

# Refuge



**For women and children.  
Against domestic violence.**



**Domestic Abuse Survivor Advocate  
Prevention and Change Service  
Applicant Information Pack**



We want kind and empathic people to work at Refuge, who believe in equality, diversity, and inclusion, are experts in their area of knowledge, want to make a positive difference and improve the lives of the women and children we support.

This is an opportunity to join Refuge as a Domestic Abuse Survivor Advocate to support survivors who are impacted by domestic abuse.

This post is restricted to women due to the nature of the role. The Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies.

**Salary**

£28,104 per annum, (Inclusive of London Weighting, which may not be applicable depending on your home location and any agreed permanent homeworking arrangement)

**Employment term:**

This post is Fixed Term, until March 2025, Full Time, 37.5 hours per week.

**Location:**

Hybrid working across South London  
Advocates to cover Lewisham, Lambeth, and Southwark  
Advocate to cover Kingston and Merton  
Advocate to cover Richmond and Wandsworth

**Closing Date**

1<sup>st</sup> July 2024

**Interview Date**

W/c 8<sup>th</sup> July 2024

## **Introduction from the CEO**

Thank you for your interest in working for Refuge.

We have a diverse team of incredible people who work together to provide an inclusive approach to ensure that every woman who needs support when facing domestic abuse, receives it.

We do this through a combination of frontline services offering immediate safety and support to women and their children. We also lead vital work to influence and change policies and practices that impact women and girls and use public engagement and campaigning to help change societal attitudes and norms.

We know that domestic abuse will never end until it is recognised by society as the crime that it is, and there is an understanding that it is underpinned by misogyny. We will not stop until we are able to challenge and shift harmful societal attitudes as well as drive policy and practice change that is needed to end Violence Against Women and Girls (VAWG). It is only then that women and children will be free to live their lives in safety, with control over their choices and without fear.

Whatever your role at Refuge, you will have the opportunity to grow and develop as part of an amazing diverse and inclusive team of inspirational and talented people who provide vital and specialist services to women and children when their lives are in crisis. This is not always easy work, but it is essential, it is lifesaving, and it is life changing. So, whether you work directly with clients, behind the scenes, or represent Refuge to the outside world, you will be an integral part of what we do.

We look forward to receiving your application.

**Abigail Ampofo**  
**Interim CEO**



## **Employment Terms**

### **Salary**

The annual full-time salary for this role is 28,104 per annum. Please note that this includes a London Weighting Allowance of £3,000 which may not be applicable depending on your home location and homeworking arrangements.

Refuge is an accredited Living Wage Employer. This means that every member of staff working here will earn a real Living Wage. The real Living Wage is higher than the government's minimum, or National Living Wage, and is an independently calculated hourly rate of pay that is based on the actual cost of living. We voluntarily choose to pay the real Living Wage because we believe that a hard day's work deserves a fair day's pay.

### **Days and hours of work**

The contracted hours of work are 37.5 hours per week, from Monday to Friday. This is exclusive of an unpaid lunch for every full day worked. Some evening work may be required.

### **Probation**

All appointments are subject to satisfactory pre-employment checks, further details will be provided when an offer of employment is made. The probation period for this post is 6 months.

### **Annual Leave**

Annual leave allowance is 28 days per annum plus public holidays, rising to 30 days following completion of five years' service at the start of the annual leave year. Annual leave for part-time roles is pro rata.

### **Pension**

Refuge operates a qualifying pension scheme with Aegon.

### **Employee Benefits**

Refuge offers a variety of exciting opportunities to learn, develop and grow in your career. We recognise the value everyone brings to the organisation to achieve our aims and are dedicated to developing and rewarding our staff.

We offer all our employees a competitive benefits package including:

- Competitive salary.
- Clinical supervision for all staff.
- Confidential support and advice service via an employee assistance scheme available 24 hours a day which provides support on a range of work and personal issues.
- Enhanced sick pay leave which increases with length of service.
- Excellent sector leading maternity, adoption, parental and paternity pay and leave.
- Generous life cover scheme valued at four times individuals' salary and covers death in service subject to insurers approval.
- Eye care scheme.
- Cycle to Work Scheme.
- Access to Perkbox providing discounts to employees on a wide range of activities and online purchases.

- Opportunity to join our wide range of Equality Network Groups.
- Flexibility – we are committed to supporting flexible working. If you would like to discuss flexible working options, there will be space to do so during the interview process.
- Interest free loans to purchase season tickets for travel to work and/or to pay deposits to secure rented accommodation.

**Training and Learning**

We are committed to supporting a culture that enables all staff to achieve their full potential by providing a range of professional and personal development opportunities including access to a wide range of e-learning resources.

