

Refuge



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



**Community Engagement Lead
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 Community Engagement Lead. You will be responsible for mapping services in the Borough; forming partnerships with statutory and voluntary agencies based on identified needs of the service to enhance and extend multi-disciplinary knowledge available at and through the Gaia Centre.

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

£25,107.11 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 Permanent, Part Time 27 hours per week

Location:

Lambeth, London

Closing Date

9:00am 7 September 2026

Interview Date

14th or 16th of September 2026

Employment Terms

Salary

The annual part-time salary for this role is £25,107.11. Please note that this includes a pro-rata London Weighting allowance of £2160 which may not be applicable depending on your 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 27 hours per week, 4 days a week. 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 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 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	Community Engagement Lead (Lambeth Operations)
Reports to	Service Manager
No. of direct reports:	6 Client Support Volunteers
Budget responsibility	N/A
Location	Lambeth, London
Working hours	27 hours per week
Working pattern	Operating hours of the service 8AM- 6PM Monday- Friday

Role Purpose

The successful candidate will lead on mapping services in the Borough; forming partnerships with statutory and voluntary agencies based on identified needs of the service to enhance and extend multi-disciplinary knowledge available at and through the Gaia Centre.

The post holder will be responsible for managing relationships with partner agencies and coordinating co-locations within the Gaia service as well as negotiating for staff from the service to co-locate with partner agencies.

The post holder will build capacity for a community response to meet the needs of survivors of VAWG by drawing on the expertise of other specialist and by-and-for service providers, such as those working with LGBTQ+ victim/survivors, disabled victim/survivors or victim/survivors of so-called 'honor'-based violence in order to provide a wraparound support as part of a broader service offer.

The post holder will also support a team of the Peer Support Mentors and volunteers who will be leading on some practical aspects of individual and group support for survivors accessing the Gaia Centre.

The successful candidate will be skilled at working with a diverse range of audiences and will be adept at creating and developing new partnerships and pathways that contribute towards coordinated community response and improve the lives of survivors of domestic abuse and gender-based violence.

The post holder will also have experience of developing teams and supervising people.

Key Accountabilities

- Mapping, developing and creating strong pathways with multiagency partners in the borough that will enhance the coordinated community response and the work of the GAIA center
- Building partnerships with statutory and voluntary agencies across the borough to develop a menu of enhanced support opportunities to meet survivors' safety, social, health and financial needs
- Building partnerships with specialist providers, drawing on their expertise in order to create a broader wrap around service for the survivors and their children
- Form specialist Service Level Agreements (SLA) with partners in the borough
- Establish successful co-locations for the GAIA workers and offer space at the GAIA premises to enhance and extend multidisciplinary knowledge available at and through the GAIA Centre including early prevention work
- Manage, support and supervise a small team of peer mentors in their work with survivors
- Ensuring the continuity, high quality, and improvement of Refuge's services in accordance with
- Refuge's quality management system and any other relevant quality standards.

- Ensuring Refuge's Casework Management and Quality policies are implemented, ensuring that a high-quality service is being provided and that case records are clear, professional, and up to date.
- Ensuring that professional boundaries are observed when working with clients, staff, and external bodies and to work within Refuge's Code of Conduct.
- Promoting and supporting equality and empowerment within all areas of work.
- Developing and maintaining positive, collaborative working relationships with all Refuge staff both locally and across the wider organisation, being committed as part of the team to providing a high level of support to survivors.
- Enhancing personal capability by undertaking continuous personal development activity and maintaining up to date knowledge
- To deliver presentations and training to different audiences
- To assist the service manager in ensuring the service is run effectively within the budget
- To ensure full and regular communication with the services manager, working in a collaborative and supportive manner.
- To coordinate and oversee monitoring of partner agencies and produce qualitative and quantitative reports for the services manager for internal and external service monitoring.
- To ensure confidentiality agreements with partner agencies are up to date
- To lead of H&S inductions of partner agencies using Gaia's office space

Managing security

- To ensure Refuge's risk assessment and lone working procedures are adhered to at all times
- To report any risks that could impact on own or others safety are immediately reported to a manager
- To ensure that security of sensitive information is maintained and complies with the requirements of the Data Protection Act 1998 and GDPR.

Managing health and safety

- To promote and ensure safe working for self and others by strict adherence to Refuge Security procedures and Health and Safety policy.
- To ensure that all equipment provided by Refuge is in safe working order and that periodic testing and maintenance is carried out.
- To ensure a good standard of hygiene is maintained in the office/co-locations.
- To ensure, when co-locating with other agencies, the relevant H&S and security policies are followed
- This role will involve some hours of lone working

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.

