

Dear Applicant

Thank you for your interest in this post, **Support Worker - Specialist Refuges** with **nia**.

This application pack includes

- Information for applicants
- About **nia**
- Advert
- More about this post
- Job Profile
- Person Specification

If you are interested in applying for the job, please download an application form. **When completing it please relate your application to the requirements stated in the person specification**, as shortlisting for interview is dependent on the extent to which your application matches these.

Please complete the application form in full. Please do not include any additional documentation such as Curriculum Vitae, as the Organisation requires candidate's information to be in a standard form on its own application form.

Unfortunately, we are unable to write to applicants who are not shortlisted. Should you not hear from us within two weeks after the closing date, you should assume that on this occasion your application has been unsuccessful.

Your completed application form should be returned marked 'application form and the title of the post (s) that you have applied for' via email to [administrator@niaendingviolence.org.uk](mailto:administrator@niaendingviolence.org.uk) by the closing date. Any late applications will not be accepted.

Yours faithfully,



Rachel Evans  
**Head of Central Services**

## INFORMATION FOR APPLICANTS

### OUR APPLICATION AND OUR RECRUITMENT PROCESS

#### Applying for a job

**nia's** recruitment policy intends to ensure that every applicant is treated fairly. This means that we are not able to consider previous applications or personal knowledge of you. It means that if already work for **nia**, we do not take into account your personal file.

The information you provide in your application form is the only information we will use in deciding whether you will be shortlisted for the selection process. Your application form is therefore very important and the following advice is designed to help you compete it as effectively as possible.

#### Using the person specification

The **person specification** is the list of criteria or requirements regarded as necessary for the post. **To be considered for an interview you have to fulfil each point of the person specification marked "X" in column A (application).**

**NB: Please note the maximum word count is 2500 words.**

Before you fill in the application form look at the person specification and decide how to relate your skills, knowledge and experience to each point. Try not to repeat yourself by using just one area of your experience to cover more than one requirement. Draw upon your past and present jobs or interests; you may discover you have a broader range of skills than you imagined.

Give examples of the work you have been involved in and write in a positive way (e.g. I was responsible for ..... I organised.... etc) Always remember to specify your own responsibilities rather than those of your section or department. The most important thing is to tell us - we are unable to guess or make assumptions.

Remember that voluntary work or work at home can be as valuable as paid employment. It is important that your application relate to the job you are applying for.

#### Completing the application form

Application forms should be filled in as completely and as clearly as possible so that we can consider all candidates on the same basis.

Write out the form in rough first to avoid mistakes and repetitions.



Make sure you complete the form clearly, and type it or use dark ink (black ink shows up best when photocopied).

In completing the references section, please give as your referees your current and most recent employers where possible.

*Send your form to **nia** on time **and keep a copy.***

If you would like your receipt of application acknowledged, please enclose a stamp-addressed envelope or postcard, which we will return to you.

## **Shortlisting**

After the closing date, the application forms are read very carefully to see how each person's skills and experience relate to the skills and experience in the person specification, and **applicants who meet requirements marked "X" on the A (application) column will be shortlisted for interview.** Only information contained in the application will be considered in making the decision to shortlist.

## **Interviews**

The interview panel is normally made up of three people who ask each candidate questions covering the relevant criteria. The questions are intended to allow you to expand on your application and to show the panel how far you meet the essential requirements of the post. Shortlisted candidates will be asked to complete a task/presentation either at or before the interviews. You will have the opportunity to ask questions about the job, conditions of service etc.

Panel members have to keep a record of their assessment of each candidate so that the reasons of their decision are clear and consistent. You should therefore not be worried about the panel taking notes.

## **Feedback**

If you are unsuccessful and feel that feedback on your interview would be helpful in applying for other jobs, please email Rachel Evans, Head of Central Services at [revans@niaendingviolence.org.uk](mailto:revans@niaendingviolence.org.uk) who will be pleased to arrange this for you.

**nia has been delivering services to women and children who have experienced domestic and sexual violence for 40 years.**

The organisation has three main aims, which are to provide services for women, children and young people who have experienced male violence, working to end male violence against women and girls, and to inform and influence policy and public awareness. We achieve these aims by

- providing high quality services for women, girls and children who have experienced or are at risk of male violence,
- increasing awareness of violence against women, girls and children and developing services, contributing to research, debate and policy initiatives to prevent it,
- challenging inequality and discrimination and celebrating diversity,
- empowering and supporting women and children, and
- Increasing and developing the effectiveness of resources through partnership, collaboration and multi-agency action.

