



Specialist Support Worker - Job Description

Furnishing Futures is an innovative charity that creates beautiful healing homes for women and children who have escaped domestic abuse, and been given empty social housing, by partnering with the interiors industry to reduce waste. We are looking for a Specialist Support Worker, to work alongside our Senior Specialist Support Worker to provide focussed support to our beneficiaries.

The women we support experience multiple disadvantages, poverty and social isolation. We provide as much holistic support as we can to help build strong foundations for their journey to recovery. Our Specialist Support Workers work alongside our designers to provide advice and support on a range of issues to help alleviate the women's social isolation, as well as facilitating our women's groups and programmes.

The ideal candidate will have experience supporting vulnerable people with complex needs from a wide variety of backgrounds and an understanding of the impact of deprivation, discrimination and domestic abuse on individuals, families and communities..

We particularly welcome applications from people from all marginalised groups, communities and backgrounds.

Main details of the role:

- Salary: £32,000 PA pro rata
- Full-time (37.5 hours per week)
- Fixed term contract until 31 January 2027 (extended depending on funding)
- Location: Leyton, East London. You can work from home up to one day a week (after probation), if preferred. You will be required to travel across London
- Reporting to the Senior Specialist Support Worker
- 25 days annual leave per year. The days between Christmas and New Year may be given as additional discretionary leave.

We are particularly keen to receive applications from women from marginalised groups, communities and backgrounds.

Due to the sensitive nature of this role we will only be considering applications from women in accordance with the provisions of the Occupational Requirement (Equality Act 2010, pursuant to schedule 9 part 1).

Key responsibilities:

Working with beneficiaries

Acting as a first point of contact on behalf of Furnishing Futures for beneficiaries and partner agencies.

Carrying out home assessments and liaising with beneficiaries and referral partners, providing a positive and dignified experience to all beneficiaries.

Working with our team to support women and children while we are refurbishing and furnishing their homes, including joint home visits with our interior designers.

Providing practical and emotional support to victims of domestic abuse and helping them access services to stay safe, alleviate social isolation and rebuild their lives.

Support services

Developing services and programmes of support to help alleviate women's social isolation, including: wellbeing days, advocacy, drop in sessions and volunteering / work experience opportunities.

Providing advice and support on issues such as; housing, welfare and benefits, finances, the Family Courts and domestic abuse.

Signposting beneficiaries to relevant support services and developing an ecosystem of partner organisations.

Facilitating our Service User Advisory Board, which informs and shapes our service delivery, ensuring the voices and lived experiences of our beneficiaries are at the heart of our services.

Facilitating group programmes for beneficiaries to help build self-confidence and alleviate social isolation.

Supporting the development and delivery of Furnishing Futures' new employability programme for beneficiaries.

Reporting and monitoring

Contributing actively to the required monitoring of impact and outcomes for the service and ensuring data is accurately recorded.

Ensuring that the views and experiences of service-users and partner agencies are actively sought, recorded and inform the development of the service.

Ensuring that any issues in relation to safeguarding children or vulnerable adults are brought to the immediate attention of the CEO or your manager.

Carrying out administrative tasks such as emails and accurate recording of data; data and impact analysis; creating presentations and reports.

Developing and participating in fundraising, events and community development activities throughout the year.

Working flexibly as required by the needs of the service and carrying out any other reasonable duties as required.

(This list is not exhaustive and may be amended to meet the changing needs of the charity).

Candidate profile:

Ideally you would meet all the essential criteria listed below, but we would still love to hear from you if you meet most of them.

Essential

- Have a passion for our mission to create safe and comfortable homes for women in need, with a constant desire for improvement and commitment to making a difference.
- Experience of supporting vulnerable service users and an understanding of anti-discriminatory practice; equal opportunities, safeguarding, data protection, health and safety and child protection.
- Knowledge of the roles and responsibilities of statutory and voluntary services and experience of liaising with them.
- Experience of working in culturally diverse communities.
- Ability to undertake the work within an anti-discriminatory and empowerment framework.
- A commitment to equal opportunities and an understanding of the impact of deprivation, discrimination and domestic abuse individuals, families and communities.
- Excellent interpersonal and communication skills.
- Ability to reflect on your own practice; undertake training, advice and constructive feedback.
- Ability to work both independently and as a member of a team.
- Empathetic and non-judgmental approach, discrete and trustworthy. Able to maintain confidentiality at all times.
- Good IT skills including email, spreadsheets and word processing.

- Emotionally resilient and able to stay calm in a crisis; able to manage upsetting, complex and sensitive situations with professionalism and discretion at all times.
- A good understanding of safeguarding and the importance of confidentiality as well as the complexities of domestic abuse, poverty and disadvantage.
- Can commit to some evening and weekend work when required.
- A clear DBS check.

Desirable

- A social work or similar qualification, or Vocational Qualifications Level 3/4, or equivalent in relevant fields, with experience of working with vulnerable families.
- Experience supporting women who have experienced domestic abuse and/or homelessness.
- Experience of working with people in their homes.
- Experience delivering group and individual support.

To apply please email claire@furnishingfutures.org with 'Specialist Support Worker' in the email subject line.

Your application should include:

- your CV
- a supporting statement (max. 2 sides of A4) outlining:
 - your reasons for wanting to work for Furnishing Futures
 - examples of how you meet the candidate profile

We understand that AI can be a helpful tool for some, but if you must, please use it with caution and ensure your application is personalised and accurate.

We would also appreciate it if you included a completed equal opportunities form with your application, which can be downloaded from our jobs vacancy webpage. This will be kept completely separate from your application.

The deadline for sending completed applications is **11pm Sunday 13th July**. We hope to hold interviews during w/c 21 July.

Due to the sensitive nature of this role we will only be considering applications from women in accordance with the provisions of the Occupational Requirement (Equality Act 2010, pursuant to schedule 9 part 1).