



**Community (Registered)
Manager
Application Pack**



Dear applicant

Thank you for showing an interest in working for Emmaus GLASGOW. We are looking for a Community (Registered) Manager to join our team.

Emmaus offers something unique supporting 27 homeless people in our community, operating social enterprises and also giving back to our local, national and international communities. Check out our Website and Social Media @EmmausGlasgow.

The Community Manager will be responsible for the provision of support to companions, who need help both emotionally and practically, so they can live and work in the community, develop life skills and realise their full potential to move on when they are ready and assist in the business operations when required.

So if you have great communications skills, experience of training and supporting people with complex needs and a positive "can do" attitude we would love to hear from you. You will be joining a friendly and enthusiastic team who are passionate about what they do.

To apply then please the attached application form and return to:

richardallwood@emmausglasgow.org.uk

Interviews/assessment day will be held on GLASGOW.

We will be holding an informal open/information day for potential candidates to come and see our service on **Wednesday 8th May 2-6pm**. Staff & Companions will be around to show you what we do!

Best regards

A handwritten signature in black ink, appearing to read "Richard Allwood", enclosed in a thin black rectangular border.

Richard Allwood
Director/CEO
Emmaus GLASGOW

About Emmaus

Our vision: A 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. There are currently 850 companions living at 31 Emmaus communities across the UK.

Rather than relying on benefits, Emmaus uses social enterprise to generate revenue that pays for companions' home, food, training 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, a weekly allowance and extra money and time for holidays.

In return, we ask:

- That Companions volunteer for 37 hours per week, or give as much time as they are able, 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 all benefits, with the exception of housing benefit.

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.

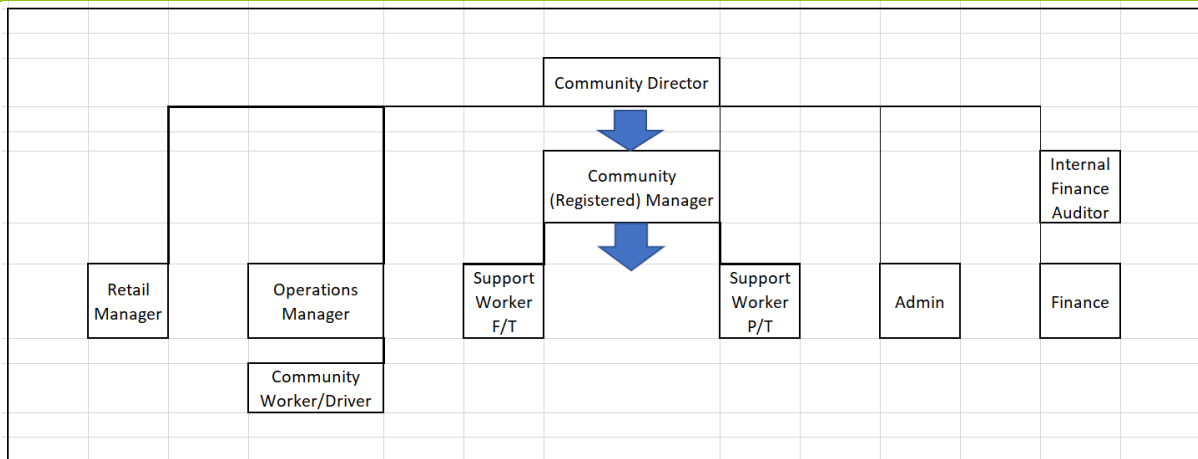


The benefits included:

- 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.

About Emmaus GLASGOW



The current team is comprised of Director, Community Leader/Registered Manager, Community Support Workers (residential), Business Operations Leader, Community Worker/Driver Shop Manager, a Bookkeeper and a Community Administrator.

Emmaus Glasgow is an established charitable company in the West of Scotland that provides accommodation to people who have experienced homelessness as well as recycling services centred around retail shopping units.

Mission Statement

“To enable socially excluded people to regain control of their lives, discover a sense of purpose and to help those in greater need, establish and maintain a self-supporting Community.”