Presently, **nia** is delivering a range of services across London, primarily in the East and North of the city, the majority of which are delivered primarily in an outreach capacity. Our services are continually evolving in order to respond to the needs of women who face multiple disadvantage and barriers to accessing services, they currently include:

- **East London Rape Crisis** - for women and girls who have experienced any form of sexual violence -including rape, sexual assault and child sexual abuse - regardless of when it occurred, who it was perpetrated by and whether or not it was reported to the police.
- **The Emma Project** - a pioneering service for women who are escaping domestic and sexual violence and who use substances problematically; more than a third of the women who have lived in the refuge have also been exploited through prostitution. The women who enter the project have frequently been excluded from and/or refused access to other types of refuge provision.
- **Daria House** - a refuge for women who have been sexually exploited, with a particular focus on supporting women who have been exploited through involvement in prostitution. We offer non-judgemental support, information and advocacy. We help women to access housing and welfare benefits, legal advice, healthcare, drug and alcohol services and other specialist services for women in prostitution.
- **Jan's Place** - Jan's Place opened in autumn 2022 and became **nia's** third specialist refuge offering trauma informed accommodation and support to women living with multiple disadvantages, in particular problematic substance use (including illegal and/or prescription drugs and/or alcohol) who have been subject to domestic violence and abuse, recognising that this may overlap with sexual violence and prostitution.

- **Independent Domestic Violence Advocacy (IDVA) Services** - We currently operate two different IDVA services in Haringey and Hackney where outreach workers support women who have been identified by the MARAC as being at high risk of serious domestic violence and homicide. The Hackney and Haringey services are double accredited holding SafeLives Leading Light status and the Advice Quality Standard for casework with women.
- **IRIS** - a GP training programme and advocacy support to improve the health care responses to domestic violence and abuse. **nia** delivers IRIS in Hackney and Haringey
- **Exiting Prostitution Service** offers outreach and one-to-one support to women involved in prostitution. The Exiting Prostitution Service helps women access housing, welfare benefits, legal advice, drugs and alcohol services, specialist counselling and routes to exit prostitution. Women are also supported through access to employment training, education, volunteering and sustainable employment.

**nia** is part of ASCENT which is a partnership of 22 specialist organisations within the London Violence Against Women and Girls (VAWG) Consortium, delivering a range of services for survivors of domestic and sexual violence.

### Training and Groupwork

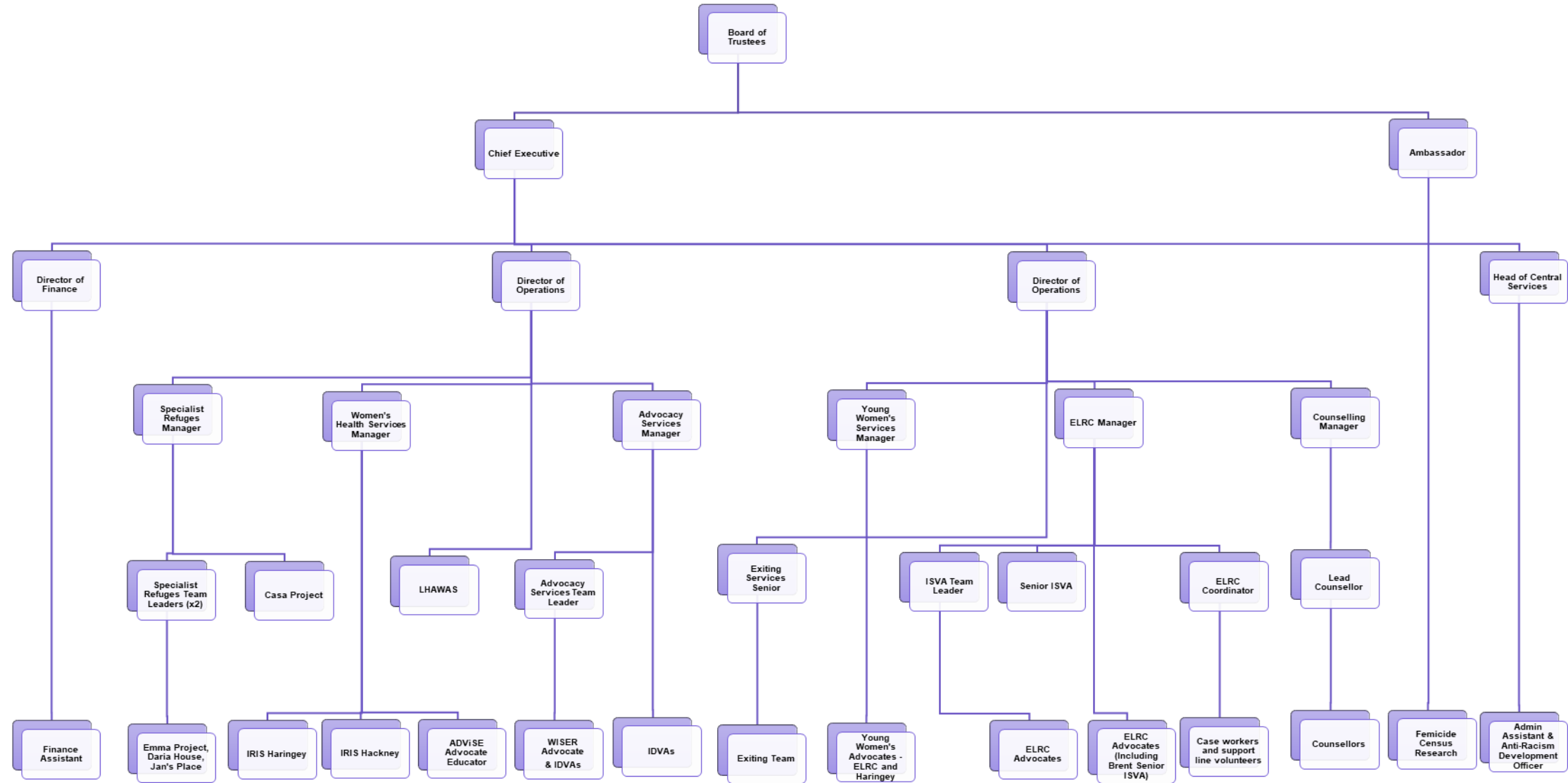
We can provide training and groupwork to agencies, professionals, women's groups and young women.

