



**emmaus**

**Bristol**

working together to end homelessness

# **Applicant Pack**

**Social Enterprise Work Coach**



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Emmaus Bristol is registered in England and Wales: charity registration number: 1071538, limited company number 3579001

Dear applicant,

Thank you for your interest in working for Emmaus Bristol. We are looking for a Social Enterprise Work Coach to join our team.

Emmaus Bristol is a local charity, working to help people out of homelessness. The work we do here changes lives.

The new Work Coach will work side-by-side with Companions (residential and non-residential) to provide work experience and training in our social enterprises. These currently consist of retail, warehouse, van services and holiday pods. Your experience of working in a fast-paced, customer-facing environment where you've had to provide on-the-job training to others will be vital in helping us achieve our purpose of giving hope and a sense of belonging to those who have experienced homelessness and poverty.

You will be joining a friendly and enthusiastic team who are passionate about what they do, and you will be making a huge difference to people's lives.

*"My favourite thing about working at Emmaus Bristol is the people: it's truly somewhere that makes a difference in people's lives, and everyone here very much believes in the work we do. We're all aiming for the same goal and working together to achieve it, which is very motivating for everyone involved."* Katie – current team member.

The application deadline is 10am on Monday 10th March 2025 and details of how to apply are on page 13.

Interviews with the Social Enterprise Manager and Support Manager will be held on Monday 17<sup>th</sup> March 2025. There will be two parts to the interview, the first being a task-based scenario working with companions where you will be observed by two members of staff, the second being an interview with three members of staff and two companions.

We look forward to receiving your application,

Charlie Keenan  
Social Enterprise Manager  
Emmaus Bristol

# About Emmaus

**Our Vision: A sustainable 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. Emmaus supports more than 850 people who have experienced homelessness in 30 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 weekly allowance.

In return, we ask:

- That Companions work 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).

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# 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 Health £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.

“Homelessness ends the moment you walk through the door... the rest is up to you.”

“Emmaus gives people respite and a purpose.”

“Emmaus is the best place to come if you need help to get back on track. I'm a really good example of how it helps and I'm happy that I have a chance at life now.”

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# 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 shops selling second hand goods which are operated by companions and overseen by the Social Enterprise Manager. Companions also staff our house clearance service and the warehouse, as well as supporting our eBay shop. We have two eco holiday pods which we rent to visitors, and we provide affordable work space for other local charities and social enterprises.



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# Purpose, Vision, Mission & Values

## Our purpose

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

## Our 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.

## Our vision

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

## 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

# Our Strategic Objectives 2022-2027

Emmaus Bristol is committed to expand and improve the work that we do to help people out of homelessness and poverty.

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 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.

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# Job Roles and Responsibilities

Job title	Social Enterprise Work Coach
Reports to	Social Enterprise Manager
Line manages	N/A
Location	Main site: Emmaus Bristol, Backfields House, Upper York Street, Bristol BS2 8QJ Plus some work out and about on our vans and in our Bedminster shop
Contract	Fixed-term (2 years) Possibility of continuation dependent on funding and KPIs.  37.5 hours per week
Salary and benefits	£26-28k (DOE) per annum FTE. 25 days' annual leave plus bank holidays. Emmaus Bristol provides an auto-enrolment pension scheme with Royal London.
Training and personal development	Individually tailored induction, training and development  Cycle to work scheme  A 24/7 employee assistance scheme is available
Working hours	7.5 hours per day (breaks unpaid) which can be worked flexi-time between 9am to 5pm, Monday to Friday

## Job Purpose

The purpose of the social Enterprise Work Coach is to: work side-by-side with Companions (residential and non-residential) to provide work experience and training in our social enterprises. These currently consist of retail, warehouse, van services and holiday pods. Your experience of working in a fast-paced, customer-facing environment where you've had to provide on-the-job training to others will be vital in helping us achieve our purpose of giving hope and a sense of belonging to those who have experienced homelessness and poverty.

Emmaus Bristol's trading is primary purpose, which means that the meaningful activities provided for Companions is as important as their financial impact. The role has responsibility for meeting targets linked to Companion training and development that aims to help them thrive in their role at Emmaus, and to move on into paid employment.

