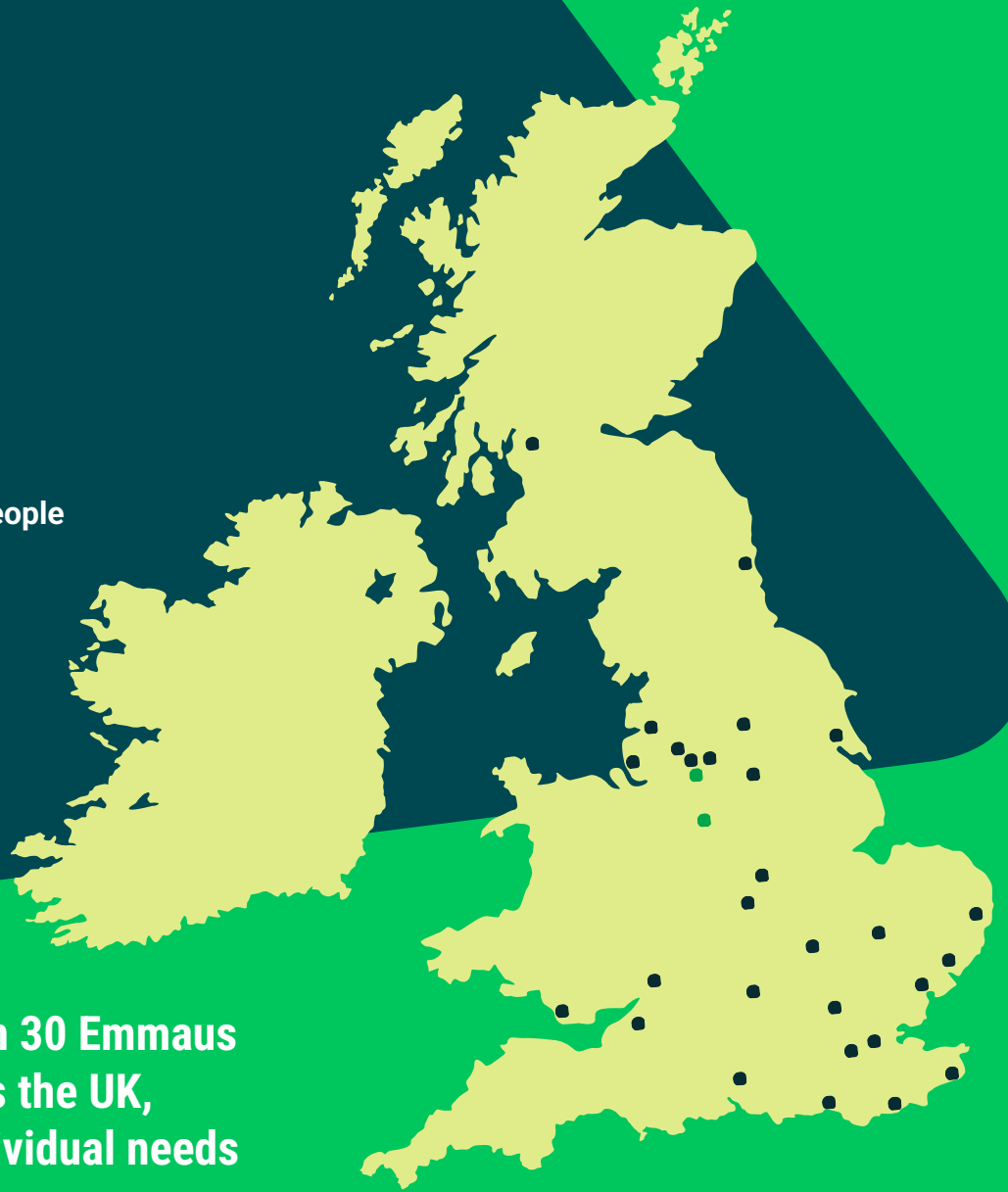
Sussex Emmaus Companion

It's been small steps, but I've got confidence now. I can't believe how far I've come.



EMMAUS OVERVIEW

Emmaus is a secular organisation supporting people affected by homelessness and social exclusion.



There are more than 30 Emmaus communities across the UK, each tailored to individual needs

Emmaus communities across the UK provide a home, tailored support and meaningful work to more than 850 people, known within Emmaus as companions. In addition to existing Emmaus communities, there are three emerging groups working to establish new communities.

Emmaus is different to many homelessness charities and support services as we go beyond just offering a bed for the night; we provide longer-term support, stability, opportunities for personal development, and a strong sense of community.