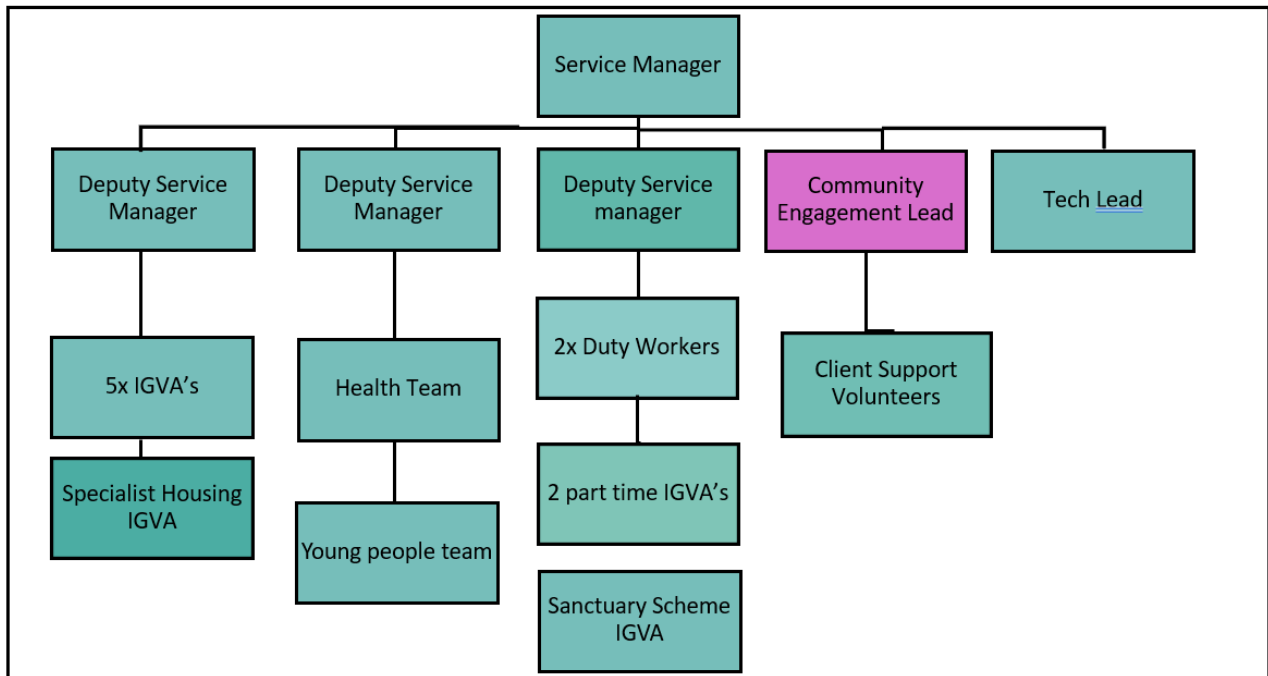
- Cover for other members of the team and division as necessary.
- Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- An interest in and commitment to the long-term success and development of Refuge.
- Demonstrating a commitment to follow Refuge's policies and procedures.
- Acting as a role model for the organisation.
- Acting with integrity and shows a commitment to upholding professional standards
- Cover for other members of the team and division as necessary
- To participate in the out of hours on call Rota

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.

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.

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

Qualifications, Knowledge and Experience

- Good standard of general education.
- Excellent Knowledge of Domestic Abuse and VAWG matters
- Experience of working in the VAWG sector
- Knowledge of roles and responsibilities of various statutory and voluntary organisations
- Experience of working within a multiagency setting
- Experience of developing and setting up agency partnerships
- Experience of providing emotional, practical and welfare support.
- Experience of managing and developing teams

Skills

- Evidence of the ability to develop and maintain multiagency partnerships
- Evidence of the ability to communicate clearly and concisely, including the ability to listen actively and match communication to the needs of the recipient
- Evidence of the ability to build effective relationships, both internally and externally, showing sensitivity for others' viewpoints and valuing diversity
- Excellent verbal and written communication skills and strong interpersonal skills.
- Excellent organisational skills including the ability to work on own initiative in a structured way, prioritise a wide range of activities
- Good attention to detail
- Evidence of the ability to develop and manage teams
- 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 work as a team member and within a line management structure, understanding the importance of seeking guidance and support when required
- Evidence of the ability to be calm and resilient whilst under pressure and to remain optimistic and persistent
- A methodical and well-organised approach to workload and an ability to work on own initiative
- Demonstrable ability to use Microsoft Office (word, excel, outlook, access.)

Personal Qualities

- Proactive in approach, identifying challenges and proposing solutions.
- Flexible and adaptable
- Self motivated
- Positive and solution focused
- Identifying with feminist values
- 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. 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.
- 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
- 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 9am, 7th of September 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 14th or 16th of September 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.

