

Refuge



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



**Client Support Volunteer
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 Client Support Volunteer to provide additional practical and emotional support to victims and survivors who are impacted or are experiencing domestic abuse and any other strands of Violence Against Women Girls (VAWG) and are accessing specialist support provided by the Gaia team.

Salary

Volunteering opportunity

Employment term:

Minimum of 6 months commitment and 4 hours per week (days can be agreed)

Location:

Lambeth, London

Closing Date

09:00am 24th of June 2026

Interview Date

1st and 2nd of July 2026

Training

You will be required to attend 3 days of training on the 14th, 15th and 16th of September from 10am-4pm each day.

Volunteering Terms

Salary

This is unpaid opportunity.

Days and hours of volunteering

We require 6 months of commitment and minimum of 4 hours per week. Hours can be split between different days in the week. You will be asked to volunteer from our office which is in a confidential location.

Annual Leave

As unpaid volunteer you will be entitled to take time off which needs to be discussed with line manager before

so necessary arrangements can be made for a cover.

Volunteering Benefits

Refuge offers a variety of exciting opportunities to learn, develop and grow whilst you are volunteering. 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 volunteers great benefits package including:

- Clinical supervision for all staff
- Access to individual supervisions
- 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
- Access to training opportunities
- Opportunity to join our wide range of Equality Network Groups

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.

VOLUNTEERING OPPORTUNITY DESCRIPTION

Title	Client Support Volunteer
Directorate	Refuge
Reports to	Community Engagement Lead
Location	Lambeth
Responsible for	N/A
Working hours	4 hours, once a week (those hours can be split if needed) for a minimum of 6 months
Working pattern	Agreed pattern between 10:00am and 4:00pm, Monday to Friday (any day)

Role Outline

Volunteers are a highly valued part of our innovative Community-Based Service, the Gaia Centre in Lambeth, which provides a range of high-quality services to address and meet the diverse needs of survivors of all forms of gender-based abuse.

As a Client Support Volunteer, your role will be to **provide individual support to the clients** receiving support from the Gaia Centre. This will be done either on the phone or in person and with the aim of **increasing the clients' confidence, reducing their isolation and helping them to re-build their lives**. You will do this by offering our clients and the team support in a variety of ways, including:

1. Assisting clients with **locating and completing applications** for relevant grants, services, courses, jobs etc., providing follow-up support where necessary. These could include registering for housing or financial support, the GP or applying for a new job.
2. **Accompanying clients to appointments** for accommodation, medical appointments or job interviews etc.
3. Recognising when it is necessary to take steps to **safeguard adults and children**, escalating the situation swiftly and appropriately to the line manager, Community Engagement Lead.
4. **Encouraging clients to research activities** that interest them in the local area to increase their engagement in the community
5. **Welcoming clients to group sessions** and helping them to navigate their way safely to the correct location.
6. **Participating in celebrations and events** held by our service, like International Women's Day.
7. **Providing some administrative support** when required *e.g. taking calls and messages; updating client contact details; sharing information about the service with professionals and clients*.
8. **Ensuring client records are updated accurately** and that the **security of sensitive information** is maintained. This is to protect our clients and ensure Refuge **remains GDPR compliant**.
9. Communicating any relevant issues to the Community Engagement Lead / Service Manager as soon as possible
10. **Organising items donated** to our service in 'Gaia Glam Room' including clothing, toiletries, toys. Creating gif packages for clients and their children.
11. **Treating each client individually, without judgement or prejudice**, to ensure the support and assistance given is **fair, appropriate and of the highest standard**.

