Refuge

For women and children.
Against domestic violence.

Refuge Worker
Applicant Information Pack

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.

Gemma Sherrington
CEO

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 Refuge Worker to provide high quality practical and emotional support to survivors of domestic violence and their children living in our refuges.

As part of this role, you will be required to participate in an out-of-hours on call rota

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
£22,429.14 per annum

Employment term:
This post is Permanent, Part time 31.5 hours per week

Location:
Warwickshire
This is not a homeworking role

Closing Date
9.00 am on 12th October 2026

Interview Date
21st October 20206

Advert

Location: Warwickshire
Service/location/team: Warwickshire
Employment term: This post is part time, permanent, 31.5 hours
Salary: £22,429.14 per annum

This is an exciting opportunity to join Refuge as a domestic abuse refuge worker, providing high quality practical and emotional support to survivors of domestic abuse and their children living in our refuge accommodation in Warwickshire.

The post holder will work closely with survivors from the point of crisis and admission to the refuge, through to move on from the emergency accommodation. This involves providing a personalised, holistic support and safety plan, enabling survivors to access housing, welfare, benefits and legal advice.

You will also work in partnership with both statutory and voluntary sector partners to ensure that the whole range of survivors' needs are met.

A key requirement is to ensure that survivors are provided with a safe, supportive and welcoming environment in accordance with Refuge's philosophical principles.

As part of this role, you will be required to participate in an out-of-hours on call rota.

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.

Closing Date: 09:00am 12/10/2026

Interview Date: 21/10/2026

Refuge is the UK's largest provider of specialist services, and we are proud to be a leader in our field and an employer of choice, with leading edge systems for supervision, quality management and development. For more information on our work, please visit www.refuge.org.uk.

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. More details of our benefits can be found in Job Information Pack.

Employment Terms

Salary
The annual part-time salary for this role is £22,429.14 per annum. 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 31.5 hours per week, from Monday to Friday. This is exclusive of an unpaid lunch for every full day worked.

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 3 months.

Annual Leave
Annual leave allowance is 23 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 salary sacrifice 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 in achieving our aims, and we 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 programme 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 three times individuals' salary and covers death in service subject to insurers approval
- Eye care e-Voucher scheme
- Cycle to Work scheme
- Opportunity to join our wide range of Equality Network Groups
- Access to free Will writing service
- The ability to apply for flexible working from day one. There will be space to discuss flexible working at interview
- Interest free loans to purchase season tickets for travel to work and/or to pay deposits to secure rented accommodation, and for professional qualifications

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

Job Title	**Refuge Worker**
Directorate	**Warwickshire**
Reports to	**Deputy Service Manager**
Location	**Warwickshire**
Working hours	31.5 hours per week
Working pattern	**to be discussed**

Role Outline

Key Accountabilities

• Providing practical and emotional support to survivors of domestic violence and other forms of violence and abuse in accordance with Refuge's philosophical principles. This will include conducting key work sessions on a regular basis and keeping casework records up to date
• Welcoming new residents, explaining and arranging for them to sign occupancy agreements, ensuring that they are aware of their options for moving on to more permanent accommodation and to develop a proactive move on strategy for individual residents.
• Collecting rent payments promptly, recording properly, and banking within agreed timescales.
• Ensuring that rooms becoming vacant are re-let as soon as possible, taking all appropriate steps to enable new referrals into the service.
• Establishing the risks to, and the needs of survivors of, domestic violence and their children through assessing their practical and emotional support needs throughout their stay at the refuge.
• Developing individual support and risk management plans which address the risk of harm to survivors of domestic violence and other forms of violence and abuse and their children, and to ensure that such plans are in place for each resident.
• Ensuring that any issues in relation to safeguarding children or vulnerable adults are brought to the immediate attention of the service manager, or if unavailable another manager.
• Working in partnership with other agencies and to advocate for survivors to ensure their needs are met.
• Assessing benefit requirements of women escaping domestic violence and other forms of violence and abuse and to ensure prompt take up of housing and other benefits.
• Ensuring that survivors are aware of their rights to legal protection for themselves and their children, arranging for the provision of legal advice as required and accompany women to appointments if appropriate.
• Being an ambassador for Refuge, working in partnership with other agencies to ensure an effective, coordinated community response to survivors of domestic violence and other forms of violence and abuse and their children.
• Working within Refuge's quality management system following all policies and procedures.
• Providing statistical monitoring or reports as required.
• Ensuring that the views and experiences of women and agencies are sought actively, recorded carefully, and inform the development of the service.
• Reporting any problems/difficulties/complaints to the services manager and participate in follow up investigations as required.
• Maintaining confidentiality and to ensure that professional boundaries are observed when working with residents, staff, and external bodies and to work within Refuge's Code of Conduct.
• Participating in the on-call Rota, providing 24-hour support over 7 days, to ensure effective out of hours coverage of the service.

