



LATIN AMERICAN WOMEN'S AID - LAWA

JOB DESCRIPTION

| | |
|------------------------|--|
| Position | Refuge support worker |
| Responsible to | Refuge Manager |
| Salary | £32,084 - £36,496 FTE – depending on experience. |
| Benefits | 38 days holidays (pro rata) that includes 25 annual leave, your birthday, bank holidays, and the 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 discounts, online GP appointments, learning courses and much more. |
| Dedication time | 21 hours/week |
| Location | LAWA's Refuges across London (this role is not eligible for hybrid work) |

Job Purpose

Latin American Women's Aid is a community-based women organisation supporting Latin American and other Black and Minoritised women and children survivors of different forms of gender-based violence, mainly Domestic Violence. This role will be providing high quality emotional and wellbeing support to women survivors of gender-based violence and their children within LAWA's refuges.

The role will provide a high-quality frontline service to Latin American and other Black and Minoritised survivors of different forms of VAWG delivering a service to those at highest risk within the community. The role will require flexibility and openness to work at the refuges and in coordination with the rest of the team while working on different sites and with increased hours of lone working.

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 individual to their needs.

- To participate with other staff members in an out-of-hours rota service.
- 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.
- Comply with LAWA's data protection legislation, confidentiality and information sharing policy and procedures and all legislation connected to your work.
- Support LAWA's colleagues and partner agencies, through awareness raising and institutional advocacy, in order to provide the best possible service for survivors of VAWG, mainly domestic violence.
- In coordination with the Refuge Manager and other staff members, organise monthly activities for the residents in the refuge.
- Respect and value the diversity of the community in which the services work in and recognise the needs and concerns of a diverse range of survivors ensuring the service is accessible to all.
- Remain up-to-date and compliant with all LAWA's organisational procedures policies and professional codes of conduct and uphold standards of best practice.

Group work.

- Sharing office duties such as answering the telephone and manage referrals.
- Self-manage your workload administration e.g. typing, photocopying etc.
- Work in coordination with the Homes Coordinator to ensure the properties are in compliance with Health and Safety and wider regulations.
- Work with Refuge's CYP service to coordinate work and work as a team for the wellbeing of the family unit (child and mum).

Administrative systems & Reporting

- Keeping abreast of changes in welfare legislation, homelessness and immigration legislation
- Help maintain accurate, up to date and confidential case management records and databases and contribute to monitoring information for the service.

Other duties

- Take a proactive & enthusiastic approach to tasks, problem solving & team working.
- Actively participate and contribute to all required meetings and trainings.
- Adhere to organisational policies and procedures.
- Attend and contribute to team meetings and help build and maintain healthy working relationships within the team.
- Work at all times with the best interest of LAWA in mind.
- To attend supervision and appraisal meetings with the Line manager.
- Any reasonable duties, which may be required in pursuance of LAWA's objectives and the role.

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.

Conditions: All positions at LAWA are subject to the availability of funding. This position is offered on a one-year fixed-term contract and includes a three-month probationary period.

Person specification

| Skills & Experience | Requirements |
|---|--------------|
| Understanding of Violence Against Women and Girls (VAWG) and its complex dynamics as well as the practical, emotional and economic issues, which women who are experiencing it face. | Essential |
| 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 | Essential |
| Ability to emphasize with clients whilst keeping clear professional boundaries at all times. | 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 LAWA's projects and ensure their sustainability. | Essential |
| Good working knowledge of basic computer software such as Microsoft Word, Excel and Outlook. | Essential |
| Willingness to continue training and personal development. | Essential |

| | |
|---|-----------|
| Proficiency in English | Essential |
| Brazilian Portuguese and/or Latin American Spanish as mother tongue | Essential |

LAWA aims to be an Equal Opportunities employer. In light of the nature of work and focus of LAWA, 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 Black and Ethnic Minoritised Women. We encourage applications from Black Latin American women as well as 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: 11th May 2025 – We reserve the right to close earlier if the right candidate.**