Values

- Value every person equally
- Be transparent and honest in all our dealings
- Oppose injustice in all its forms
- Enable everyone at all levels to participate actively in our work
- Share and exchange resources, skills and learning
- Respect and protect diversity and vulnerability
- Cherish independence, but support and foster interdependence
- Based in a purpose-built building in the north of the city (Hamiltonhill). Emmaus Glasgow offers a different concept in services for homeless community.

Terms and Conditions of Employment



Job Title:

Community (Registered) Manager

Based at 101 Ellesmere Street, Glasgow G22 5QT.

Emmaus Glasgow runs its business operations seven days a week, and provides 24-hour, 7 day/week support to the Community.

Currently, this role works Monday to Friday daytime (either 5 days a week 08.45-4.30 or extended hours 4 days a week, 8.15am to 5.30pm) and has on call duties, holding an on-call phone 1 week in 4 for out of hours support.

There may be occasions where out of hours work is required such as events, training, meetings, or emergency on call requirements.

The team (including yourself) cover public/bank holidays on a rota basis (minimal cover during bank holidays).

You are entitled to 25 days annual leave and 10 Public Holidays.

Salary £33,500 PA. including On Call Payment + bonus.

37 Hours a week and 26 days Annual Leave.

General Hours: Monday to Friday (day), cover for Public Holiday and On Call Rota Duties Out of Hours.

Closing date for applications will be 12midday Monday 27th May 2024.

After interviews, the successful candidate will need to provide evidence of right to work in the UK and complete a PVG check.

Safeguarding and Right to Work in the UK

The role will involve working with companions and in the community, so the role will need to have a Disclosure from Protecting Vulnerable Groups Scotland (PVG) check carried out. This is to check the criminal records and that the person is not barred from working with 'adults at risk'.

To Apply

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richardallwood@emmausglasgow.org.uk



emmaus
Glasgow
the homeless charity that works

Community Leader/Registered Manager

Job Description

Location:	Emmaus Glasgow
Accountable to:	Community Director
Responsible for:	Up to 4 staff, (volunteers, student)
Organisation:	Emmaus Glasgow
Location(s):	101 Ellesmere Street, Glasgow.
Date:	April 2024

Overall, Purpose of the Job

The Support Manager is responsible for the operation of all activities relating to the welfare, care, development of resident or "companions" in the community residential setting in a manner which embodies the SSSC Codes of Practice, Care Inspectorate Standards and Emmaus ethos, objectives, and policies. The post holder will be responsible for the planning, support, development, supervision and training needs of the "companions" & support staff. You will be responsible for auditing files and the community ensuring the best possible service. You will overall responsibility for the service requirements, notifications & inspection by the Care Inspectorate. The post holder will work closely with the Community Director to support the strategic development of the service & social enterprise business activity of the community.

Principal accountabilities

- Be the Registered Manager (Housing Support) for the service with the Care Inspectorate & associated responsibilities.
- Lead on Safeguarding, Child Protection & Adult Support & Protection Policies/Procedures.
- Quality Assurance Audits of files, building & service.
- Overall Running of the Residential Community/Companions
- Manage and delegate responsibility, through a formal supervision process for staff members with caseloads.
- Be responsible for the support, welfare and care of Companions, and their integration into the Emmaus Community and the wider external community.
- Development of strategies to support all companions to reach their individual potential.
- Support community development within Emmaus Glasgow
- Ensure the welfare and wellbeing of residents/companions.
- Collaborate with the colleagues in the management of volunteers with the community & social enterprises.
- Develop external partnerships to enhance the support offered to companions.
- Contribute to the annual budget planning process associated with companions and the community homes, and report on finances associated with companions and the

community homes, including verification, authorisation, and monitoring of expenditure, and claiming of housing benefit.

- Referrals/ Agency Liaison – getting new referrals & promoting service externally. Manage assessments/waiting lists.
Community & Organisational Activities
- Manage the building in terms of general maintenance and health & safety.
- Any other duties and responsibilities as required by the community director including additional duties and responsibilities to cover for holidays and absences including covering for the business manager.