## **JOB DESCRIPTION**

<b>Job Title</b>	<b>DA Survivor Advocate</b>
<b>Directorate</b>	Service Delivery
<b>Reports to</b>	Service Manager
<b>Location</b>	Advocates to cover Lewisham, Lambeth, and Southwark Advocate to cover Kingston and Merton Advocate to cover Richmond and Wandsworth
<b>Responsible for</b>	N/A
<b>Working hours</b>	37.5 hours per week
<b>Working pattern</b>	9.00am – 5.30pm, Monday – Friday

### **Role Purpose**

This is an opportunity to join Refuge as a Domestic Abuse Survivor Advocate to support survivors who are impacted by domestic abuse. You will work closely with victims of domestic abuse from the point of referral, to provide high quality, independent advocacy and support.

Refuge will be working with survivors of abuse whose perpetrator will be supported by Domestic Violence Intervention Project, run by Richmond Fellowship.

### **Key Accountabilities**

- Providing a high-quality personal welfare support service to survivors of domestic abuse and other forms of violence and abuse including those at the point of crisis.
- Working in partnership with other agencies Richmond Fellowship (RF) and MARAC to advocate for survivors to ensure survivors are safe, risk is reduced, and needs are met.
- Working within a multi-agency framework to develop referral, joint working and information sharing protocol.
- Actively liaise with DVIP in case management meetings with progress of survivor work
- To recognise, respect and address the needs of survivors who face particular barriers when seeking help to access the service, including those from different ethnic and cultural backgrounds, LGBT communities, disabled people, survivors with multiple disadvantages and other hard to reach groups.
- Providing one to one support to survivors from all backgrounds across South London in co-locations
- Developing and delivering individual support and risk management plans with survivors
- Ensuring that survivors are aware of their rights to legal protection for themselves and their children.
- Arranging provision of legal advice as required and accompanies survivors to appointments if appropriate.
- Assessing benefit requirements of survivors escaping domestic abuse and other forms of violence and abuse and to ensure prompt take up of housing and other benefits.
- Maintaining confidentiality and to ensure that professional boundaries are observed when working with survivors, staff and external bodies and to work within Refuge's Code of Conduct.
- To assist or facilitate the delivery of group work to survivors of domestic abuse in co-locations.
- To assist in the delivery of training and community engagement externally to improve responses to survivors of DA.

**This list is not exhaustive, there may be other duties necessary to undertake the role.**

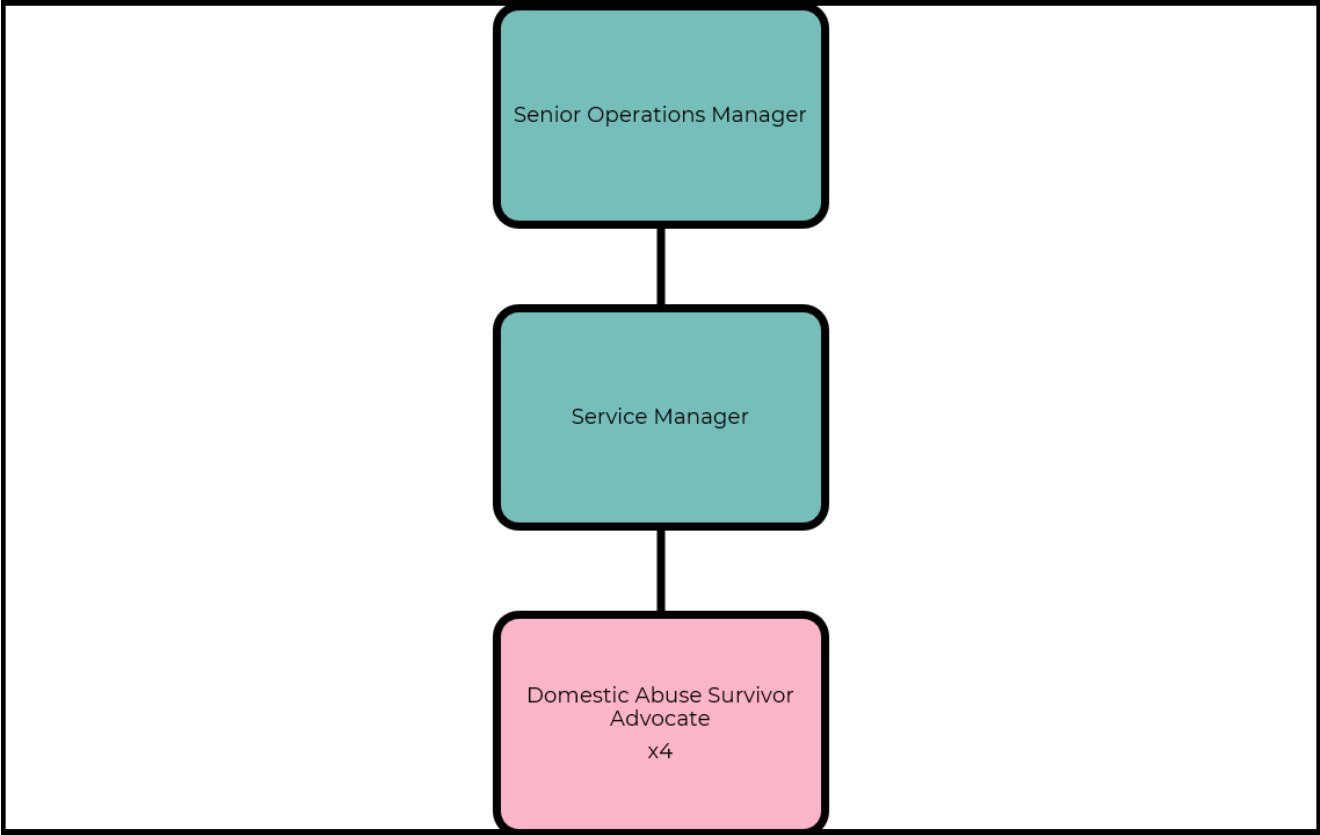
**Team:** Prevention and Change, South London

