

Director Emmaus

Glasgow

Application Pack

Feb 2019

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Feb 2019

Dear Applicant

On behalf of the Board of Trustees of Emmaus Glasgow, may I thank you for your interest in this position in our Community.

As you may know, Emmaus communities operate a unique model to support formerly homeless people, known as Companions. We provide them with a home, care, training and mentoring, support for as long as they need it, and meaningful work in our social enterprises, which are based around the recycling and sale of unwanted goods donated by members of the public.

We are now seeking a suitable candidate to fill a vacancy for the important position of Director. Given the growth of the community, the ambitious programme of projects in our Strategic Plan 2019-2021, and the need to consider new directions and initiatives, the Board is looking for a dynamic leader in the role of Director The successful appointee will report to the Board, manage and motivate the whole community, deliver our strategic objectives, and work with other stakeholders to address homelessness issues.

If you would like to arrange an informal discussion about the role, please email chair@emmausglasgow.org.uk

If you feel this opportunity is for you, I do hope you follow up your interest by applying for this important and exciting position. We look forward to hearing from you.

Best regards

Frank McCabe

**Chair of the Board**

**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 750 companions living at 29 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 small weekly allowance.

In return, we ask:

* That companions work 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 Heath £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 (currently interim, recruiting for permanent), Community Support Manage, two Community Support Workers (residential), 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.

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**Emmaus Glasgow Community Director Job Description**

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| **Job title:** | Community Director of Emmaus Glasgow |
| **Reports to:** | Board of Trustees – through the Chair |
| **Location:** | Glasgow |

**Overall Purpose of the Job**

The Community Director is responsible for the successful leadership of the community and development of profitable social enterprise businesses and other income generating activities in line with the Emmaus values and approach, working with the Trustees to develop and deliver agreed strategic objectives.

**Accountabilities**

**Financial Management**

* To ensure financial stability of Emmaus Glasgow by setting, communicating and remaining within budget and targets
* To maintain and maximise revenue streams, including trading, housing benefit, grants and donations
* To drive efficiencies whilst maintaining core offer to companions.

**Business Development**

* To maximise opportunities for the business, sharing knowledge of the market
* To influence ideas to increase business profitability
* To develop the Emmaus Glasgow business plan aligned to building the community to a self-sustaining operation.

**Board, Staff and Volunteer Management**

* Report to the Emmaus Glasgow Board and be supervised by the Chair.
* To influence decision making of senior stakeholders by articulating what is right for the community and keeping them up to date with matters that may impact their area of influence
* To manage and develop the team, ensure they have the tools and expertise required to do the job
* To create an environment of continuous improvement, conducting regular monitoring and reviews to ensure teams are consistently improving.

**Community & Companions Management**

* Ensure that the Mission Statement and spirit of Emmaus Movement is upheld and promoted.
* To maintain community activities within health and safety and other legislation
* To develop partnerships in the local area to increase awareness of the community and external support for companions
* To monitor overall companion care and ensure companions play a proactive role in the management of the community.

**Regulatory & Accountability**

* Ensure compliant with Care Inspectorate rules and regulations.
* Overall responsibility for the Health &Safety and wellbeing of the Community.
* To ensure activities meet with and integrate with organisational requirements for quality management, health and safety, legal stipulations, policies and general duty of care and professional boundaries
* Reviewing and implementing Policy and Procedures.

**General**

* To manage the facilities and improvement plans for premises via budget or fund raising
* To be flexible and willing to carry out any reasonable duties needed to assist the community and business operations, including holiday/sickness cover and on-call duties and weekend events
* Participation in and delivery of team meetings, 1:1’s and appraisals
* Responsibility for recruitment & staffing including disclosures.
* Lead on recruitment & retention of Volunteers.



**Emmaus Glasgow Community Director Person Specification**

A Community Director who is a competent business focused leader in a senior position with relevant third sector experience and desirably some retail management experience.