Main Duties and Responsibilities

Staff Management

- Ensure all support staff are supervised monthly.
- Delegate areas of responsibility to staff members through supervision process
- Actively support the training and development of staff members
- Rota including cover for community/AL/On Call.

Community Occupancy

- Ensure that the community maintains an occupancy levels of 75% or above.
- Develop and manage the referral process, ensuring that the referral and risk assessment processes reflect the needs of the overall Community.
- Develop and maintain relationships with appropriate local and national referral agencies to ensure the occupancy level maintained.
- Work closely with the Community Director to ensure that the balance of needs within the community complements the needs of the social enterprise.

Companion Support and Management

- Build good relationships with companions and understand their needs and ambitions.
- Ensure that all documentation associated with companion support is completed and updated regularly.
- Ensure that companions are supported on a one-to-one basis by staff, at regular meetings.
- Ensure regulatory principals and requirements such as from Care Inspectorate and Scottish Social Services Council are adhered to and adopted by the staff team.
- Responsible for liaison with Care Inspector, notifications and requirements.
- Overall responsibility for the companion referral process, ensuring that referrals and risk assessment processes provide a balanced and safe community, based on our ability to support the companions' needs and their ability to meet the demands of the social enterprise activities.
- Develop support plans/risk assessments for companions to achieve sustained recovery from drug and/or alcohol use, mental health or behaviour issues.
- Ensure Companions are involved in all aspects of community life and are part of its organisation, development and decision-making processes.
- Hold a small caseload/keywork.
- Responsible for day-to-day problem solving and conflict resolution, taking appropriate disciplinary action in a fair and consistent manner, when necessary, in line with community policies and procedures.
- Ensure that all case files, filing, and information systems are maintained efficiently.
- To bring to the attention of staff at weekly management meetings relevant information about companion welfare.

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Developing Companions' Skills

- Responsible for the development and delivery of training to companions including the development of informal training such as basic hygiene, housekeeping and money management, and sourcing external training where appropriate, including establishing a budgeted annual training programme for companions.
- Develop and manage formal support processes for companions, including one-to-ones and development plans, using appropriate tools, e.g. Outcomes Star.
- Liaise with relevant agencies outside the Community to ensure that the specific needs of companions are met effectively.
- Create and maintain links with external agencies to support the progression of Companions into independent living.

Policy Implementation and Development

- In Liaison with Director, Responsible for the development and implementation of policies and procedures for the community to ensure compliance with all relevant legislation.
- Ensure that the community is run in an efficient and environmentally aware way by developing procedures to limit waste and environmental damage.

Business Development

- To assist and support the Community Director and Operations/Retail Manager in achieving effective business operations.

Solidarity

- To adopt Emmaus principals in solidarity and promote & participate in the development of solidarity action within the community externally.

Administration

- Prepare reports for the community director and trustees.
- Develop and maintain records that all the submission of Care Inspectorate requirements & notifications.

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Internal and External Relations

- Maintain good local and national relations, promoting the ethos of Emmaus where possible.
- Promote the work of Emmaus through speaking at events and undertaking presentations as necessary.
- Develop and maintain the community's relationship with the Emmaus movement at regional, national and international levels attending events & conferences as requires.

Health and Safety

- Responsible for compliance with the conditions of the licence, fire safety, companion welfare and safety and undertaking appropriate risk assessments as required.