**Travel :** Head Office, London and other community locations within the allocated boroughs

We are committed to safeguarding therefore we expect all staff and volunteers to share this commitment. As part of this commitment, we undertake basic disclosure checks (DBS) in accordance with the DBS Code of Practice for all roles. We undertake an enhanced DBS check for our roles working directly with survivors.

It is essential to the development of Refuge's service delivery that the post holder can respond flexibly to changes in the requirements of this post. This job description is therefore a guide and not an exhaustive list of all responsibilities the post holder may have over time.

**TEAM STRUCTURE CHART**





### **Who Are We Looking For?**

For us it is important that you are passionate, committed and care about the work Refuge undertakes. Not all roles require previous experience in the Violence Against Women and Girls (VAWG) sector. You may be able to bring relevant experience from another industry or transferable skills from a different type of role or volunteering/community experience.

For us, a role description is a useful guide. But please don't discount yourself if you feel you don't meet all the criteria and believe you have the potential. Above all we value individuals who are committed to working hard but looking after yourself, flourish in an inclusive environment and want to make a positive difference to the communities we support.



## **Person Specification**

### **Experience and knowledge and/or willingness to learn towards:**

- Knowledge and understanding of the gendered nature of Domestic abuse
- Knowledge and understanding of the issues facing survivors who have experienced domestic abuse and/or sexual violence.
- An understanding of the impact of multiple, intersecting oppressions (e.g., sexism, racism, homophobia, ableism, etc) and the consequent barriers for some survivors of domestic abuse to accessing services.
- Knowledge of options for and rights of survivors experiencing Domestic abuse
- Ability to use in casework, including knowledge of relevant legislation relating to Domestic abuse.
- Knowledge and understanding of trauma and trauma symptoms.
- Experience of conducting needs and risk assessments
- Experience of providing needs-led support to clients with a variety of support needs
- Experience of building and maintaining partnerships with other agencies
- Experience of delivering training to professionals
- Good standard of education or similar/relevant professional qualifications
- Training in a range of gender violence issues

### **Skills and/or transferable skills:**

- Ability to plan own workload, to manage time effectively and to deal with changing and competing demands
- Ability to think creatively and show initiative
- Ability to communicate sensitively with survivors who may be distressed
- Ability to establish and maintain appropriate boundaries when working with women who are experiencing crisis
- Ability to communicate effectively with a range of professionals
- Excellent verbal and written communications skills
- Ability to maintain effective administrative and monitoring systems
- Proficient in word-processing, spreadsheets, and databases, preferably using Microsoft Windows

### **Personal Qualities**

- An interest in and commitment to the long-term success and development of yourself
- Acts as a role model for the organisation with integrity and a demonstrable commitment to upholding professional standards
- Demonstrates passion and approaches all work in an enthusiastic way
- Commitment to follow the policies, procedures and philosophical principles of Refuge and a strong commitment to feminism, empowerment, support and equality which underpin all of the work undertaken by Refuge

