JOB DESCRIPTION

Support & Advocacy Practitioner

1. Role details

Job title	Support & Advocacy Practitioner (SAP)
Reports to	Operations & Delivery Manager
Contract / hours	Permanent | full-time or part-time, according to contract
Location	Kairos Women's Hub and community or partner settings across Coventry
Salary	As set out in the postholder's contract and Kairos pay framework
Checks	Role-appropriate pre-employment, safeguarding and DBS checks

2. About Kairos

Kairos Women Working Together (Kairos) is a specialist, women-only organisation rooted in Coventry. It was founded in 1999 when a group of Coventry women began reaching out to women involved in street-based prostitution, many of whom faced significant barriers to accessing the support and services they needed. For more than 25 years, we have walked alongside women facing multiple intersecting disadvantage and therefore subject to or at risk of sexual exploitation, offering open-ended support, advocacy and community.

Our Women's Hub is a place of safety, belonging and transformation, bringing together practical and emotional support, advocacy, specialist practice, partnership working and wider systems change so women can move from surviving to thriving and, where they choose, to leading. We work relationally and holistically, wrapping support around each woman rather than expecting her to navigate fragmented systems, and women's voices shape our learning, development and influence.

The name Kairos means the right or opportune moment for action or change, reflecting our belief that new possibilities can open when a woman is met with the right support, on her own terms and at her own pace. We begin with each woman's priorities, strengths and understanding of her own life, recognising that safety and change cannot be imposed or reduced to a fixed pathway. Because the issues women face are interconnected, we work across organisational boundaries while maintaining the consistency of a trusted relationship with Kairos. We use what women tell us, alongside evidence and learning from practice, to challenge the barriers, policies and systems that restrict women's safety, choices and opportunities.

Our work is grounded in a feminist understanding of inequality, power, men's violence and the structural conditions shaping women's lives.

Vision: A world where every woman matters and lives free from men's violence, abuse and sexual exploitation.

Mission: To walk alongside women facing multiple intersecting disadvantage and therefore subject to or at risk of sexual exploitation, increasing options and opportunities, strengthening voice and agency, and empowering women to create the futures they want for themselves.

Values: Hope | Compassion | Empowerment | Solidarity | Voice | Justice

Approach: Women-centred and women-only | Trauma-informed | Relational | Holistic | Flexible | Creative, reflective and innovative | Justice-led

3. Purpose of the role

The Support & Advocacy Practitioner builds consistent, trusted relationships with women aged 16 and over who face multiple intersecting disadvantage and are therefore subject to or at risk of sexual exploitation. The postholder provides open-ended, women-centred, trauma-informed emotional and practical support, individual advocacy and case coordination, beginning with each woman's priorities and working at her pace.

The Practitioner normally holds the primary Kairos relationship for women on her caseload. She works holistically across the interconnected issues in women's lives and draws in Specialist Practitioners, Hub activity, volunteers and external partners where this adds value, while retaining continuity and avoiding repeated assessments or unnecessary hand-offs.

4. Role in the organisational structure

4.1 The Support & Advocacy Practitioner reports to the Operations & Delivery Manager, who provides formal Support & Supervision, case management, performance support, wellbeing support and day-to-day delivery coordination.

4.2 The role has no routine line-management responsibility and works as part of one frontline team alongside other SAPs, Specialist Practitioners, the Operations & Administration Assistant, volunteers and service leaders.

4.3 The postholder holds a mixed caseload and is normally the primary relationship and coordinator of Kairos input for the women allocated to her, within shared allocation, review and safeguarding arrangements.

4.4 Specialist expertise wraps around the woman through consultation, joint work or direct input where relevant. The Practitioner remains informed and responsibilities are agreed clearly rather than transferring the woman between internal roles.

5. Practitioner scope and professional accountability

5.1 Exercise sound day-to-day judgement within Kairos policies, safeguarding procedures, agreed support plans and personal competence, seeking management or specialist advice where risk, complexity or authority requires it.

