

Support and Advocacy Practitioner Recruitment Pack

Welcome

Thank you for your interest in joining Kairos Women Working Together.

Kairos is a specialist women's organisation based in Coventry. Since 1999, we have walked alongside women facing multiple intersecting disadvantage and therefore subject to, or at risk of, sexual exploitation.

This is an exciting time to join Kairos. We are growing our work through our Women's Hub, strengthening our specialist support offer, and developing our role as a place of safety, advocacy, community and change for women in Coventry.

We are looking for a Support and Advocacy Practitioner who shares our values and wants to make a meaningful difference with women who are often facing significant risk, exclusion and harm.

This is a relational, practical and purposeful role. It requires compassion, resilience, good boundaries, reflective capacity, strong advocacy skills and a commitment to women-centred, trauma-informed practice.

We are not only interested in formal qualifications or traditional career routes. We are also interested in capability, values, aptitude and potential. Relevant experience may come from paid work, volunteering, community work, activism, study, caring responsibilities, personal learning or lived experience.

About Kairos

Kairos Women Working Together was founded in 1999 by women in Coventry who recognised that women facing multiple disadvantage and sexual exploitation were falling through the cracks of existing services.

The name Kairos comes from an ancient Greek word meaning "the right, critical, or opportune moment for action." For us, it reflects our belief that change becomes possible when the right spaces, relationships and support come together.

Today, Kairos provides support, advocacy and community for women through our Women's Hub, outreach work, drop-ins, group work, one-to-one support, partnerships and influencing activity.

Our **vision** is:

A world where every woman matters and all live fulfilled lives free from men's violence, abuse and sexual exploitation.

Our **mission** is:

To walk alongside women facing multiple intersecting disadvantage and therefore subject to or at risk of sexual exploitation.

Through support, advocacy and community, we work with women to increase options and opportunities, strengthen voice and agency, and empower them to create the futures they want for themselves.

Our values

Our values are not just words on a page. They shape how we work with women, with each other and with the wider systems around us.

Hope

We believe change is always possible. We hold hope for women, even during the most difficult times, and create opportunities for women to imagine and build the futures they want.

Compassion

We meet women with kindness, empathy and respect. We seek to understand women's experiences without judgement and create spaces where women feel welcomed, valued and heard.

Empowerment

We recognise the strengths, resilience and potential within every woman. We support women to strengthen voice, agency and choice, enabling them to take greater control over their own lives.

Solidarity

We stand alongside women and recognise the power of connection, community and collective action. We believe women are stronger when they are not facing life's challenges alone.

Voice

We believe women's experiences matter. We create opportunities for women to be heard, influence decisions and shape the services, policies and systems that affect their lives.

Justice

We challenge inequality and advocate for change. We work towards a society where women are safe, valued and able to live free from men's violence, abuse and sexual exploitation.

Our position

Kairos holds a clear position rooted in feminist analysis of men's power and women's oppression: prostitution and the wider sex industry are forms of sexual exploitation and male violence against women and girls.

This position is grounded in nearly three decades of frontline experience and in what women have told us about their own lives. We understand women's involvement in prostitution within the wider context of poverty, abuse, coercion, homelessness, addiction, racism, migration status and systemic failure.

Our role is not to judge or rescue women. Our role is to stand alongside women, reduce harm, advocate with and for them, and create routes out where desired.

As a women-only service, we provide safe, trauma-informed support free from male presence. This is central to our ethos, practice and safeguarding approach.

What it is like to work at Kairos

Working at Kairos is meaningful, challenging and deeply relational.

The women we walk alongside are often facing significant trauma, risk, exclusion, crisis and harm. This means the work can be tough. Sometimes very tough. Practitioners need emotional resilience, good boundaries, reflective capacity and the ability to stay grounded when things are complex, uncertain or painful.

But this work is also full of purpose, hope and possibility. At Kairos, you will see the difference that trusted relationships, practical advocacy, women-only spaces and long-term support can make. You will be part of a team that believes change is possible, even when it takes time and even when progress is not linear.

Kairos is not a neutral organisation. We are rooted in feminist values and an analysis of power, inequality and men's violence against women and girls. Our work is practical and frontline, but it is also activist in nature. We support individual women, and we also seek to challenge the systems, attitudes and injustices that create and sustain harm.

We are a learning organisation. We reflect, question, adapt and develop together. We do not expect anyone to have all the answers, but we do expect openness, honesty, curiosity and a willingness to keep learning.

We also try to look after each other. The work can only be sustainable if staff are supported, trusted and able to bring their humanity into the workplace. We value kindness, humour, courage, accountability, sisterhood and care for one another, as well as care for the women we support.

