

Refuge



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



**Helpline Advocacy Co-ordinator – London
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 Helpline Advocacy Co-ordinator – London to provide high quality advocacy to survivors of domestic abuse based in London, who present with complex or additional barriers to accessing safe accommodation and support services.

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

£29,701.36 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, Full Time, 37.5 hours per week

Location:

Homeworking with a requirement to occasionally work at Head Office (Vauxhall, London)

Closing Date

9.00am on 1 September 2026

Interview Date

10 September 2026 or 11 September 2026

Advert

The Helpline Advocacy Co-ordinator – London (HAC) provides short-term, targeted advocacy to victim/survivors of domestic abuse based in London, who present with complex or additional barriers to accessing safe accommodation and support services.

The role builds on initial helpline contact to deliver enhanced, focused support, including proactive follow-up and advocacy with statutory and voluntary agencies to secure safe outcomes. This includes working closely with housing departments across London boroughs, refuge providers, and specialist services to overcome barriers and facilitate access to accommodation and support.

Please note that 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: 9.00 am on 1 September 2026

Interview Dates: 10th or 11th September 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.

Employment Terms

Salary

The annual full-time salary for this role is £29,701.36. 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. May include occasional evening work to support service delivery and operational requirements.

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	Helpline Advocacy Co-ordinator – London
Directorate	Services
Reports to	Senior Operations Manager
Location	Hybrid – remote and Head office
Responsible for	N/A
Working hours	37.5 hours per week
Working pattern	9.00am – 5.30pm, Monday – Friday. Flexibility is required; may include occasional evening work to support service delivery and operational requirements.

Role Outline

The Helpline Advocacy Co-ordinator – London (HAC) provides short-term, targeted advocacy to victim/survivors of domestic abuse based in London, who present with complex or additional barriers to accessing safe accommodation and support services.

The role builds on initial helpline contact to deliver enhanced, focused support, including proactive follow-up and advocacy with statutory and voluntary agencies to secure safe outcomes. This includes working closely with housing departments across London boroughs, refuge providers, and specialist services to overcome barriers and facilitate access to accommodation and support.

Key Accountabilities

Enhanced Casework and Support

- Provide short-term, intensive casework to victim/survivors based in London who require additional support beyond initial helpline contact, particularly around housing and accommodation needs.
- Carry out holistic needs and risk assessments, identifying barriers to accessing services (e.g., language, disability, immigration status, lack of phone access, or complex needs).
- Develop and deliver tailored support plans focused on achieving safe accommodation and access to relevant services.
- Maintain accurate, confidential case records in line with organisational policies.

Pathway Coordination

- Coordinate and actively manage referrals to housing providers, refuges and specialist domestic abuse services.
- Proactively contact local authorities, refuge providers and partner agencies on behalf of service users to secure placements or support.
- Ensure effective and timely follow-up on all referrals to maximise successful outcomes.
- Facilitate multi-agency working to ensure coordinated and survivor-centred support pathways.
- Work closely with Helpline Managers, Advisors and Volunteers to coordinate and ensure appropriate and effective enhanced support for survivors.

Advocacy

- Advocate on behalf of victim/survivors with statutory services, particularly housing departments, to secure safe and appropriate accommodation.
- Provide supporting information, risk assessments, and documentation to strengthen housing and service applications.
- Work directly with professionals to overcome systemic barriers and expedite access to services.

Follow-up and Ongoing Support

- Deliver structured follow-up support to service users, ensuring continuity of care and progression

towards agreed outcomes.

- Maintain regular contact with service users where appropriate, offering emotional and practical support alongside casework interventions.
- Liaise with professionals to monitor progress and respond to emerging risks.

Partnership and Professional Engagement

- Build and maintain effective working relationships with housing teams across London boroughs, refuge providers, local authorities, and specialist services.
- Contribute to partnership working across the Pan-London Helplines Partnership.
- Collect and analyse data for London boroughs, and use this to inform and contribute to accurate and timely reports.
- Share insights and learning from advocacy work to inform service development and highlight systemic barriers faced by survivors.

Safeguarding and Risk Management

- Ensure all safeguarding concerns relating to adults and children are identified and escalated appropriately. Undertake safety planning in collaboration with service users, ensuring their needs and choices remain central.
- Work within a trauma-informed, survivor-led approach at all times.

Service Delivery and Quality

- Ensure all work is delivered in line with Refuge's policies, procedures, and quality standards.
- Maintain up-to-date knowledge of domestic abuse, housing legislation, and available services.
- Contribute to monitoring, evaluation, and reporting on outcomes achieved through enhanced support work.