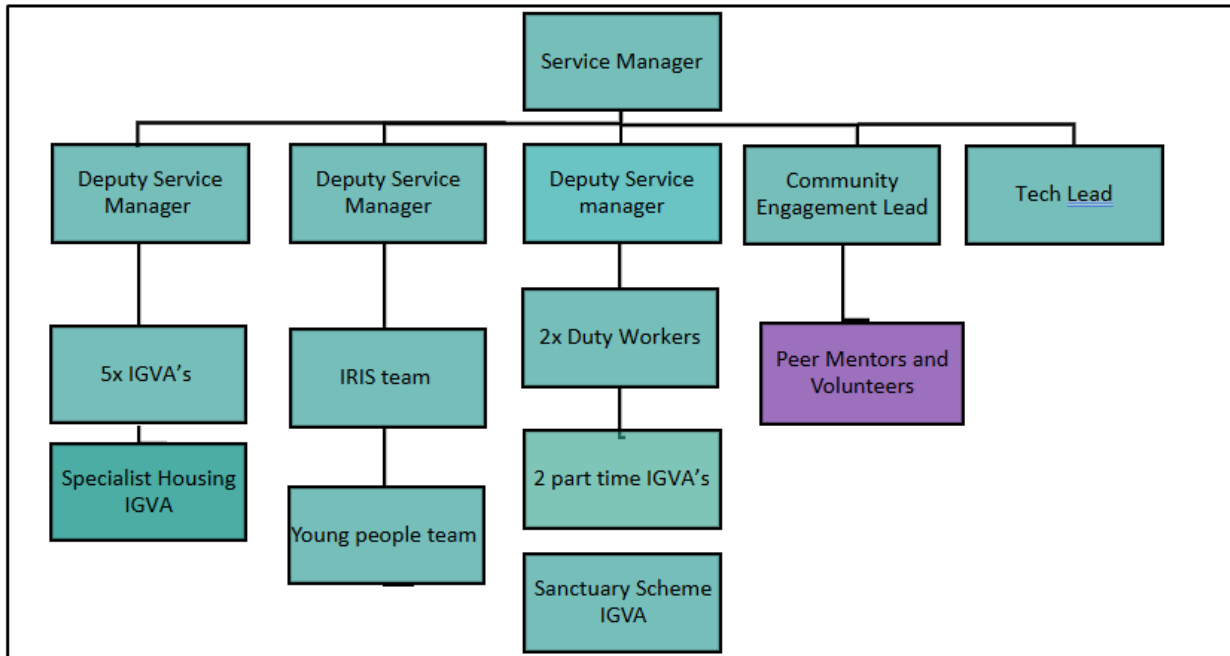
12. **Engaging in check in's and feedback activities with the** Community Engagement Lead to support your well-being and development.
13. **Maintaining confidentiality** and ensuring that **respectful boundaries** are observed when interacting with clients, staff, volunteers and any other agencies you may encounter
14. Always acting and following **Refuge's Code of Conduct, Security Procedures and Health and Safety Policy.**

[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 & Skills

- Experience of providing support to others, (especially women), with empathy and without judgement
- Experience of using databases and record keeping, especially for sensitive/confidential information
- Ability to commit to the same shift each week, for at least 6 months
- Understanding of the different types of domestic abuse and other forms of gender-based violence and abuse and how these impact survivors
- Understanding of the different barriers clients may face in accessing support
- Ability to read, write and speak English
- Ability to build rapport with people from a variety of backgrounds
- Basic computer skills required

General:

- A commitment to follow the policies, procedures and philosophical principles of Refuge and be committed to empowerment, support and equality which underpin all the work undertaken by Refuge.

