



emmaus
Bristol
working together to end homelessness

Applicant Pack

Support Manager



Contents

Introductory Letter	3
About Emmaus	4
About Emmaus Bristol	6
Terms of Employment	8
Role Description	9
Person Specification	10
Application Process	12
Safeguarding and Right to Work in the UK	12
How we store and use your personal information	12

working together to end homelessness

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 Support Manager 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 Support Manager will have overall responsibility for the wellbeing of our residents, who include Companions and former Companions who have found work but are still living at Emmaus, as well as families at risk of homelessness.

From processing referrals from people interested in living at Emmaus Bristol, to driving successful move on from Emmaus Bristol, you will lead a team of support workers to provide a person-centred community to help people recover from homelessness and rebuild their lives. As a small team, this isn't a purely managerial role: you will have a caseload and carry out support work as well as leading the team.

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 9am Monday 10th November and details of how to apply are on page 12.

There is a two-stage interview process:

- Stage 1: Interview with key staff members, and a trustee. We will interview a maximum of 5 people at this stage.
- Stage 2: Interview with Companions. We will interview a maximum of 3 people at this stage.

We would like the new Support Manager to start by the end of January 2026 – sooner if their personal circumstances allow it.

For an informal conversation about the role, please email me at jessica@emmausbristol.org.uk.

We look forward to receiving your application.

Jessica Hodge (Chief Executive)
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, except for housing benefit (if entitled to it) and PIP (if relevant).

working together to end homelessness

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

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.”

working together to end homelessness

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

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 workspace for other local charities and social enterprises.



working together to end homelessness

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

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.

working together to end homelessness

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

Job Roles and Responsibilities

Job title	Support Manager
Reports to	Chief Executive
Line manages	Support Workers (currently two, team may increase) Volunteers in the support team
Location	Emmaus Bristol, Backfields House, Upper York Street, Bristol BS2 8QJ Frequent travel to our houses in Bristol BS2 and BS5
Contract	Permanent 37.5 hours per week if full time 30 hours per week if 0.8 FTE (role adjusted for PT hours) Job share considered
Salary and benefits	• £34,000 to £36,000 FTE per annum depending on experience. • 25 days' annual leave plus bank holidays (FTE). • Auto-enrolment pension scheme with Royal London. • Cycle to work scheme • Individually tailored induction, training and development • 24/7 employee assistance scheme
Working hours	7.5 hours per day (unpaid breaks) which can be worked flexi-time between 8am and 6pm, Monday to Saturday. For example, you might choose to work 10-6 Monday to Friday, or 9-5 Tuesday to Saturday. Participation in the on-call rota, which necessitates having a work phone on outside of working hours for a week at a time, usually 1 in every 6-8 weeks. This is remunerated.

Job Purpose

The Support Manager is responsible for our support for people who have experienced or are at risk of homelessness. The purpose of the role is to lead the support, engagement, and empowerment of Companions in Emmaus Bristol, and to facilitate a safe, secure, and happy community which provides meaningful work and personal development opportunities, leading to successful move-on from Emmaus Bristol. The Support Manager is also responsible for overseeing our family homes and the wellbeing of other participant beneficiaries of the charity.

working together to end homelessness

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

Job Description

Community related

- Overall responsibility for the welcome, welfare and care of Companions, and other residential and non-residential beneficiaries of the charity.
- Lead on referrals and move in, including risk assessment, needs assessment and other essential documentation
- Ensure accommodation licenses and tenancy agreements are abided by, acting when needed to ensure compliance
- Lead on progression and move-on including onwards referrals, and liaison with social and private landlords and employers
- Work with the Head of Buildings to manage the facilities of the Community buildings to ensure compliance with H&S regulations, and access for maintenance/ buildings contractors

Management reporting and administration

- Line management of the support team including regular 1:1s and appraisals
- Lead on Emmaus Bristol's use and management of Inform (a Salesforce CRM), liaising with Emmaus UK and Inform as needed
- Budget management of the Community budget including achieving rental income targets and controlling costs
- Internal and external monitoring and reporting on progress and KPIs
- Acting as an Emmaus Bristol bank signatory and credit card holder (after probation)

Policy, network and strategy

- Lead on support-related compliance such as the Supported Housing Act, HMO regulations and Food Hygiene, and Safeguarding
- Write policies and procedures relating to support, in a consultative and collaborative manner
- Work cooperatively and collaboratively with the Social Enterprise Manager and wider social enterprise team to ensure companions and other adults at risk are fully participating in and benefiting from their opportunities for work experience and training within Emmaus Bristol's social enterprises
- Represent Emmaus Bristol's support team at charity and wider networking meetings as required, including but not limited to Emmaus Bristol board meetings, Emmaus UK peer group, local homelessness forums

The job description is not exhaustive and given that Emmaus Bristol is a small charity, willingness to be flexible is required.

Relationships

You will need to be as confident speaking to trustees, senior leaders and partnership organisations as you are working with Companions and other charity beneficiaries.

