

Refuge



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



**Duty 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 Duty Worker to provide high quality practical and emotional support to survivors of domestic violence and their children in the community.

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

£28,857.12 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 Contract until March 2027, Full Time, 37.5 hours per week
There is a possible extension of contract depending on funding

Location:

Hybrid working with a requirement to occasionally work at Head Office (Vauxhall, London) and co-locations across London

Closing Date

09:00am 24 April 2026

Interview Date

5 May 2026

Employment Terms

Salary

The annual full-time salary for this role is **£28,257.12 per annum**. Please note that this includes a London Weighting allowance of £3,000 (pro rata for part-time employees), 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 37.5 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 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 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	Duty Worker
Directorate	Ascent Pan London Floating Support Service
Reports to	Deputy Service Manager
Location	Hybrid working with a requirement to occasionally work at Head Office (Vauxhall, London) and co-locations across London
Working hours	Full Time, 37.5 hours per week
Working pattern	9.00am – 5.30pm, Monday – Friday

Role Outline

- Refuge is the country's largest single provider of specialist domestic abuse services. 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
- We are recruiting for Duty Worker who will support the Ascent Pan London Service in building sustainable referral pathways and joint working protocols with a range of partners working with survivors of domestic abuse
- The central duty team (3 duty workers) will work closely with Refuge's 6 floating support workers and floating support manager, and each service in the partnership has dedicated management to provide support and oversight for staff, and lead on safeguarding and project management. Refuge's floating support service manager will manage the floating support workers and duty teams, taking overall responsibility for monitoring, reporting, and meeting outcomes across the floating support service.
- The duty workers posts are new and exciting roles in Refuge, with opportunities for everyone in the new service to work across the partnership (and therefore the sector) as well as with the referring agencies. It is an important aspect of this job that the post holder has experience of working collaboratively with a range of other agencies.
- You will have proven experience of providing direct emotional and practical support to women as well as up-to-date knowledge of legislation relating to survivors of gender-based violence.
- You will have excellent casework skills, good written and verbal communication skills, clear professional boundaries, and be a proactive team player.
- All candidates must demonstrate a commitment to the feminist values of empowerment and equality which underpin all of our work.
- Successful applicants will be expected to work within Refuge's Values and Behaviors Framework and demonstrate these in their everyday work.

- An enhanced Disclosure Barring Service (DBS) certificate will be required for this role.
- Refuge is committed to equality, diversity and inclusion and welcomes applications from all sections of the community. However, 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.
- The post holder will empower survivors by providing them with emotional and practical support.
- The role involves empowering survivors to make decisions, increase their options, their confidence and their safety.
- The job involves ensuring that women are provided with a safe, supportive and welcoming environment and enabling them to access their rights, make decisions and increase their life options.

Key Accountabilities

- Providing a single point of contact for referrers, including self-referrals, into Refuge's duty line.
- Establishing the risks to and the needs of survivors of domestic abuse, identifying and prioritizing those at the highest risk.
- Regularly seeking out and obtain updated, relevant, information on housing options and government policy relating to housing and homelessness.
- Being the named contact for referrals for survivors and referring survivors to other services when appropriate.
- Working in partnership with other agencies, keeping the safety of the survivor central to the partnership work.
- Preventing future homelessness amongst survivors experiencing domestic abuse and their children.
- Being an ambassador for Refuge, working in partnership with other agencies to ensure an effective, coordinated community response to survivors of domestic abuse and their children.
- Ensuring that any issues in relation to safeguarding children or adults at risk are brought to the immediate attention of the Service Manager, or if unavailable to Senior Operations Manager.
- Recognizing, respecting, and addressing the needs of service-users who face particular barriers when seeking help to access the advocacy service, including those from different ethnic and cultural backgrounds, LGBT communities, and disabled people.
- Supporting the empowerment of survivors, assisting them to recognize the dynamics of domestic abuse present in their own situation, and to help them regain control of their lives.
- To report any problems/difficulties/complaints to the line manager and participate in follow up investigations as required.
- 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 service-users and agencies are sought actively, recorded carefully, and inform the development of the service.
- Developing and maintaining positive, collaborative working relationships with other Refuge staff.
- Enhancing personal capability by undertaking continuous personal development activity and maintaining up to date knowledge.
- 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.
- Demonstrating an understanding of and commitment to Refuge's values and to equity, equality,