Learning, support and development

We know this work requires skill, confidence and ongoing learning. Kairos is committed to supporting staff to develop in their roles and to keep strengthening their practice.

You will receive regular line management, reflective supervision and access to external clinical supervision. We also support relevant training and development, both individually and as a team, so that staff continue to build knowledge, confidence and specialist skills.

This may include learning around trauma-informed practice, safeguarding, sexual exploitation, domestic abuse and sexual violence, substance use, housing and homelessness, criminal justice, advocacy, group work, systems change and other areas relevant to the women we support.

We do not expect anyone to arrive knowing everything. We are looking for someone who is open to learning, willing to reflect, able to receive feedback and committed to developing alongside the team and the women we support.

Diversity, accessibility and lived experience

The voices of women with lived experience are centred in everything that we do. We encourage lived experience across the whole organisation, including volunteers, staff, senior leadership and our board of trustees.

We want Kairos to reflect the diversity of the women we support. We actively encourage applications from Black, minoritised and migrant women; women with disabilities; lesbian and bisexual women; and working-class women.

You will be welcomed, supported and respected in a culture that values authenticity, honesty and sisterhood.

We are committed to making our recruitment process as accessible as possible. If you need information in a different format, reasonable adjustments, or support to take part in the recruitment process, please contact us.

About the role

Job title: Support and Advocacy Practitioner

Salary: £29,779 per annum

Hours: 37 hours per week

Contract: Permanent

Location: Kairos Women's Hub, The Old Grammar School, 31 Silver Street, Coventry, CV1 1HP

Reporting to: Support and Services Lead

Working pattern: Hub and community based, with occasional hybrid working. The role includes some evening work, currently Wednesdays, as part of our outreach and drop-in rota. Very occasional weekend work may be required for events or fundraising activity.

Annual leave: 25 days, rising by one day for each year of service up to 30 days, plus bank holidays.

Wellbeing offer: One paid wellbeing hour each week, paid wellbeing break between Christmas and New Year, access to Employee Assistance Programme, external clinical supervision, team wellbeing activities and optional Blue Light Card scheme.

Essential requirements: This post is **open to female applicants only** as an occupational requirement under Schedule 9, Part 1 of the Equality Act 2010. This is due to the nature of the role and Kairos' work as a specialist women-only organisation supporting women subject to, or at risk of, men's violence and abuse, including sexual exploitation.

An **enhanced DBS disclosure** and **reference checks** will be required. The role also requires a **full driving licence** and **access to a vehicle with business insurance**, as practitioners will need to travel across Coventry and transport women as part of their support. Mileage is reimbursed.

Purpose of the role

The Support and Advocacy Practitioner provides women-centred, trauma-informed, holistic support to women facing multiple intersecting disadvantage and therefore subject to, or at risk of, sexual exploitation.

The role is central to the delivery of Kairos' support offer. You will work alongside women to increase safety, stability, self-belief, voice, agency and access to opportunities. This will include one-to-one support and advocacy, practical and emotional support, group work, outreach, drop-in provision, partnership working and awareness raising.

This is not a short-term intervention role. Kairos' support is relational, open-ended and responsive. We recognise that change is rarely linear and that women may need different forms of support at different points in their lives.

Main responsibilities

1. Support and advocacy

You will manage a caseload of women facing multiple unmet needs, risk and disadvantage. Working with women, you will assess need and risk, develop support plans, review progress and adapt support as women's circumstances change.

This may include support relating to safety, housing, benefits, finances, health, wellbeing, substance use, family relationships, children's social care, criminal justice, education, training, employment, sexual exploitation, domestic abuse/sexual violence and other forms of men's violence.

You will provide both emotional and practical support. This may include helping women identify risks and triggers, strengthen coping strategies, attend appointments, complete applications, access specialist services, understand their rights and advocate for what they need.

2. Safety, safeguarding and risk

You will respond appropriately to safeguarding concerns, disclosures and situations of crisis, in line with Kairos policies and procedures.

You will work with women and partner agencies to reduce harm, increase safety and support coordinated responses where needed. This may include attending multi-agency meetings, contributing to risk management plans and ensuring women's voices are heard in decisions affecting their lives.

3. Partnership and case coordination

You will develop and maintain positive working relationships with partner agencies so that women can access the right support at the right time.

This may include making referrals, advocating with services, attending meetings, challenging barriers, sharing appropriate information and, where relevant, acting as lead professional or supporting coordinated casework.

4. Group work, drop-ins and outreach

You will support the delivery of Kairos' women-only drop-ins, group activities and programmes.

You may plan and facilitate group sessions, support women to participate safely, manage group dynamics and contribute to a welcoming, trauma-informed environment.

You will also support daytime and evening outreach and engagement activity, including street-based outreach and drop-in provision.

