

REFUGE COORDINATOR

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| REPORTING TO | Refuge Manager |
| 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 | £38,905 – Plus, additional rate for Out of Hours shifts One-year fixed-term contract |
| TIME DEDICATION | 35 hours/week – probation period of six months. |
| LOCATION | LAWA's Refuges in London This role is NOT eligible for hybrid work |

ABOUT LAWLA

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

Working closely with the Refuge Manager, the Refuge Coordinator is responsible for leading the

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".

day-to-day operational management of the refugees, ensuring services run safely and effectively, operational targets are met, and properties are maintained to a high standard. The role has a strong focus on direct casework delivery, ensuring residents receive consistent, trauma-informed, and survivor-centred support.

The post holder will manage complex and challenging situations within a refuge setting, responding calmly to risk, conflict, and safeguarding concerns to achieve positive outcomes for women and children. The role includes providing hands-on casework support to staff, coordinating and leading group activities that promote recovery, empowerment, and wellbeing, and overseeing housing management and operational responses.

The Refuge Coordinator will line manage refuge caseworkers, providing regular supervision, guidance, and professional support. This will involve overseeing complex casework issues including benefits, housing applications, risk management, and safeguarding, as well as responding to and coordinating operational emergencies, while ensuring high standards of service delivery and safeguarding at all times.

Main Duties and Responsibilities

- Manage an allocated caseload within the refuge, providing trauma-informed and culturally sensitive advice, advocacy, and support to residents. This includes safety planning, advice on legal remedies, welfare benefits, housing, child-related support, and signposting or referral to specialist services such as legal advice and counselling.
- Conduct work sessions with residents as required, in line with refuge policies and procedures.
- Assess referrals, as required, to identify eligibility and needs for accessing refuge accommodation.
- Support the arrival of new residents by welcoming them to the refuge, providing orientation to the premises, information packs, explaining house rules, completing required documentation (including licence agreements), and responding to initial queries.
- Maintain strict confidentiality and professional boundaries at all times, working in accordance with the organisation's standard and relevant policies & procedures.
- Receive, manage, and respond to complaints from residents and staff in line with the organisation's complaints policy and procedure.
- Provide timely and accurate financial and monitoring information to the Finance Manager, in line with organisational processes and reporting requirements.
- Work collaboratively with the whole Refuge team to ensure properties are maintained to

a high standard.

- Ensure internal systems, external databases, and MEL records are updated accurately and in a timely manner.
- Contribute data and information for donor, funder, and stakeholder reporting, when required.
- Participate in the on-call rota to provide out-of-hours emergency cover, including overnight and weekend shifts, in line with service requirements.

Coordination & Management

- Provide management and practical support to refuge caseworkers, including regular supervision, guidance on case management, and day-to-day problem solving, escalating complex or high-risk issues to the Refuge Manager as appropriate.
- Support performance and development in line with the organisation's Performance and Development Policy, including conduct supervision meetings, appraisals, identifying learning & development opportunities.
- Support the development of refuge team objectives by identifying emerging themes, coordinating impact data, and contributing to project reports and contract monitoring.
- Support staff in managing house dynamics by encouraging clear responsibility among support workers, promoting consistent practice, and raising any concerns or risks with the Refuge Manager when needed.

Group Work

- Promote coordination and communication within the refuge team, and with the wider organisation when needed to ensure effective teamwork.
- Attend and contribute to house meetings and staff/team meetings.
- Coordinate the planning and delivery of group activities for refuge residents, supporting engagement, wellbeing, and a positive refuge environment.

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 |
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| At least 3 years' experience working in a similar role and/or within a refuge or supported housing setting. | Essential |
| A relevant qualification in housing, social work, management, or a related field, or equivalent professional experience. | Desirable |
| Experience of working with women survivors of gender-based violence, including providing advocacy and practical support. | Essential |
| Strong experience of safeguarding children and vulnerable adults, with the ability to respond appropriately to risk. | Essential |
| Experience managing complex casework, including trauma and crisis situations, using an organised approach to achieve timely and appropriate outcomes. | Essential |
| Good judgement in crisis situations, including when safety or lives are at risk. | Essential |
| Experience supporting or supervising staff, offering guidance and contribute to team development. | Essential |
| Strong understanding of domestic abuse, alongside an awareness of the needs of women from ethnic minority and Global Majority backgrounds and culturally sensitive practice. | Essential |
| Ability to build trusting, professional relationships with women survivors and children while keeping clear boundaries. | Essential |
| Ability to manage competing priorities and remain calm under pressure. | Essential |
| Strong communication skills, both written and verbal, with staff, service | Essential |

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| users, stakeholders and partners. | |
| Good problem-solving skills, with the ability to find practical and safe solutions. | Essential |
| Ability to handle conflicts effectively, whether among staff or in challenging interactions with service users. | Essential |
| Demonstrated commitment to promoting an inclusive and supportive team culture, with the ability to work collaboratively and support the wellbeing of others. | Essential |
| Ability to work on own initiative and demonstrate initiative daily. | Essential |
| Proficient in using Microsoft Office (Word, Excel, Outlook), with the ability to manage and keep work calendars up to date, organise emails effectively, and accurately record, store, and maintain data in line with organisational policies | Essential |
| Brazilian Portuguese and/or Latin American Spanish as mother tongue | Essential |
| 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 LAW A, 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 LGBTQ+ 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: 15 May 2026 – We reserve the right to close earlier if the vacancy is filled earlier.**