- Areas we specialise in include
- Sexual violence
- Improving healthcare responses to domestic violence and abuse
- Substance use and violence against women
- Prostitution and sexual exploitation
- Working with young women
- Feminist approaches to men's violence against women and girls

### How to contact us

[www.niaendingviolence.org.uk](http://www.niaendingviolence.org.uk)  
[info@niaendingviolence.org.uk](mailto:info@niaendingviolence.org.uk)

Address: P.O. Box 58203, London, N1 3XP  
Telephone 0207 683 1270





## ADVERT

For nearly 50 years, **nia** has provided high quality, women-led services across North and East London. **nia** has three main aims: to provide services for women, children and young people who have experienced male violence, working to end men's violence against women and girls, and to inform and influence policy and public awareness.

**nia's** values, and our commitment to upholding them, set us apart. We put women first – always and without hesitation: we believe women, we are run by women, for women. We leave no woman behind: we challenge inequality and discrimination and believe that uniting women of all backgrounds is essential to ending the sex-based oppression of women.

### We are seeking to recruit to the following post:

**Job Title:** Support Worker - Specialist Refuges  
**Job Ref:** nia 208  
**Hours:** 35hrs/week working across Camden, Haringey and Islington  
**Salary:** £29,000 - £32,000 dependent on experience and qualification  
**Location:** working across Camden, Haringey and Islington

This post is currently funded until 31st March 2027 with a possibility of further extension

We're looking for a highly organised and self-motivated woman who is passionate about ending violence against women. You'll have a 'can-do' approach and demonstrable commitment to **nia's** feminist approach to supporting women and girls.

To apply, visit our website [www.niaendingviolence.org.uk](http://www.niaendingviolence.org.uk) and download a job profile and application pack. CV's will not be accepted. Applications can be returned via email to [recruitment@niaendingviolence.org.uk](mailto:recruitment@niaendingviolence.org.uk).

**Closing date:** 10am, 20<sup>th</sup> April 2026  
**Interview date:** 1 May 2026

The post is subject to an enhanced vetting and barring check and open to women only. Genuine Occupational Requirement (GOR), Schedule 9 (Work; Exceptions), Part 1 (Occupational Requirements), of the Equality Act (2010) applies.



## JOB PROFILE

**Position Title:** Support Worker- Specialist Refuges

**Hours:** 35 hours per week

**Salary Range:** £29,000 - £32,000 *dependent on experience and qualification*

**Line Manager:** Service Manager, Specialist Refuges

### A. AIM OF THE POSITION

To provide advocacy, support and information to women and their children who have experienced domestic and/or sexual violence-including prostitution-and problematic substance use, who are residents in **nia** refuge accommodation.

All employees and volunteers are required to adhere to and work, in a manner which positively promotes the aims and objectives of the organisation.