5. Voice, participation and opportunity

You will support women to build confidence, strengthen relationships, access opportunities and participate in Kairos' wider community where appropriate.

This may include supporting women to engage with groups, peer support, volunteering, learning opportunities, creative activities, events or other forms of participation.

6. Recording, learning and organisational contribution

You will keep accurate and timely records, in line with Kairos policy, safeguarding requirements and data protection legislation.

You will contribute to monitoring, evaluation, learning and impact reporting. You may also support research, events, awareness raising, fundraising activity and wider organisational development where relevant to the role.

General expectations

All Kairos staff are expected to:

- Work in line with Kairos' vision, mission, values, policies and procedures.
- Use a women-centred, trauma-informed, relational and reflective approach.
- Maintain strong professional boundaries and confidentiality.
- Work collaboratively and respectfully with colleagues, volunteers, partners and stakeholders.
- Manage competing priorities and use time effectively.
- Take an active role in supervision, learning and personal wellbeing.
- Contribute to a safe, welcoming and supportive Women's Hub environment.
- Work flexibly to meet the needs of women and the organisation.
- Support the promotion of Kairos and its work.

This job description gives an overview of the role. It does not cover every task that may be required, and duties may vary without materially changing the character or level of responsibility.

Who we are looking for

We are looking for someone with the values, aptitude and capability to do this work well.

You do not need to have followed a traditional professional route. Relevant experience may have come through paid work, volunteering, community work, activism, study, caring responsibilities, personal learning or lived experience.

What matters most is your ability to build trust, listen without judgement, hold strong boundaries, manage complexity, advocate clearly, reflect on your practice and work in a way that is rooted in Kairos' values.

We are looking for someone who understands that this work is both practical and political. It involves supporting women with immediate needs, while also recognising the wider injustice, inequality and men's violence that shape women's lives.

You will need resilience, but you will not be expected to carry this work alone. You will be part of a team that values learning, reflection, honesty, care and collective responsibility.

Person specification

Essential

We are looking for someone who can demonstrate:

- A strong commitment to Kairos' vision, mission, values, feminist position and women-only ethos.
- The ability to build trusting, respectful and bounded relationships with women facing risk, trauma, exclusion or multiple unmet needs.
- An understanding of the impact of trauma, men's violence, poverty, homelessness, substance use, criminalisation and systemic barriers on women's lives.

- The ability to listen without judgement, communicate clearly and advocate effectively with and for women.
- The ability to manage complexity, competing priorities and situations of crisis or risk.
- A commitment to safeguarding, confidentiality, professional boundaries and reflective practice.
- The ability to keep accurate records and use basic IT systems.
- Willingness to work flexibly, including some evening work as part of the outreach and drop-in rota.
- Full driving licence and access to a vehicle during working hours, with business insurance.
- Unrestricted right to work in the UK.

This post is open to female applicants only as an occupational requirement under Schedule 9, Part 1 of the Equality Act 2010.

Desirable

It would be helpful, but not essential, if you have:

- Experience of providing support, advocacy, advice or practical help to people facing risk, trauma, exclusion or multiple unmet needs.
- Experience of supporting women subject to, or at risk of, sexual exploitation.
- Experience of working from a violence against women and girls perspective.
- Experience of safeguarding work or responding to disclosures.
- Experience of managing a caseload or coordinating support.
- Experience of planning or facilitating groups, drop-ins, outreach or community activities.
- Experience of partnership working with statutory or voluntary sector agencies.
- A relevant qualification or training, for example in advocacy, youth work, social care, criminal justice, community work, counselling, trauma-informed practice, domestic abuse, sexual violence, substance use, housing or a related area.
- Experience of recording information, monitoring outcomes or contributing to learning and impact reporting.

How to apply

Please apply via our vacancy listing on CharityJob by submitting your CV and a covering letter.

Your covering letter should explain why you are interested in the role and how your experience, knowledge, skills, values and aptitude meet the person specification.

Please give clear examples from your paid work, volunteering, community work, activism, study, caring responsibilities, personal learning or lived experience where relevant.

We do not expect you to meet every desirable criterion. If you connect with Kairos' mission and can show that you have the values, insight and potential needed for this work, we would welcome your application.

Closing date: 26 July 2026 at 11:55pm

Interview dates: 20 and 21 August 2026

Contact for queries: emma@kairoswwt.org.uk

A note on use of AI in applications

We understand that candidates may use AI tools to help prepare an application. However, your application should still reflect you.

This process is a chance for both you and Kairos to understand whether the role will be a good fit. We want to hear about your own experiences, values, skills and perspective. Applications that feel personal, specific and grounded in real examples are much more helpful than generic responses.