5.2 Coordinate support around the woman and advocate assertively, while recognising that statutory, clinical, legal and specialist decisions remain with the appropriately qualified or accountable professional.

5.3 Follow the Operations & Delivery Manager's reasonable direction on allocation, priorities, cover, rotas, Hub activity, outreach, recording and immediate service delivery, raising capacity or safety concerns promptly.

6. Main responsibilities

6.1 Relational support, assessment and planning

6.1.1 Respond to referrals and introductions warmly, explain Kairos's offer and boundaries clearly and build trusting relationships without requiring a woman to be ready for a particular change.

6.1.2 Complete and review proportionate holistic assessments, risk and safety plans and support plans with women, recording their priorities, strengths, choices and the actions agreed.

6.1.3 Hold a manageable caseload and provide consistent planned and responsive contact, balancing crisis, practical tasks, emotional support, advocacy and longer-term goals without imposing a fixed pathway or end point.

6.1.4 Review support regularly with the woman and the Manager, adapting the plan as circumstances change and maintaining contact through setbacks, pauses and returns wherever Kairos can safely continue support.

6.2 Emotional, practical and advocacy support

6.2.1 Provide boundaried, compassionate emotional support that recognises trauma, distress and survival responses and strengthens women's safety, agency, confidence and connection.

6.2.2 Provide practical support across relevant issues such as housing, benefits, debt, health, mental wellbeing, substance use, criminal justice, domestic and sexual violence, sexual exploitation, pregnancy, parenting, education, training, employment and social isolation.

6.2.3 Give clear information, help women prepare for appointments and decisions, make referrals, accompany women where appropriate and advocate with services so their rights, priorities and circumstances are understood.

6.2.4 Support access to immediate essentials and opportunities, including food, travel, grants, digital access, community activity and other practical help available through Kairos or partner organisations.

6.3 Safeguarding, risk and case coordination

6.3.1 Recognise, assess and respond to adult and child safeguarding concerns, exploitation, domestic and sexual violence, self-harm, suicide, homelessness and other risk, taking immediate protective action and escalating through Kairos procedures.

6.3.2 Coordinate agreed multi-agency work and attend relevant meetings with the woman wherever possible, sharing information lawfully and proportionately and following through actions and decisions.

6.3.3 Use specialist consultation or joint work early where it would strengthen support, keeping the woman informed and agreeing the purpose, roles, records and next steps clearly.

6.3.4 Challenge barriers, stigma and poor responses constructively and bring recurring issues or patterns to the Manager and relevant Specialist or Lead for service and systems learning.

6.4 Hub, outreach, groups and team delivery

6.4.1 Contribute to a welcoming, safe and relational Women's Hub, including planned appointments, drop-in, shared activity and an appropriate response when women arrive in distress or without an appointment.

6.4.2 Participate in agreed street or community outreach, evening drop-in, co-location and partner activity, using safe-working arrangements and recording follow-up promptly.

6.4.3 Plan, facilitate or co-facilitate groups and activities where agreed, linking women to appropriate one-to-one support and using feedback to improve accessibility and quality.

6.4.4 Work constructively with volunteers within clear boundaries, providing task briefing, day-to-day guidance and debriefing where assigned while escalating volunteer-management issues through the correct route.

6.5 Records, outcomes and professional practice

6.5.1 Maintain accurate, timely, respectful and analytical records of contact, assessment, risk, consent, decisions, actions, advocacy, outputs and outcomes on Kairos's case-management system.

6.5.2 Contribute reliable monitoring, evaluation and funder information without allowing project labels or reporting requirements to fragment the woman's experience of one Kairos offer.

6.5.3 Prepare for and use Support & Supervision, case review and reflective practice actively, raising workload, wellbeing, boundary, practice or safety concerns early.

6.5.4 Maintain relevant knowledge and complete required learning in safeguarding, trauma-informed practice, MVAWG, sexual exploitation, data protection, health and safety and other areas relevant to safe delivery.

7. Shared responsibilities and practitioner behaviours

7.1 Live and model Kairos's values of Hope, Compassion, Empowerment, Solidarity, Voice and Justice in relationships, decisions and conduct.