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| **ESSENTIAL** | **DESIRABLE** |
| **EDUCATION:**   * Educated to degree level or equivalent | **EDUCATION:**   * Training in business skills and/or marketing/social enterprise. * Training in homelessness, drug / alcohol rehabilitation models, mental health, mediation * Retail or business qualification to degree or equivalent |
| **LEADERSHIP SKILLS:**   * + Dynamic Leader able to inspire the board, staff, volunteers and companions   + Proven team building and leadership skills   + Gravitas to work with chair and board as equals   + Experienced in reporting to a board against a business plan and strategy   + Able to provide leadership to managers through coaching and delegation   + Able to align management, staff and volunteers around: Values, Vision, Strategy and is then able to communicate to all   + Able to work with others to help resolve complex issues   + Able to develop the team to resolve problems, identify better ways of working and share best practice   + Ability to model and manage strong professional boundaries | **LEADERSHIP SKILLS:**   * Proven track record of leadership in social enterprise/business |
| **EXPERIENCE:**   * Previous financial management and control responsibility, driving revenue streams, operational efficiencies and meeting budget targets. * Designing and proposing business strategies to fulfil Board vision and goals * Experience of business strategy development and implementation * Developing and executing annual business plans to meet strategy * Experience of successful fundraising * Good networker – support and regulatory agencies, major donors, local communities * Experience of facilities management and health and safety standards * Understanding of, and ability to maintain good governance complying with legal and statutory standards and policy * Experience of working with vulnerable adults and with volunteers | **EXPERIENCE:**   * Skilled and experienced in the retail sector including on line trading * Experience in food service, clothing or furniture retail sectors * Entrepreneurial skills in seeking new revenue streams and business models * Experience of delivering effective PR and marketing activities * Experienced change manager able to integrate existing activities with new initiatives |
| **KNOWLEDGE:**   * Knowledge and understanding of homelessness issues, H & S and risk assessments * Knowledge of mental health/ drug and alcohol issues * Data protection | **KNOWLEDGE:**   * Understanding of housing benefit * Knowledge &understanding of food hygiene; manual handling & first aid * Understanding and / experience of working with mental illness and addictions * Working with violence and aggression handling * Knowledge and experience of working with commissioned services /Public Contract Scotland |
| **OTHER:**   * A belief in the potential of each individual and an understanding of the importance of the Community in helping an individual achieve their potential * Empathetic & understanding of a wide range of needs & experiences * Confidence to take on and resolve difficult issues * Able to welcome people into the Community with no prejudice * Awareness and understanding of Equal Opportunities * Able to work flexible hours * Ability to travel within the local area and to attend meetings in other Emmaus Communities and other parts of the UK * Driving Licence | **OTHER:**   * Commitment to environmental sustainability and social development |

Job Title:

Community Director.

Salary £40,000 PA.

37 Hours a week and 26 days Annual Leave.

Please email your CV to:

[chair@emmausglasgow.org.uk](mailto:chair@emmausglasgow.org.uk)

Closing date for applications will be 22nd Feb at 5pm.

Interview/assessment for those shortlisted will be held on the week beginning 1st March 2019.

The additional details form is needed to check any previous convictions. 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’.

**How we store and use your personal information**

Your CV and other information will be stored in a password protected folder throughout the interview process. It will be stored for six months, 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 application will be passed onto 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 ‘blind’, so that the recruitment process is fair and equitable and we are encouraging a diverse workforce.

**Emmaus Glasgow**

**Declaration of Criminal Records Form**

The post you have applied for is excepted from the Rehabilitation of Offenders Act 1974, which means that all convictions (spent or unspent), cautions, reprimands and final warnings on your criminal record need to be disclosed.

Please complete this form and return it in a sealed envelope along with your application.

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| **Job applied for:** | **Location:** |

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| **Title:** | **First name** | **Surname:** |

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| **Have you ever been convicted by the courts or cautioned, reprimanded or given a final warning by the police?** | **Yes\*/No** |
| \*If yes, provide details of offences, penalties and dates below: | |

If you have declared a criminal record and we believe this will have a bearing on the requirements of the post we will discuss the matter with you at interview. If you require any further information or have any concerns about filling in this form please contact us.Please note that Emmaus takes its responsibilities under the Disclosure & Barring Service very seriously and takes every step possible to ensure confidentiality. Further information on disclosures and barring can be found on the [DBS website](https://www.gov.uk/government/organisations/disclosure-and-barring-service).

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| **Declaration:** |
| I confirm that the information contained in this application form is accurate and correct.  Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**Thank you for completing this form. Please forward this together with your completed application form**