### B. SPECIFIC AREAS OF RESPONSIBILITY:

#### 1. Case work

Support and work with women with problematic substance use and who have experienced gender violence, including involvement in prostitution. These responsibilities include:

- The provision of information and support to service users on issues such as housing, education, health, employment, counselling, welfare benefits, legal rights and other relevant issues
- Providing specific support around substance use, including the provision of harm minimisation information
- Conducting risk and needs assessments and developing individual support/action plans
- Making referrals and advocating on behalf of service users as required, both to external agencies and **nia** teams
- Supporting women to positively Move On from refuge, advocating for appropriate accommodation options
- Providing resettlement support for up to three months to women who have Moved On
- Ensuring that performance is upheld in relation to relevant quality standards and frameworks
- Liaising with relevant statutory, voluntary and other agencies as appropriate
- Ensuring service user records are maintained and treated in confidence.

## 2. **Housing Management**

- The allocation of refuge spaces in conjunction with organisational policies and procedures and ensuring minimal void levels (5%)
- Supporting women's benefit applications including prompt and accurate Housing Benefit applications and collection of necessary proofs of identification and income where appropriate
- Liaising with **nia** Central Services regarding housing benefit and rent
- Collection and administration of all monies including service charges and non-HB rental income
- Ensuring that the licence agreement is adhered to by all service users
- Ensuring the upkeep and general maintenance of houses
- Carrying out weekly safety checks and annual building risk assessments
- Maintaining financial and administrative systems
- Contributing to monitoring and evaluation; including providing statistics and reports when required.

## 3. **Service User Participation**

- Liaising with service users to ensure regular feedback, including dealing with complaints.
- Facilitating and developing service user participation
- Supporting the Group and Outreach Worker in delivery of group work programmes as appropriate
- Ensuring regular and effective house meetings take place.

## 4. **General responsibilities:**

- Prioritising women, upholding and promoting feminist, trauma-informed and anti-racist practice
- Promoting the aims and objectives of **nia** and representing the organisation at various fora and developing partnerships with appropriate organisations
- Prioritising women, upholding and promoting feminist, trauma-informed and anti-racist practice
- Acting in accordance with **nia** policies and procedures and ethos
- Attending and participating in regular training when required
- Attending and participating in regular supervision, staff and other meetings as necessary.
- Carrying out your own administrative duties including maintaining accurate records, producing written reports
- Undertaking any duties consistent with the post as may be reasonably requested by the Director of Operations, Chief Executive, Board of Trustees etc.

Please note this job description is intended to outline the main duties of the post and may change as the post and organisation develops.

## Support Worker – Specialist Refuges Person Specification

### Key to table

<b>A</b>	Application areas will be used to shortlist
<b>T</b>	Test
<b>I</b>	Tested at interview stage

Please provide a supporting statement addressing all shortlisting criteria marked with “X” in the Application column (maximum word count: 2500 words).

		A	I	T
1	Substantial experience of working within the Violence Against Women and/or Drug and Alcohol / Homelessness sectors/ and or similar field	X		
2	Knowledge of the issues facing women, children and young people affected by violence against women- specifically sexual exploitation and prostitution- along with the ability to identify women’s individual and collective needs		X	X
3	Ability to support women through episodes of crisis in their lives	X	X	
4	Knowledge of relevant legislation pertaining to Safeguarding/Health and Safety		X	
5	Experience of working in partnership with external agencies and representing an organisation at stakeholder meetings		X	
6	Excellent communication skills with the ability to communicate effectively <ul style="list-style-type: none"> <li>• with service users and statutory, voluntary and other stakeholders</li> <li>• verbally and in writing</li> </ul> advocating for service users, raising awareness of violence against women issues and representing <b>nia</b>		X	X
7	Ability to critically assess own performance and experience of delivering services to meet quality standards and agreed outcomes and outputs		X	
8	Experience of risk and needs assessment and individual support planning		X	
9	Ability to work independently and within a team, to plan and manage a complex workload, meet deadlines, problem-solve and respond to unplanned demands		X	
10	Ability to demonstrate personal resilience and maintain boundaries		X	
11	A feminist perspective on how gender, social, economic, race, cultural, linguistic, religious and sexual orientation issues may impact on people’s lives	X	X	X
12	Non-judgemental, non-directive and anti-discriminatory approach to empowering women		X	
13	High level of self-motivation and ability to think creatively with a ‘can-do’ attitude that can inspire others		X	
14	Evidence of continuing professional development and relevant qualifications/training	X		
15	A broad base of administrative skills including; Word, Powerpoint, Excel and using databases		X	
16	Able to work at evenings, sessional sleepovers and occasional weekends	X	X	