## An Inclusive Workplace for All

- Our vision is to have a workforce that is reflective of the communities we serve; therefore, we actively encourage and welcome applications from candidates of diverse cultures, perspectives and lived experiences.
- We are committed to challenging the inequalities of society and will continue to learn and grow as an organization to ensure that we provide an inclusive and welcoming environment for all.
- We understand that people have personal lives, and these can sometimes impact on their time and availability. We will be as flexible as we possibly can be in terms of supporting staff to balance their work and their personal lives. If you need flexibility within your working hours, working pattern or location then do let us know and if the role and team can support that request, we will do what we can to support you.
- We are proud to have been awarded Disability Confident - Committed. Refuge is aware that individuals with disabilities, or long-term health conditions or are D/deaf or neurodivergent are underrepresented in the sector. Refuge is committed to doing what we can to support our employees.
- We committed to paying a competitive salary for the sector because we want to help break the poverty cycle and reduce social economic barriers to those working within the sector. This is reflected in our commitment to the Show the Salary pledge and #Nongraduateswelcome and being an Accredited Living Wage employer.
- We understand that individuals who are Black, Asian and ethnically diverse are often underrepresented within the sector therefore we have signed up to the VAWG Anti-Racism charter, we have an EDI Steering Group and equality, diversity and inclusion training.
- Furthermore, we have seven Employee Network Groups providing a safe space for staff to share their lived experiences and to challenge us as an organization to do better.

These groups are:

- Mental Health and Wellbeing
- LGBTQI+ Shine
- Anti-Racism and Equality
- Allies
- Families
- Women's
- Disability and Neurodiversity Matters

## How To Apply

### Key Information and Deadlines

To apply please access our online application form via our website:

<https://refugecareers.ciphr-irecruit.com/Applicants/vacancy>

**Applications must be completed and submitted by 9.00am on 1<sup>st</sup> July 2024.**

- If you have any questions or want to discuss the post before applying, please contact us via email to [recruitment@refuge.org.uk](mailto:recruitment@refuge.org.uk)
- You can also find out more information about Refuge at [www.refuge.org.uk](http://www.refuge.org.uk)

**Interviews to be held on week commencing 8<sup>th</sup> July via Teams.**

### Completing your application form

What matters most to us when recruiting new members to join the Refuge team, is the inclusive attitude and relevant experience you will bring to the organisation and the role, and how you will support our values of: *A FEMINIST FORCE FOR GOOD, NEVER SHY AWAY, BUILD IT TOGETHER, SHOW WE CARE, LEARN EVERY DAY.*

Your Supporting Statement section of the application form describing your skills and experience against the job description and person specification, will also be used to determine who to invite for an interview. Therefore, please do give clear examples of how your skills and experience are relevant to the job you are applying for, and how and where you have used them.

For example, this can be:

- Relevant experience from your present or previous jobs.
- Skills and experience gained from community or voluntary work, work experience, leisure interests and activities in the home.
- Education and the training you have received.

We would like to thank you in advance for expressing an interest in working for Refuge. We look forward to receiving your application.

### Applications from Former Refuge Service Users and Survivors

Former Refuge service users, Survivor Ambassador's and Survivor Panel members no longer using our services can apply for all advertised job vacancies. If successful in securing the role, the data on Impact of former service users will be protected.

Job vacancies are not open to survivors that are currently using our services. This restriction is for the survivor's safety and to avoid a conflict of interest.

### **Our commitment to inclusive recruitment**

Our People and Culture team will remove your name, address and date of birth before forwarding your information for shortlisting. Your education is only considered if it is a requirement of the role.

We want Refuge to be an organisation that is reflective of the society we are based in therefore we are committed to growing our diverse workforce. The information you provide on the diversity monitoring form is confidential and helps the People and Culture team to understand where you would have seen the role and how we may need to do better in ensuring everyone who wants to work for Refuge is aware of the opportunities as they arise.

### **Other information**

Safeguarding is vital to our work, and we strive to prevent harm and promote and protect the welfare and safety of all adults and children that come in contact with the organisation. We have a collective responsibility to take a do no harm approach by prioritising the safety and wellbeing of the women and children accessing our services, as well as ensuring a duty of care to our staff and volunteers.

As part of this responsibility, we undertake basic disclosure checks (DBS) for all roles in accordance with the Codes of Practice and in line with our Recruitment of Ex-Offender and Disclosure Barring Services Checks Policy, and for our roles working directly with survivors, at an enhanced level check. Applicants are encouraged to apply for job vacancies, having a spent or unspent conviction will not automatically exclude you from being offered the role. If you are successful in securing the role, we will hold an open and measured discussion about any convictions that might be relevant to the role. Our Recruitment of Ex-Offender and Disclosure Barring Services Checks Policy is available to applicants on request.

### **Data Protection Act**

Refuge is committed to protecting your privacy. Information provided by you in your application form will be kept for the purposes of monitoring. It will be copied for use during the recruitment process. Once the recruitment process is completed, the data will be stored for a maximum of 6 months and then destroyed. If you are the successful candidate, relevant information will be taken from this form and used as part of your human resources record. All personal information that you supply to us as part of your application will be processed in accordance with prevailing UK Data Protection legislation.

By submitting your completed application form you are consenting to your personal data being used and held as described above.

Please ensure that the information you give to us is correct and that you let us know of any changes as soon as possible.