General responsibilities

• Demonstrating an understanding of and commitment to equality, diversity, and inclusion in all aspects of the role.
• Promoting and ensuring the safety and wellbeing of self and others in line with our Safeguarding Adult and Children Policies, Health & Safety Policy, together with any other requirements aimed at keeping people safe from harm in their interaction with Refuge.
• Ensuring that the confidentiality and security of information is maintained in accordance with our Confidentiality, Data Protection, IT and Security policies.
• Promoting sustainable working practices and reducing the environmental impact of Refuge's work.
• Adhere to Refuge's Policies and Procedures at all times.
• Cover for other members of the team and division as necessary.
• Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
• This list is not exhaustive, there may be other duties necessary to undertake the role.

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.

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 postholder may have over time.

As part of this role, you will be required to participate in an out-of-hours on call rota

Team Structure Chart

Add 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, Knowledge and Qualification

• Good standard of general education or equivalent experience

• Experience of providing direct emotional practical and welfare support.

• Knowledge of the dynamics and impact of domestic violence and other forms of violence and abuse and how best to support survivors.

• Up to date knowledge of legislation relating to survivors of domestic violence and other forms of violence and abuse.

• Experience of identifying and responding to the risks to and needs of survivors of domestic violence and other forms of violence and abuse (desirable).

• Experience of working in a residential setting/ refuge/or any other domestic violence setting (desirable).

Skills

• Evidence of the ability to build and develop supportive relationships with individuals who may have complex needs.

• Evidence of the ability to build effective relationships, both internally and externally, showing sensitivity for others' viewpoints and valuing diversity.

• Evidence of the ability to provide, non-judgemental, non-directive and confidential support to women to take control of their lives and set realistic objectives and goals.

• Evidence of the ability to take responsibility for own actions and behaviour being able to reflect on previous experiences to improve own practice.

• Evidence of the ability to be calm and resilient whilst under pressure and to remain optimistic and persistent.

• Evidence of the ability to work as a team member and within a line management structure, understanding the importance of seeking guidance and support when required.

• Evidence of ability to plan and prioritise work activities.

• Demonstrable ability to use Microsoft Office (word, excel, outlook, access).

• A commitment to follow philosophical principles of Refuge and be committed to empowerment, support and equality which underpin all of the work undertaken by Refuge.

Personal Qualities

• An interest in and commitment to the long-term success and development of Refuge.

• 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 Employer. Refuge is aware that individuals with disabilities, or long-term health conditions or are D/deaf or neurodivergent are underrepresented in the sector. We welcome applications from everyone and will be happy to make reasonable adjustments to support people to either apply or undertake the role (if successful) please email recruitment@refuge.org.uk to discuss further. Furthermore, we will support any eligible applications made to Access to Work - a government run programme which supports disabled and neurodiverse employees meet additional access related costs at work.
- 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.
- We have created a Respect Charter to complement our values to support our EEDI journey in creating an inclusive and respectful environment both within Refuge and beyond.
- 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
  - Allies
  - Women's
  - Disability and Neurodiversity Matters
  - Migrants ENG

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 12/10/2026.

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

Interviews will take place via video conference on 21/10/2026.

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.* The full values can be downloaded from our website

Please note that we do not accept CVs for this job vacancy and all applications must be submitted via our online application form. The application process will require you to complete various sections of the application form. It is important that you complete all sections. Please do indicate N/A (not applicable) should some areas of the form not apply to you.

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. Your Supporting Statement should not exceed a maximum of 800 words.

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 Refuge Service Users and Survivors
Former Refuge service users and other survivors supporting Refuge in its external work including for fundraising, policy, media and press can apply for all externally advertised job vacancies.

Survivors that are currently using our services cannot apply for Refuge job vacancies. This restriction is for the survivor's safety and to ensure there is no conflict of interest.

A confirmation of a conditional job offer to a former service user will be subject to a risk assessment. Where significant risks to Refuge and other service users cannot be mitigated, we may not be able to make a conditional offer of employment. If successful in securing the role, their data on Impact will be protected.

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 immediately.

disability confident EMPLOYER

Living Wage

Show The Salary