



Job title: Lead Domestic Abuse Support Worker

Location: London (further information at interview stage)

Hours: Full Time (35 hours per week)

Salary: £33,196.80

Term: This is a fixed-term contract position for an initial period of six (6) months, with the possibility of extension subject to project requirements, and satisfactory performance.

Application deadline: Wednesday 15th July 2026

Interview process details:

If you are interested in this job role, please send your CV and cover letter to lee@lgbtiqoutside.org. The deadline for applications is the 15th July. After 15th July, we will arrange interviews for the week commencing 20th July. These interviews will be formal, and we will be using an assessment rubric. The successful candidate will be notified by the week commencing 4th August 2026.

About this project:

STAR Refuge began as a COVID response crisis service in 2020 following The Outside Projects campaign 'MAKE SPACE FOR HOMELESS QUEERS'. Following a period of development, The Outside Project established STAR Support as an independent organisation. This project is part of a partnership between The Outside Project and STAR Support, commissioned by the Mayor's Office and funded by MHCLG to provide the UK's first dedicated domestic abuse refuge for LGBTIQ+ survivors. As well as the refuge service, the funding allows us to provide community-based support at The Outside Project LGBTIQ+ Centre.

Your role in this project:

As a Lead Domestic Abuse Support Worker, you will be working one-to-one with LGBTIQ+ survivors, supporting them to understand and define their support goals in a trauma-informed, strength-based and goal-oriented way.

You will be reporting to the Refuge Manager and working alongside other members of the team to ensure survivors have a holistic range of support options and suitable resettlement routes.

Job description

The purpose of this role is to provide a high-quality support service to LGBTIQ+ people experiencing domestic abuse, as well as support the recovery of residents through workshops and group sessions. As the Lead Domestic Abuse Support Worker, you will have oversight of the work being conducted with survivors, including recovery work, group work and general support work, which will focus on maximising access to benefits, supporting survivors in developing skills and hobbies, teaching coping strategies for complex trauma and eventual move on and resettlement.

The successful applicant will work with all residents in STAR Refuge and ensure that residents receive appropriate move-on support, either via us or one of our partner agencies, to ensure their time in crisis refuge housing is as short as possible so as not to cause institutional/secondary homelessness harm. This post is full-time and will involve working from STAR Refuge as well as some working from The Outside Project's LGBTIQ+ Centre located in Hackney.

Key Responsibilities:

- Survivor-led advocacy for residents' rights and access to appropriate healthcare, legal support, immigration services, employment, education and training services, and housing options.
- Arrange weekly meetings with residents to explore their recovery needs, set holistic goals, create individualised support plans and assess their progress within the plans across 3 months.
- Organise regular group trips and wellbeing activities for residents.
- Support residents in maximising their benefits entitlements.
- Conduct risk assessments and other administrative duties set out by the organisation.
- Work effectively with our established partners, such as our registered provider as well as with other domestic abuse organisations, and attend multi-disciplinary meetings such as MARAC's.
- Maintain accurate and up-to-date case management records.
- Ensure your practice meets legal responsibilities in terms of safeguarding the protection of children and vulnerable adults.
- Lead weekly workshops for residents covering a variety of skills and coping strategies to recover from trauma.
- Planning the content of weekly workshops and creating materials, facilitating the quarterly recovery programme at the LGBTIQ+ centre.

Essential Skills:

- Experience in supporting residents with a variety of resettlement pathways.
- Demonstrable knowledge in working with councils and housing support services.
- Demonstrable knowledge of housing duty and navigating housing registers.
- Experience in leading workshops.
- Ability to work promptly towards STAR move-on timelines which is 3 months.
- Good knowledge of safeguarding practices and experience in assessing and managing risk.
- A solid understanding of domestic abuse and how it impacts LGBTIQ+ people.
- An understanding and willingness to engage with others in ways that respect different communication needs.
- In-depth knowledge of LGTBIQ+ issues, including intersectionality, transphobia and trauma-informed care.
- Knowledge of psychologically-informed coping strategies and skills to support recovery from abuse and independence.
- Commitment to personal development, reflective practice and learning from survivors and peers.
- Ability to follow and uphold organisational policies and practices.

Desirable Skills:

- Experience supporting the resettlement of individuals across multiple London boroughs.
- Ability to form excellent working relationships with organisations in the LGBTIQ+ and domestic abuse sectors.
- Experience of advocating for LGBTIQ+ people with multiple marginalised identities who experience multiple disadvantages.
- Strong advocacy skills in the face of gatekeeping from councils and other housing services..
- Background working in homelessness support housing services/ experience working in a DVA Refuge welcomed.

ALL THE BEST WITH YOUR APPLICATION!