This is an exciting, hands-on role where no two days will be alike. You might be developing a work experience pathway one day, then working alongside a Companion in a shop and leading by example the next. You'll supervise work, coach Companions and volunteers to develop their working practices and monitor and report on progress outcomes. You will use your people-skills to work closely together with colleagues to best support the individuals you are working with.

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# Job Description

## Social Enterprise-related

### Coaching & Supervision

- Expand our work experience and training offer to non-resident Companions: develop and implement new partnerships with external agencies and provide fixed-term work experience opportunities for unemployed, non-resident Companions.
- Provide coaching, supervision and vital work support to help ensure resident and non-resident companions, in Emmaus Bristol:
  - carry out their roles safely and effectively
  - develop their work skills and working methods towards self-managed independence
  - collaborate on designing their professional development pathway and goals
- Provide Companion work-place induction and training as well as refreshers
- Prepare or review role descriptions for each relevant area of work
- Provide on-the-job work coaching where an opportunity is identified
- Lead by example, demonstrating best working practise and a strong work ethic
- Complete any administration to required standards and deadlines, including reporting on work placement outcomes
- Liaise with colleagues to ensure non-residential companions are getting the most out of their placement, and that training and supervision is consistent across all work areas

### Enterprise Development

- Develop a fixed-term programme of training and work experience that can be scaled up
- Work with companions to maintain or improve our excellent annual audit results for enterprises

### Care/support-related tasks

- Work with the support team to monitor Companion's professional development throughout the year and identify work coaching opportunities
- Liaise with the support team over any support-related issues that have arisen in this work area
- Liaise with the support team when supervising or training companions in our social enterprise(s)
- Be aware of and observe proper professional boundaries and adult safeguarding at all times

### General tasks

- Respond to complaints efficiently and effectively and take responsibility for escalating to the Social Enterprise Manager when necessary
- Follow all relevant Policies and Procedures, including Health & Safety policy and procedures, and take responsibility for dealing with any issues within the social enterprises, escalating to the Social Enterprise Manager when necessary
- Attend, where appropriate, training courses relevant to the development of the role
- Attend and participate in weekly Emmaus Bristol team meetings
- As requested by your line manager, carry out any other duties or general tasks and hours of work as may be reasonably required within the scope and purpose of the job

Emmaus Communities aim to be self-sustaining financially and the social Enterprise Work Coach is expected to contribute to this goal. In addition to the specific duties and responsibilities outlined in this job profile, all Emmaus Bristol employees should be aware of their specific responsibilities towards the following:

- To adhere to all health and safety and fire regulations, and to co-operate with the Charity in maintaining good standards of health and safety

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- To uphold ethical and professional standards and not behave in a manner that is likely to bring the Charity into disrepute
- Promote and sustain a responsible attitude towards equality and diversity within the Charity
- Demonstrate a commitment to on-going registration requirements or any national professional or occupational standards associated with the role
- Demonstrate a commitment to on-going learning and development and to participate in any training relevant to the role
- Good working knowledge and understanding of Emmaus Bristol's aims and objectives through its core values

All employees are expected to be competent with the use of technology and information systems, and understand their duties and responsibilities with regard to GDPR and the appropriate use of personal data including sensitive personal data.

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time. Any such amendments will be discussed with the post holder.

## Relationships

The Social Enterprise Work Coach is to foster and maintain productive, healthy and professional relationships with:

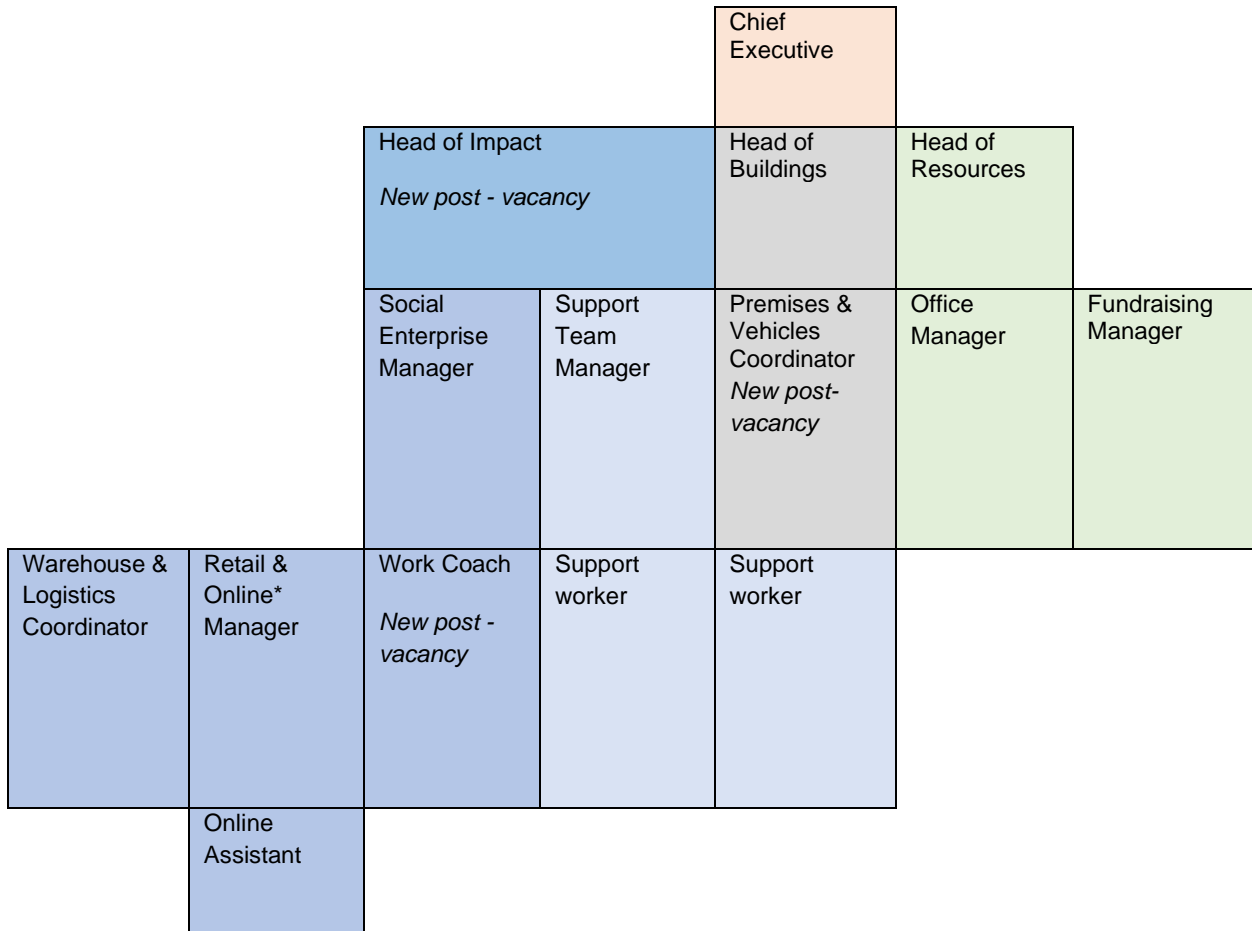
- Residential and non-residential Companions (adults with lived experience of homelessness and / or unemployment who live and/or work within the Emmaus Bristol community)
- Emmaus Bristol staff, volunteers, trustees, trainees, students, work placement participants, interns and other visitors
- Local employers
- Contractors, customers, suppliers, referral agencies and training providers
- Emmaus organisations at National and International level

