

VAWG SUPPORT WORKER

REPORTING TO	Advice Centre Coordinator
BENEFITS	Up to 38 days holidays (pro rata) that includes 25 annual leave, your birthday, bank holidays, and time between Christmas and New Year's. Availability of flexible working hours upon agreement. A Perkbox account – giving you instant 24/7 access to more than 250 perks, including shopping discounts, online GP appointments, mental health support line and much more.
SALARY	£32,084 equivalent of a full-time job of 35 hours One-year fixed-term contract
TIME DEDICATION	28 hours/week – probation period of six months.
LOCATION	LAWA's Main Office in Hackney, London

ABOUT LAWА

Latin American Women's Aid (LAWA) is a community-based organisation led by and for Latin American women and children in London, working to end violence against women and girls (VAWG) since 1987.

We provide a range of different supporting services: we manage the only refuge accommodations for Latin American women and children in the UK and Europe. Likewise, we run a VAWG Advice Centre to provide support and advocacy for women from the Global Majority¹.

In addition to this, we offer crèche, English classes, counselling, a Change Maker empowerment programme, a housing policy project (WAHA) and children and young people's services.

Our mission is to work together with women and children from the Global Majority to end violence and achieve self-determination.

JOB PURPOSE

This is an exciting opportunity to gain valuable experience and develop skills while providing a

¹ By Global Majority we refer to the population groups that have been widely referred to as "ethnic minorities". We recognise that people of African, Asian, indigenous or mixed origin are not a minority and that, in concrete reality, the experience of whiteness is not the norm for majorities on the planet. The use of this term is a political response to the social, political and economic marginalisation of groups that, from a colonial perspective, have been treated as "minorities".

high-quality frontline service to Latin American and other Black and Minoritised survivors experiencing various forms of VAWG (Violence Against Women and Girls). The role involves providing services for those at the highest risk within the community. The caseload will be from both the Refuges and the Advice Centre, depending on demand from each service.

Main Duties and Responsibilities

- Identify and assess the risks and needs of Latin American and other Black and Minoritised women VAWG survivors using an evidence-based risk identification checklist.
- Work with BME women VAWG high-risk survivors to help them access services to keep them and their children safe.
- Provide a pro-active casework intervention service through individual safety planning and personal support.
- Advocate for high-risk victims with agencies who can help to address VAWG.
- Manage a caseload, ensuring each client receives the appropriate service tailored to their needs.
- Support the empowerment of all service users and assist them in recognising the features and dynamics of VAWG, especially domestic abuse present in their situation, and help them regain control of their lives.
- Navigate through multi-agency partnership structures and work within a multi-agency setting which will include participation at the MARAC. You will contribute interventions and help design a plan to protect victims and any children, while maintaining an independent role on behalf of your client, keeping their safety as central to any response.
- Provide general support to Latin American and other Black and Minoritised women through weekly drop-in sessions.
- Adhere to Data Protection legislation, confidentiality, and information practices in accordance with LAWA's policies, procedures, and all relevant legislation related to your role.
- Sharing office duties such as answering the telephone, webchat and manage referrals.
- Support LAWA's colleagues and partner agencies through awareness raising and institutional advocacy to ensure the provision of the best possible service for survivors of VAWG, with a primary focus on domestic violence.
- Demonstrate respect for and appreciation of the diversity within the community served by the organisation, recognising the unique needs and concerns of a diverse range of survivors, and ensuring that the services provided are accessible to all.
- Stay up-to-day and fully compliant with all of LAWA's organisational procedures, policies,

and professional codes of conduct, while upholding the highest standards of best practice.

- Maintain accurate and confidential case management records and databases while also contributing to the monitoring of information for the service.
- Use organisational software, appropriate drivers, and platforms for administrative and work-related processes.

Learning And Capacity Building

- Participate in the induction program provided to new staff.
- Attend trainings and other relevant learning opportunities within the organisation and actively share and lead capacity-building opportunities for peers, line managers, volunteers, etc., arising from these trainings.
- Take up training opportunities in areas relevant to the job with prior agreement with the line manager.
- Engage in project and other activities as requested by the line manager.

General

- Take a proactive & enthusiastic approach to tasks, problem solving & team working.
- Actively participate and contribute to all required meetings, training and CPD.
- Adhere to organisational policies and procedures.
- Attend and contribute to staff and team meetings, and help build and maintain healthy working relationships within the team.
- To undertake any other duties as may be required.
- Work at all times with the best interest of LAWA in mind.
- Ensure that any action or comments made on behalf of or representing LAWA will not cause the organisation's name to be suited or assist in bringing the organisation's name into disrepute.

Flexibility Clause: From time to time, the post holder will be required to undertake duties that are consistent with the work of LAWA. The post holder must be flexible and be able and willing to take on such duties, which are not significantly out with the scope and the nature of the role.

PERSON SPECIFICATION

EXPERIENCE & KNOWLEDGE	REQUIREMENT
Understanding of Violence Against Women and Girls (VAWG) and its	Essential

complex dynamics as well as the practical, emotional and economic issues, which women who are experiencing it face.	
Experience and knowledge of issues facing Latin American and other BME women experiencing VAWG.	Essential
At least 6 months of experience and proven skills of advising women about: <ul style="list-style-type: none"> • their personal safety and risk management • the UK welfare system, • UK housing legislation, • legal remedies for domestic violence situations, • options for child support, • skills development opportunities, • community integration • referral options to external services such as specialist legal advisors, counselling services and other comprehensive support services. 	Desirable
Experience of providing women with emotional support.	Desirable
Ability to empathise with service users while consistently maintaining clear professional boundaries.	Essential
Ability to be assertive when interacting with external agencies or difficult service users.	Essential
Ability to manage crises calmly and professionally, including making rapid assessment of needs.	Essential
An awareness of national policies that relate to VAWG, housing and support services.	Desirable
Ability to work on own initiative and demonstrate initiative daily.	Essential
Excellent time management skills and ability to multi-task daily.	Essential
Ability to work under pressure and in a dynamic environment.	Essential
Excellent verbal and written communication skills, able to relate to diverse audiences and communicate complex information.	Essential
Ability to liaise and network with legal professionals, frontline providers and other voluntary and statutory agencies, to promote LAWAs projects and ensure their sustainability.	Desirable

Proficiency in using Microsoft Office 365 applications, including Outlook, SharePoint, OneDrive, Word, and Excel.	Essential
Brazilian Portuguese as mother tongue.	Essential
Proficiency in Latin American Spanish.	Desirable
Proficiency in English.	Essential
Must have the right to work in the UK	Essential

LAWA aims to be an Equal Opportunities employer. In light of the nature of work and focus of LAWА, the organisation considers the candidate's race and gender, to be an occupational requirement in accordance with Parag. 1, Schedule 9, of the Equality Act 2010.

This post is open only to Latin American and other Global Majority women. We particularly encourage applications from Black Latin American women and LBTQ+ women.

Please note that this position does not qualify for work permit or visa sponsorship. No agencies.

To apply please send your CV and a cover letter to recruitment@lawadv.org.uk. In the email subject, please indicate the post you are applying to. **Deadline: 22 April 2026** – We reserve the right to close earlier if the vacancy is filled earlier.