Social enterprise is central to the Emmaus model as it provides work opportunities for companions, but also generates a large proportion of the funding needed to maintain communities. Having something to do every day provides structure and a sense of purpose to Emmaus companions.

Our social enterprises play a huge part in helping to restore the self-esteem that many people lose when they are homeless, and enables them to make the most of their existing skills, while learning new ones.

Solidarity, helping others less fortunate than yourself, is central to the Emmaus way of life. Everyone at Emmaus, including companions, staff, trustees and volunteers, is encouraged to carry out acts of solidarity to support people who need it most.

For companions in particular, solidarity has a huge impact on their confidence and self-worth, showing them that they can make a difference to someone else's life and add value to the lives of people around them.

OUR MOVEMENT

The first Emmaus in the UK opened in 1991. There are now 29 Emmaus communities in the UK with more than 850 companions living in communities stretching from Glasgow to Dover and Norfolk to South Wales.

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.

Emmaus in the UK is now well established but we are also part of a much wider and diverse global movement. Emmaus started in France in 1949, shortly after the Second World War, when homelessness was a significant problem. After the first Emmaus community was created in the eastern suburbs of Paris, many more communities opened in France and across Europe, the Americas and in Asia.

The growth of the movement gave rise to the gradual development of a network of organisations that met in Bern, Switzerland, in 1969 to adopt the Universal Manifesto, the founding text of the Emmaus movement.

Today, the Emmaus movement includes more than 420 Emmaus groups, located in over 40 countries. Across four continents – Africa, Asia, Europe and the Americas – Emmaus groups work to help the most excluded and tackle the causes of poverty.

All Emmaus groups have the same values whilst operating in very diverse social, economic and political contexts. Ever since the Emmaus movement began, it has always been both secular and independent in leading its struggle to tackle the causes of poverty and exclusion. The movement defends its vision of society: a fairer and more sustainable world where people are at the heart of the system and where there is a place for everyone.

Find out more about how the Emmaus movement has grown to serve and campaign for people and communities in need.

emmaus-international.org/en/

JOB DESCRIPTION

Location: Sussex Emmaus, Portslade, Brighton

Reporting to: Business Manager

Purpose of the role

The Volunteer Manager plays a critical role in advancing the mission of Sussex Emmaus by building and maintaining a strong volunteer program. This position is responsible for recruiting, training, and supporting volunteers to ensure they have a meaningful and impactful experience while contributing to our goals.

This role focuses on recruiting, training, and supporting volunteers to ensure effective program delivery and strong community engagement. Key responsibilities include developing outreach strategies and partnerships to attract diverse volunteers, coordinating interviews and background checks, and providing orientation and ongoing training. The role also involves matching volunteers to suitable roles, managing schedules, monitoring performance, and fostering a positive, inclusive volunteer culture through recognition initiatives. Additionally, it requires maintaining accurate volunteer records, reporting on impact to stakeholders, and collaborating closely with managers while representing the organisation at community events.

Principal responsibilities and duties

Strategy

- Develop a Volunteer Strategy outlining how Sussex Emmaus will recruit, support, and retain volunteers to achieve its goals, focusing on building community, diversifying roles, and enhancing volunteer experience.

Volunteer Recruitment & Engagement

- Build partnerships with local organisations, schools, and businesses to promote volunteer opportunities.
- Conduct interviews and background checks as needed.

Training & Development

- Design and deliver orientation sessions to prepare volunteers for their roles.
- Provide ongoing training and resources to enhance volunteer effectiveness.

Schedule Coordination

- Match volunteers with appropriate roles based on skills and interests.

- Maintain volunteer schedules and ensure adequate coverage for all social enterprises and events.
- Monitor volunteer performance and provide feedback.

Recognition & Retention

- Implement volunteer appreciation initiatives, including events and awards.
- Foster a positive and inclusive volunteer culture.

Data Management & Reporting

- Develop the use of a CRM for effective scheduling, communication and data input.
- Maintain accurate records of volunteer hours and activities.
- Prepare reports for leadership and funders on volunteer impact.

Collaboration

- Work closely with managers to identify volunteer needs.
- Represent the organisation at community events and networking opportunities.

JOB DESCRIPTION

Other duties

- Any other duties and accountabilities as required by the Business Manager, including additional duties and responsibilities to cover for holidays and absences.

Special requirements

- Sussex Emmaus runs its business operations 5 days a week, Tuesday to Saturday. This role is for 4 days between Tuesday and Saturday.
- A key challenge is balancing our charitable purpose with our social enterprise activities.
- A requirement to support Solidarity[1] activities undertaken by the Community.
- To lead by example by demonstrating appropriate behaviours, values and culture.
- To learn and engage with the Emmaus ethos as presented in the Universal Manifesto[2] and embodied in the history and experience of all involved in Emmaus.
- Emmaus works with adults with complex needs who have experienced homelessness. Because of this, all employees are subject to DBS checks.