# Person Specification

Essential	Desirable
<b>Education</b>	<b>Education</b>
<input type="checkbox"/> GCSE grades 9 – 5 or equivalent in English Language and Maths	<input type="checkbox"/> Level 4 or higher education in a relevant discipline
<b>Qualifications</b>	<b>Qualifications</b>
<input type="checkbox"/> Evidence of Continued Professional Development	<input type="checkbox"/> Professional qualification(s) in a relevant field
<b>Experience</b>	<b>Experience</b>
<input type="checkbox"/> Several years working in a busy industry (such as retail, warehousing, hospitality, events, face-to-face customer service) <input type="checkbox"/> Proven track record in coaching, instruction or supervision <input type="checkbox"/> Creating mutually beneficial partnerships with wider community stakeholders such as potential employers <input type="checkbox"/> Working to, and monitoring progress against, KPIs <input type="checkbox"/> Project management <input type="checkbox"/> Working with a changing rota of people	<input type="checkbox"/> Volunteer management <input type="checkbox"/> Working with vulnerable adults <input type="checkbox"/> Reporting on project outcomes <input type="checkbox"/> Sales/merchandising experience <input type="checkbox"/> Cash handling <input type="checkbox"/> Working alongside people with varied neurodiversity
<b>Skills</b>	<b>Skills</b>
<input type="checkbox"/> Strong time management and organisation with the ability to self-manage and prioritise <input type="checkbox"/> Friendly and positive, even when having challenging conversations <input type="checkbox"/> Excellent supervisory skills with the ability to work sensitively and assertively with individuals who have experienced homelessness <input type="checkbox"/> Training others in a range of work areas including planning training to achieve goals <input type="checkbox"/> Conflict resolution, especially working across multiple stakeholders from customers to client group <input type="checkbox"/> Highly adaptable with resourceful problem solving skills <input type="checkbox"/> Attention to detail so that business compliance issues are spotted before they escalate <input type="checkbox"/> Ability to work across multiple sites in Bristol using your own or public transport <input type="checkbox"/> Effective written and verbal communication <input type="checkbox"/> Demonstrable IT skills including Microsoft Word, Excel and G-suite <input type="checkbox"/> Timely and effective record keeping	<input type="checkbox"/> Mediation <input type="checkbox"/> Influencing to achieve positive outcomes <input type="checkbox"/> Eye for design/merchandising <input type="checkbox"/> Driver with full, clean UK compliant driving license with occasional business use insurance
<b>Knowledge &amp; Ethos</b>	<b>Knowledge &amp; Ethos</b>
<input type="checkbox"/> Empathy for Emmaus Bristol's mission and values <input type="checkbox"/> Committed to equality of opportunity, diversity, inclusion and anti-discriminatory practices <input type="checkbox"/> Knowledge of realistic progression routes within key UK industries and an ability to identify work opportunities that will support companion move-on from supported housing. <input type="checkbox"/> Leading by example to demonstrate best practice at work, especially for individuals with experience of homelessness <input type="checkbox"/> Enthusiastic and can-do attitude	<input type="checkbox"/> Knowledge and understanding of issues surrounding homelessness <input type="checkbox"/> Retail and trading law <input type="checkbox"/> Safeguarding <input type="checkbox"/> Data protection <input type="checkbox"/> Professional boundaries <input type="checkbox"/> EPOS systems

<ul style="list-style-type: none"> <li><input type="checkbox"/> Demonstrable understanding of workplace health &amp; safety</li> <li><input type="checkbox"/> Great at working face-to-face with people to achieve positive experiences</li> <li><input type="checkbox"/> Highly self-motivated and able to work with minimum supervision to achieve goals</li> <li><input type="checkbox"/> Able to focus on long-term goals and recognise that individual's progress is not always linear</li> <li><input type="checkbox"/> Able to participate in safely lifting and moving goods and other manual tasks working alongside others</li> <li><input type="checkbox"/> Team player, willing to be part of an on-call rota</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Manual handling, fire safety, COSHH, risk assessments</li> <li><input type="checkbox"/> Trauma informed practise</li> </ul>
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## Organisational Diagram



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# How to Apply

**Applications must be made using the following application form by 10am Monday, 10th March, 2025.**

[Application form](#)

Interviews are scheduled for Monday, 17th, March 2025.

We also ask that you complete an equal opportunities form, which will not be associated with your application, but allows us to monitor and improve our recruitment in terms of diversity.

<https://forms.gle/1m6Y9R2GnzLyJMzx9>

*If you can't click on the form links above, copy and paste into your browser.*

## Safeguarding and Right to 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.

The Declaration of Criminal Records questions on the form is needed to check any previous convictions. Having a prior conviction isn't necessarily a barrier to employment but we do need to check suitability for working with vulnerable adults.

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 limited access folder throughout the interview process. It will be stored for up to two years, 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 or application form only will be passed on to 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 without seeing those details, so that we are fair and equitable and to encourage a diverse workforce.

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