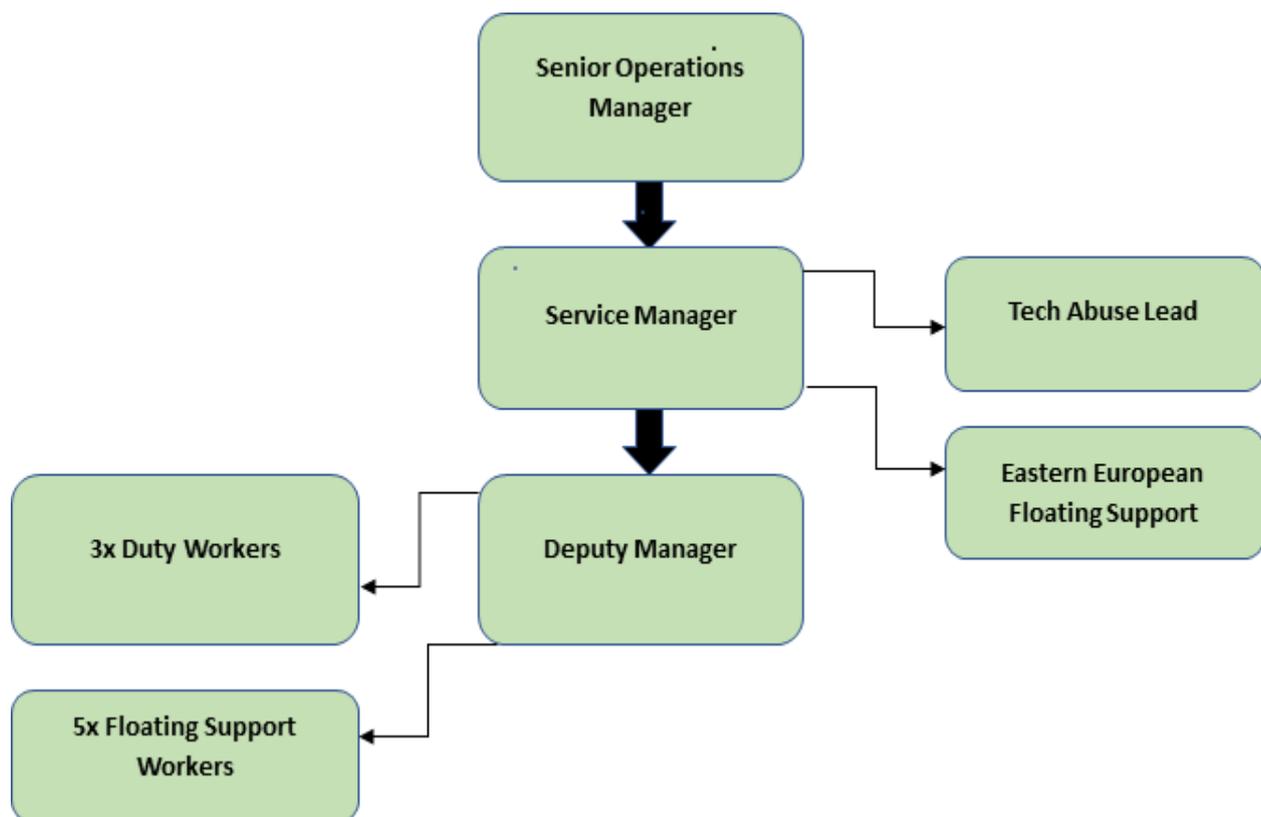
diversity, and inclusion.

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 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, Knowledge & Qualifications

- Good standard of general education or equivalent experience.
- Experience of identifying and responding to the risks to and needs of survivors of domestic abuse.
- Experience of working in partnership with other statutory agencies, particularly in housing teams, to achieve the best outcomes for survivors.
- Working knowledge of the housing and homelessness system as it relates to survivors of domestic violence and other forms of gender-based violence.
- Working knowledge of the legal system as it relates to survivors of domestic abuse, and an up-to-date knowledge of criminal and civil legislation relating to domestic abuse.
- Knowledge of domestic abuse and its impact upon survivors and children.
- Understanding of multi-agency partnership structures, including the MARAC, in responding to gender-based violence.
- Understanding of issues relating to the safeguarding of children.
- Knowledge of gender-based violence (including domestic abuse) and its impacts upon survivors, children, and parenting.

Skills

- Demonstrable strong written and verbal communication skills; to be able to write reports, deliver presentations, and to communicate with stakeholders in a clear and effective way.
- Evidence of ability to plan and prioritise work activities.
- Ability to build effective relationships, both internally and externally, showing sensitivity for others' viewpoints and valuing diversity.
- Ability to work proactively and effectively as part of a team to deliver results, supporting others as required.

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 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 patterns, or location, then 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 are 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 09:00am 24.04.2026

- 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 05.05.2026

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 are 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 purpose 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 a 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.