[1] Solidarity within the context of Emmaus is the 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.

[2] The English version of the Universal Manifesto is available at <http://emmaus-international.org/> under 'Our Publications'

General

- To be flexible and willing to carry out any other reasonable duties as required.
- To play a full role in the Sussex Emmaus Community, fulfilling additional tasks as requested by the management team.
- To understand and work in accordance with the principles of Emmaus International and uphold its values and ethos.

Person Specification

Education	Essential	Desirable
Two years of experience in volunteer management	✓	
Bachelor's degree in Nonprofit Management, Human Resources, or related field (or equivalent experience).		✓
Recruitment		✓
Safeguarding		✓
Training and development		✓
Project Management		✓
Skills	Essential	Desirable
Strong communication and interpersonal skills	✓	
Ability to manage multiple priorities and work independently	✓	
Familiarity with volunteer management software and Microsoft Office Suite	✓	
Inspire and motivate people to achieve their full potential	✓	
Effective listening	✓	
Ability to remain calm under pressure	✓	
Able to supervise Companions' and volunteers'	✓	
Ability to relate to and work with a variety people	✓	

Person Specification

Ability to prioritise workload, balancing competing demands	✓	
Effective time management and organisational skills	✓	
Public speaking or engagements		✓
Driving		✓
Networking		✓
Experience	Essential	Desirable
Minimum 2 years of experience in volunteer coordination or nonprofit program management	✓	
Non-Profit Organisation experience	✓	
Customer service	✓	
Experience of complying with Safeguarding regulations	✓	
Working with people with complex needs		✓
Working with volunteers		✓
Volunteering		✓
Familiar with the topic of homelessness		✓

JOB DESCRIPTION

Other

- Flexible and adaptable attitude to work
- Willingness to undertake further training and/or learn new skills where appropriate
- Awareness and understanding of Equal Opportunities
- Respect for confidentiality issues
- Able to welcome people into the Community with no prejudice
- A belief in the potential of each individual and an understanding of the Community in helping an individual achieve their potential
- Empathetic and understanding of a wide range of needs and experiences
- Effective team player, with the ability to lead, work and delegate
- Ability to engage others' support
- Commitment to environmental sustainability and social development
- Demonstration of a belief in and the ability to adopt and work within the Emmaus principles
- A belief in the potential of each individual and an understanding of the importance of community in helping an individual to achieve their potential
- Enthusiastic
- Commitment to environmental sustainability and social development

Equal Opportunities

Sussex Emmaus provides equal opportunity for all job applicants and employees and is committed to providing a work environment free of discrimination. We are dedicated to an inclusive culture, and we strive to create a workplace where teams of people with diverse backgrounds, characteristics, perspectives, ideas and experiences work together. We welcome applications from all individuals irrespective of age, race, gender, sexual orientation, ethnicity, religion or belief, disability, marital status or parental responsibilities.



TERMS OF EMPLOYMENT

Starting salary:	£25,706 per annum (actual)
Hours of work:	31 hours per week - days and times to be agreed. Flexible working available. We operate Tues-Sat.
Contract:	Permanent
Probation period:	6 months
Pension:	An auto-enrolment pension arrangement is in place
Holidays:	25 days per year plus bank holidays (pro-rata)
Training and development:	Ongoing training and development
Employee Assistance:	24/7 employee assistance scheme is available



APPLICATION PROCESS

To apply for the role, please send your CV and covering letter to careers@sussexemmaus.co.uk by 9am on Saturday 13 June.



To apply for the role, please send your CV and cover letter explaining how you meet the job specification to careers@sussexemmaus.co.uk by 9am on **Saturday, 13 June.**

Interviews will be held the week commencing 29 June.

Sussex Emmaus provides equal opportunity for all job applicants and is committed to providing a work environment free of discrimination. We're committed to an inclusive culture and to building a workplace where teams with diverse backgrounds, characteristics, perspectives, ideas, and experiences work together.

We welcome applications from all individuals irrespective of age, race, gender, sexual orientation, ethnicity, religion or belief, disability, marital status or parental responsibilities.

To ensure fairness and consistency to select the best candidate for our roles, all applications are anonymised up until an interview has been confirmed so that shortlisting is based solely upon the suitability of the candidate's experience.

If you would like to arrange an informal discussion about the role, please email careers@sussexemmaus.co.uk



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[EMMAUS.ORG.UK/SUSSEX](https://emmaus.org.uk/sussex)