

DayLight Lived Experience Consultant

A paid opportunity to help shape a new service for women experiencing homelessness in London

We are building something new and we want the women who understand this issue most to help us build it.

DayLight is a new day centre that The Connection is creating for women experiencing homelessness and multiple disadvantage in London. It will be a safe, welcoming, women-only space in central London where women can access practical support, healthcare and a friendly face, somewhere that feels like a café not an institution.

We know that the best services are built with the people they are designed for, not just for them. That is why we are looking for four Lived Experience Consultants, women who have been through homelessness and multiple disadvantage themselves, to work alongside us as we develop and deliver DayLight.

This is a paid opportunity. Your knowledge and your time are valuable, and we will pay you fairly for them.

At a glance

Pay	£17.53 per hour (inclusive of holiday pay)
Total hours	18 - 26 hours per person over the course of the programme
Total pay	£315.54 to £455.78 per person depending on number of hours contributed
Timeframe	October 2026 – September 2027
Number of places	4 - 6
Responsible to	Head of Accommodation Services / DayLight Service Manager
Deadline for expressing interest	Sunday 11 th October 2026

What is DayLight?

DayLight is a new day service being developed by The Connection for women sleeping rough in London. It will be based in Pimlico, in central London, and will be open every weekday morning. It is not a traditional day centre — it will feel more like a café, with sofas, food, showers, laundry, access to healthcare, and one-to-one support all available in one place. Women will be referred into DayLight by trusted services who work alongside them on the streets. We hope to open DayLight in early 2027.

What you would be doing

As a Lived Experience Consultant, you would be involved in shaping DayLight from the ground up. Over the course of around a year, you would take part in a programme of activities including:

- **Three consultation meetings** (1-2 hours each): where we share our plans for DayLight and ask for your thoughts, feedback and ideas both in a 121 space and as part of the Lived Experience Consultant group.
- **Two good practice visits** (2-4 hours each, including travel): visiting other services in London that are doing interesting things for women experiencing homelessness
- **A visit to the DayLight** service itself once it is open: to see it in action and share your feedback
- Supporting the **design and feel** of the new DayLight building — helping to decide how it looks and feels so that it is a space women actually want to come to

- A **final review meeting** after the service has been running for several months, looking at how it is going and what could be better, and to gather your feedback on your experiences of being a lived experience consultant.

You do not need to do all of these activities if some do not suit you, we can be flexible. We want your involvement to feel manageable and enjoyable, not like another commitment on a long list.

Who this opportunity is for

This opportunity is open to those who identify as women, including trans women and non-binary people who:

- Have their own lived experience of homelessness and multiple disadvantage. This may include experiences of substance use, mental ill health, contact with the criminal justice system, domestic abuse or other forms of violence and abuse against women and girls
- Are not currently homeless, but have been in the past
- Would like to use their experience to help make things better for other women

We use the MEAM definition of multiple disadvantage. As defined by MEAM, people facing multiple disadvantage experience a combination of problems and for many, their current circumstances are shaped by long-term experiences of poverty, deprivation, trauma, abuse and neglect. These structural inequalities intersect in different ways, manifesting in experiences of homelessness, substance use, mental ill health and contact with the criminal justice system.

What you don't need:

We want to be clear about what this opportunity does not require:

- You do not need any formal qualifications or previous work experience
- You do not need to be comfortable speaking in front of large groups. Meetings will be small and informal
- You do not need to share your full story or disclose anything you are not comfortable with
- You do not need to have all the answers; your experience and perspective is what matters

What you can expect from us

- Fair pay for your time, at £17.53 per hour inclusive of holiday pay
- A welcoming, safe and supportive environment at every meeting and activity
- A named contact at The Connection who you can reach out to at any time
- Full information about any activity in advance, including what it will involve and how to get there
- Reasonable travel costs covered for all activities within Greater London
- Flexibility. We understand that life can be unpredictable, and we will work with you if your circumstances change
- A conversation about how involvement might affect any benefits you receive, before you commit

How to find out more or express an interest

To apply, please complete the short Expression of Interest form that comes with this document and return it to us using one of the options below. If you would prefer to apply in a different way, for example by phone, by email or in person, we are happy to support you with that. Just get in touch and we will find the best way to help.

- Email: laura.potter-james@cstm.org.uk

- Phone: 07821 668177
- Speak to a member of staff at The Connection if you already know us

Once we have received your expression of interest, we will be in touch to arrange an informal conversation so you can find out more and ask any questions before deciding whether to go ahead.

The deadline for expressions of interest is 11th October 2026. We are hoping to begin this work shortly after and will be in touch with everyone who applies the week beginning the 12th October.