We expect the Support Manager 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), and the families we support

- Emmaus Bristol staff, volunteers, trustees, trainees, students, work placement participants, interns and other visitors
- Contractors, customers, suppliers, referral agencies, partner organisations and training providers
- Emmaus organisations at regional, national and international level

working together to end homelessness

Person Specification

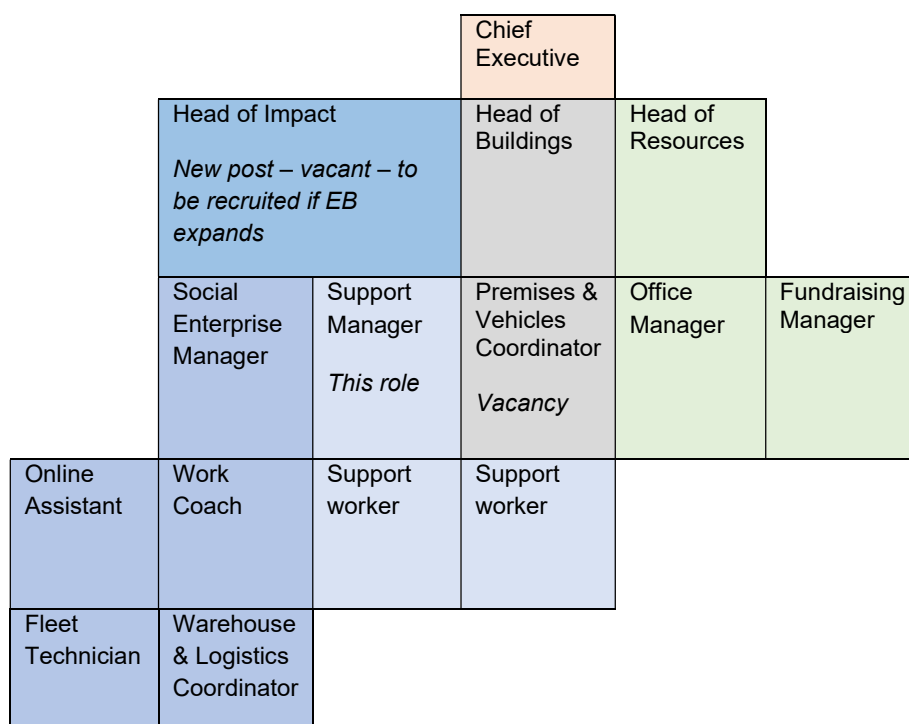
We will score applicants against these criteria. As it's a wide and varied role, we encourage you to apply if you meet most but not every point.

Essential	Desirable
Education	Education
☐ Educated to degree level or equivalently qualified by experience	
Qualifications	Qualifications
☐ Evidence of Continued Professional Development	☐ Professional qualification(s) in a relevant field such as counselling ☐ Driver with full, clean UK compliant driving license
Skills	Skills
☐ Strong time management and organisation with the ability to self-manage and prioritise ☐ Able to motivate and lead a team to success ☐ Conflict resolution, especially working across multiple stakeholders with different priorities ☐ Highly adaptable with resourceful problem-solving skills ☐ Effective written and verbal communication ☐ Demonstrable IT skills including Microsoft Word, Excel, G-suite and Salesforce (In-form) ☐ Influencing to achieve positive outcomes	☐ Coaching ☐ Mediation
Experience	Experience
☐ 3+ years' experience of planning, developing, and managing support services for clients with support needs ☐ Working within professional boundaries ☐ Experience of working with clients with complex needs ☐ Experience in managing the performance, learning and development of staff.	☐ Budget management ☐ Designing and delivering training ☐ Responsibility for developing and implementing policies and procedures. ☐ Experience of supporting people into work ☐ Using Home Star with clients
Knowledge	Knowledge
☐ Knowledge and understanding of issues surrounding homelessness ☐ Trauma informed practice ☐ Working knowledge of the following: Benefits system Addiction Mental health	☐ Immigration and homelessness ☐ H&S – food handling and hygiene, working with violence and aggression, manual handling, risk assessments, First aid

working together to end homelessness

Housing legislation and compliance Data protection	
Personal ethos and disposition	Personal ethos and disposition
☐ Empathy for Emmaus Bristol's mission and values ☐ Committed to equality, diversity, inclusion and anti-discriminatory practices ☐ Leading by example to demonstrate best practice at work ☐ Great at working face-to-face with people to achieve positive experiences ☐ Highly self-motivated ☐ Team player	

Organisational Diagram



working together to end homelessness

How to Apply

We recommend you read our most recent annual reports which you can find on the [Charity Commission website](#), and the relevant pages of [our own website](#), so that you understand our charity and the work we do.

Applications must be made using the following application form by 9am Monday 10th November 2025.

<https://forms.gle/yeTDezj1b4jyNdGs9>

Interviews are scheduled for:

Stage 1: Tuesday 18th November 2025 tbc

Stage 2: Friday 21st November 2025 tbc

Interviews will be in person at our office in Stokes Croft.

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.

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.

working together to end homelessness