General responsibilities

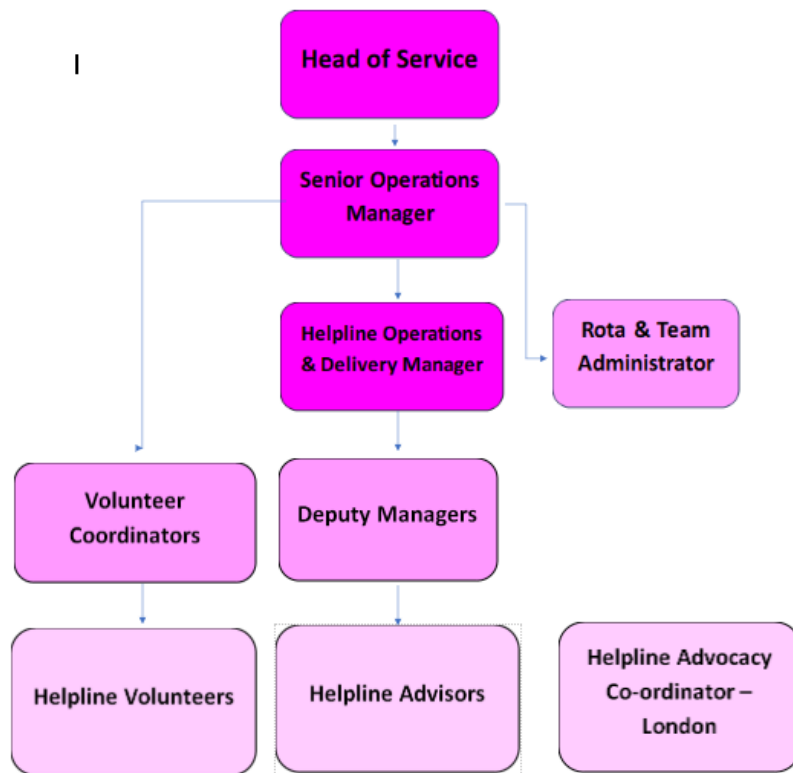
- Promoting and supporting equality and empowerment within all areas of work.
- Representing and being an ambassador for Refuge, working in partnership internally and externally with other agencies to ensure an effective coordinated community response to survivors of sexual violence and their children.
- Developing and maintaining positive, collaborative working relationships with other Refuge staff.
- 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

Experience

- Experience of supporting survivors of domestic abuse or other forms of violence against women and girls.
- Experience of providing casework, advocacy, or support to individuals with complex and/or intersecting needs.
- Experience of managing referrals, including liaising with multiple agencies to coordinate support.
- Experience of delivering follow-up support and maintaining engagement with service users in crisis.
- Experience of working with statutory and voluntary sector partners, particularly housing or support services.
- Experience of handling sensitive and confidential information appropriately.
- Demonstrable experience in collecting, managing and analysing data, and using this to inform and contribute to accurate and timely quarterly reports.
- Confident and proficient in using multiple IT systems (e.g. contact centre platforms, databases, Microsoft Teams and Microsoft 365), with the ability to work independently across platforms simultaneously while delivering responsive, high-quality support to survivors.

Knowledge

- Strong understanding of domestic abuse and its impact, including risks and barriers faced by survivors.
- Knowledge of housing pathways, refuge provision, and relevant legislation and entitlements.
- Understanding of safeguarding practices for adults and children.
- Awareness of the needs of diverse and marginalised communities, including those facing additional barriers to accessing support.

Skills and Abilities

- Ability to carry out effective risk and needs assessments and develop appropriate support plans.
- Strong advocacy skills, with the ability to influence and negotiate with external agencies.
- Excellent communication skills, with the ability to engage sensitively and effectively with people in crisis.
- Ability to coordinate a varied workload, prioritise competing demands, and work under pressure.
- Ability to work independently while maintaining strong collaborative relationships.
- Strong organisational skills and attention to detail, particularly in record keeping and follow-up work.
- 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 Attributes

- Empathy, resilience, and a commitment to survivor-centred, trauma-informed practice.
- Commitment to safeguarding and promoting the welfare of adults and children.
- Commitment to equality, diversity, and inclusion, and to challenging discrimination.
- Commitment to the values and mission of Refuge.
- 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.
- Willingness to undertake training and continuous professional development.
- Flexibility to respond to changing service needs.

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 01.09.26.

- 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 10.09.26 or 11.09.26.

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.