7.2 Understand, work within and accurately represent Kairos's feminist analysis of inequality, power and men's violence against women and girls; its abolitionist position that prostitution and the wider sex industry are forms of sexual exploitation and men's violence; and its commitment to providing lawful women-only, single-sex services for women in accordance with the Equality Act 2010. Apply these positions through Kairos's women-centred, trauma-informed, relational, holistic, flexible, reflective and justice-led approach.

7.3 Contribute to an anti-racist, inclusive and respectful culture and challenge discrimination, harassment, stigma and oppressive practice.

7.4 Maintain safe professional boundaries, confidentiality, information governance and accurate records; follow Kairos's safeguarding framework and escalate concerns, incidents and material risk promptly.

7.5 Work collaboratively as part of one frontline team, sharing information appropriately and contributing to allocation, case consultation, reflective practice, service meetings, quality activity and outcome reporting.

7.6 Use Support & Supervision, feedback and learning actively; recognise the limits of the role and seek specialist or management advice when needed.

7.7 Work flexibly across the Women's Hub, community and partner settings, including agreed outreach, group work and occasional evening or weekend activity, and undertake other reasonable duties consistent with the role.

8. Role-specific equality and safeguarding position

Following a role-specific assessment, being a woman is an occupational requirement for this post under Schedule 9, Part 1, paragraph 1 of the Equality Act 2010. The role provides direct support in a women-only service, works regularly in women-only spaces and supports women affected by men's violence, sexual exploitation and trauma. The requirement must remain proportionate and should be reviewed if the role changes materially.

Appointment and continued employment are subject to the safeguarding and pre-employment checks, training, supervision and professional requirements applicable to the role, including a DBS check at the legally appropriate level.

9. Review and flexibility

This profile is not exhaustive; it may be reviewed as Kairos develops and the postholder may undertake other reasonable duties consistent with the role.

10. Person specification

Candidates will be assessed on evidence of safe relational practice, sound judgement, values alignment and the ability to provide consistent holistic support within one connected frontline team.

Area	Essential	Desirable
Frontline experience	Experience providing direct support to women or people facing multiple disadvantage, risk or unmet need, with the ability to build trust and maintain effective professional boundaries.	Experience in a specialist women's, VAWG, sexual-exploitation or voluntary-sector service.
Casework and planning	Able to manage a caseload, complete proportionate holistic assessments, risk and safety plans and support plans, review progress and coordinate agreed actions reliably.	Relevant qualification in advice and advocacy, youth/community work, health and social care, social policy or a related field.
Emotional and practical support	Able to provide trauma-informed emotional and practical support across interconnected issues, respond calmly to distress and work at the woman's pace without judgement or rescue.	Experience supporting women around housing, substance use, justice, family, health or education and employment.
Advocacy and multi-agency work	Able to communicate confidently with services, make effective referrals, accompany women, advocate for rights and priorities and coordinate multi-agency actions.	Experience of court, police, statutory meetings, outreach or group facilitation.
Safeguarding and risk	Working knowledge and practical experience of adult and child safeguarding, information sharing, professional curiosity, risk escalation and safe responses to disclosures.	Safeguarding Level 2 or above; domestic-abuse, suicide-prevention or exploitation training.
Communication and records	Clear, respectful written and verbal communication; able to maintain accurate confidential records and use email, Microsoft applications and digital case-management systems.	Experience recording outputs, outcomes and qualitative impact for evaluation or funders.
Organisation and teamwork	Able to manage competing priorities, work independently and collaboratively, receive direction and feedback and contribute flexibly to Hub, outreach, drop-in and group delivery.	Experience working with volunteers or co-facilitating groups.

Area	Essential	Desirable
Values and practical requirements	Professional aalignment with Kairos's feminist, abolitionist, women-only, trauma-informed, anti-racist and justice-led approach; able to complete required checks and learning and travel safely for community activity. Full driving licence, access to a suitable vehicle and business insurance.	