Person Specification: Community (Registered) Manager	
Essential	Desirable
<p>Education:</p> <ul style="list-style-type: none"> • Have (or attain minimum qualification- within 1 year) required qualification to be Registered Manager for the service. See Below* • Hold a relevant practitioner qualification. • Good general education to include Maths and English. • Registered with SSSC 	<p>Education:</p> <ul style="list-style-type: none"> • LMA/Registered Manager SQA Level 7. • Educated to diploma or degree level in a related subject. • Basic qualifications in health and safety, first aid at work, food hygiene, supported housing.
<p>Skills:</p> <ul style="list-style-type: none"> • Effective written and verbal communication skills • Effective listening skills • The ability to enable and empower. • Effective administrative skills • Effective time management and organisational skills • Competent IT user including Microsoft Office Packages, internet and email. • Conflict resolution skills • Leadership and people management skills • Ability to remain calm under pressure 	<p>Skills:</p> <ul style="list-style-type: none"> • Mediation skills • Facilitation skills • Counselling
<p>Experience:</p> <ul style="list-style-type: none"> • Working with vulnerable people • Team building, coaching, supervision • Working within professional boundaries • Experience of working with people with challenging behaviours • Supervising/Managing teams. 	<p>Experience:</p> <ul style="list-style-type: none"> • Voluntary/Charitable sector experience • PR – engaging with local press and media. • Volunteer management. • Financial Management and budgeting • Identification, provision and/or organisation of training and/or personal development programmes
<p>Knowledge:</p> <ul style="list-style-type: none"> • Care Inspectorate/SSSC • Safeguarding Issues/ Child Protection/ASP • Knowledge and understanding of homelessness issues. • Awareness of the issues surrounding confidentiality and data protection • Awareness and understanding of equal opportunities. • Demonstration of a belief in and, the ability to adopt and work within the Emmaus ethos and principles 	<p>Knowledge:</p> <ul style="list-style-type: none"> • Understanding of housing benefit • H&S – food handling and hygiene, working with violence and aggression, manual handling, risk assessments and first aid. • Welfare – Understanding and/or experience of mental illness and addictions. • Residential management – Catering, domestic management, property management
<p>Other:</p> <ul style="list-style-type: none"> • A belief in the potential of each individual and an understanding of the importance of the Community in helping an individual achieve their potential. • Ability to relate to and work with a broad variety of people with a non-judgemental attitude. • Highly self motivated • Awareness and acceptance of own limitations • Able to work unsocial hours if required. • Ability to travel within the local area and sometimes nationally. 	<p>Other:</p> <p>Valid UK driving licence</p>

Personal Characteristics

- Recognises, responds and adapts appropriately to change easily.
- Flexible and adaptable to meet the needs of the community and business.
- Has an understanding of and belief in equality.
- Effective communication skills - including written, verbal, listening skills
- Enthusiastic with a 'can do' attitude.
- Has the ability to interpret complex situations/problems and identify solutions which meet individuals and organisational needs.
- Able to answer people's concerns 'on their feet'.
- Has an understanding of and empathy for in the work of Emmaus, and an ability to uphold Emmaus's values.
- Strong emotional resilience and able to identify when external support is needed for self and others.

Personal Qualities

- Be compassionate and empathetic with individual situations
- Show initiative and be proactive when managing your case load and when interacting with the women, children and agencies you are working with
- Act with integrity and respect when working with all individuals and agencies.
- Work flexibly as part of a multi-agency team.
- Be optimistic about the possibility of personal growth and change.
- Motivate individuals and agencies to move through courses of action and decision-making processes.

Registered manager requirements

What is required to be the registered manager of a care service?

Before being appointed, registered managers (the named manager on the Care Inspectorate Certificate of Registration) are required by the Care Inspectorate to hold a relevant practitioner qualification as a minimum. In order to make decisions on the competency of staff and the quality of care being provided, managers of registered services must be qualified to at least the level of the practitioners working in the service. Practice qualifications held by the named manager must meet the requirements of the SSSC as a practitioner for the relevant part of the Register.

This means that named managers are generally expected to be qualified to SCQF Level 7. For example, if the service is registered as a care home service for adults, the named manager would need to already hold one of the following qualifications.

SVQ Social Services and Healthcare SCQF Level 7

any practice award in the supervisor or manager category

HNC in Social Services

To find out more about suitable practice awards that meet the SSSC practitioner qualification requirements go to <https://www.sssc.uk.com/registration/help-with-register-parts-fees-and-qualifications/>