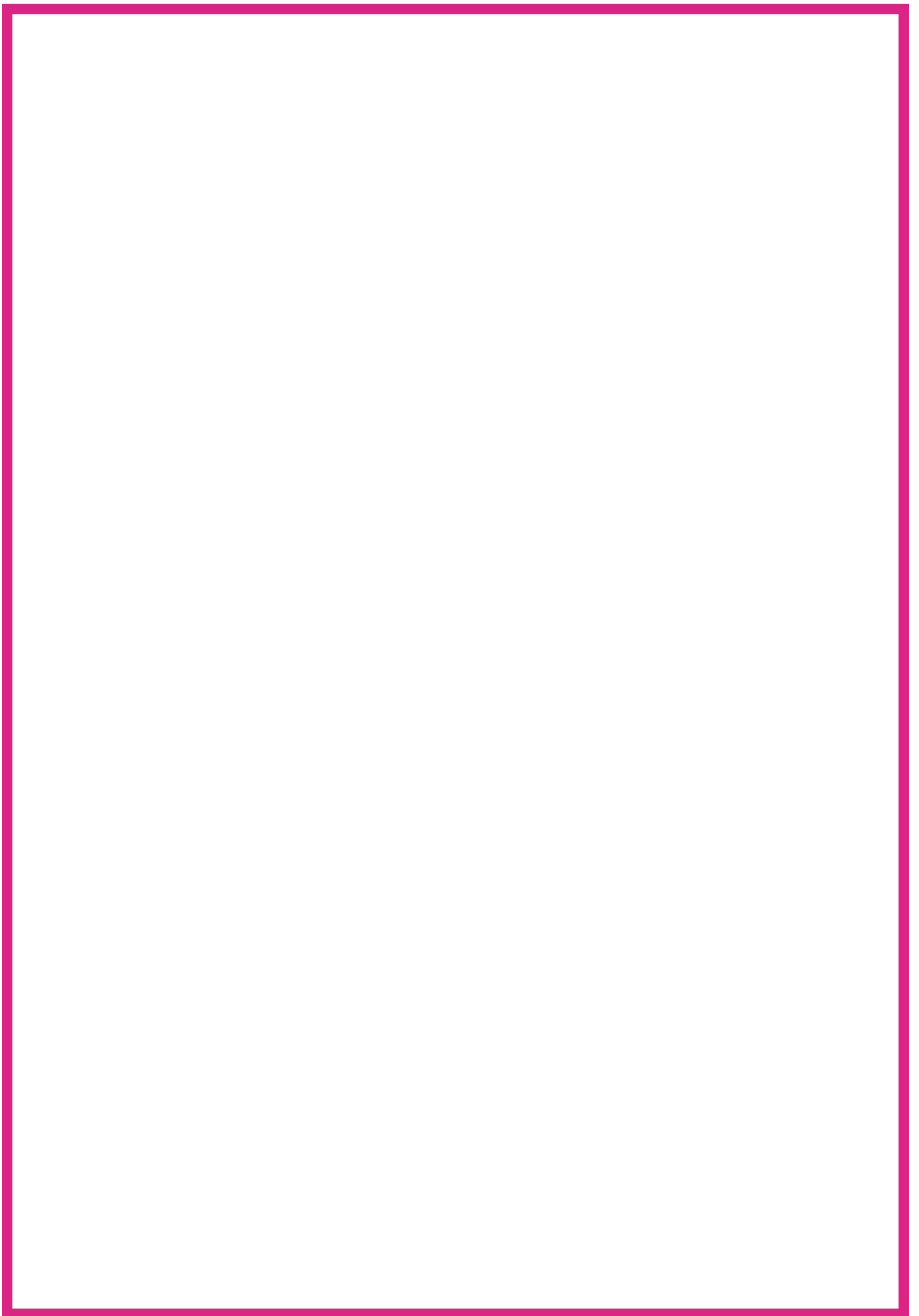
Personal Qualities

- 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.

Please note:

- Successful applicants must be able to commit to volunteering for at least **one four-hour shift per week** for a period of **6 months**, with a minimum of **75% attendance** throughout the year.
- This role is subject to the receipt of one satisfactory reference and a satisfactory enhanced DBS clearance (detail below).
- This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975. Due to the nature of this role, it will be necessary for an **enhanced check** to be made to the **Disclosure and Barring Service (DBS)**. This will be arranged by Refuge on behalf of successful candidates. There is no cost to the volunteer.

It is essential to the development of Refuge's service delivery that successful applicants can respond flexibly to changes in the requirements of this volunteer role. This role description is therefore a guide, and not an exhaustive list of all activities Client Support Volunteers may be asked to support with over time



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>

- 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

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 volunteering opportunity 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.

