



Women's Aid. Supporting Survivors. Restoring Lives.

Refuge Children's Support Worker

Job Title	Refuge Children's Support Worker
Employer	Restore Women's Aid
Location	Restore Women's Aid, Bury St Edmunds
Responsible to	Support Services Manager
Working hours	37 hrs per week (Job Share considered)
Salary	£28,153 to £28,608 (Dependent on experience)
Closing date	12pm on Wednesday 25th November 2026
Interview date	Thursday 3rd December 2026

1. Purpose of the Role

The Refuge Children's Support Worker provides practical, emotional and developmental support to children and young people living in refuge with their mothers following domestic abuse.

The post holder will create a safe, welcoming and child-centred environment where children can play, learn, express themselves and begin to rebuild their confidence and sense of safety. They will plan and deliver age-appropriate activities, provide opportunities for children and mothers to spend positive time together, and help children access suitable activities and services within the local community.

Working closely with mothers and the wider Refuge team, the post holder will contribute to a coordinated package of support that recognises the impact of domestic abuse on children and their families.

2. Key Responsibilities

Children's Support and Development

Create a safe, welcoming, inclusive and supportive environment for all children living in refuge.

Plan and deliver stimulating, creative and age-appropriate play activities that encourage learning, development, confidence and self-expression.

Lead play sessions and activities after school and during school holidays.

Provide opportunities for children to explore their feelings, build positive relationships and develop a sense of routine and stability.

Organise enjoyable activities for children and their mothers together, where appropriate.

Recognise and respond sensitively to children's individual needs, experiences, ages, abilities, cultural backgrounds and developmental stages.



Support children to access appropriate play schemes, childcare, nursery provision, schools and other local activities and services.

Work alongside the wider team to identify children's needs and contribute to appropriate support plans.

Supporting Mothers and Families

Provide childcare to enable mothers to attend appointments, meetings, support sessions and other essential activities, including meetings with solicitors, police and partner agencies.

Enable mothers to speak privately with Refuge staff about their experiences and safety planning without their children being present.

Work collaboratively with Refuge staff to ensure mothers and children receive coordinated, appropriate and sensitive support.

Encourage positive parent-child interactions and provide opportunities for families to enjoy activities together.

Recognise barriers to accessing services, including discrimination and cultural or language needs, and work with colleagues to identify appropriate support.

Provide practical information to mothers about local services and opportunities for their children.

Respect each family's individual circumstances, choices, confidentiality and right to make decisions about their own lives.

Safeguarding and Risk Management

Promote the safety, welfare and wellbeing of all children and families using the Refuge.

Follow all organisational safeguarding policies and procedures, including those relating to children and adults at risk.

Report safeguarding concerns immediately to the Support Services Manager or, if unavailable, another appropriate manager.

Maintain professional curiosity and remain alert to changes in children's presentation, behaviour or circumstances that may indicate a safeguarding concern.

Complete risk assessments for activities and ensure appropriate health and safety measures are in place.

Ensure activities, play equipment and resources are suitable, safe and appropriately supervised.

Report accidents, incidents, concerns and breaches of safety or security in line with organisational procedures.

Maintain the confidentiality and security of refuge residents and their children, reporting any security breaches immediately to the line manager.



Always work within professional boundaries and the organisation's Code of Conduct.

Resources, Administration and Monitoring

Set up, maintain and monitor an inventory of toys, play equipment, materials and other resources.

Ensure resources are suitable, accessible, clean and maintained in a safe condition.

Complete records of activities, attendance and service delivery in line with organisational procedures.

Maintain accurate, timely and confidential records of work undertaken with children and families, as required.

Provide information about activities and outcomes to support organisational monitoring, evaluation and fundraising requirements.

Contribute to identifying service needs, reviewing activities and improving the support offered to children and families.

Report complaints, difficulties or concerns to the Support Services Manager and participate in follow-up investigations where required.

Partnership Working and Professional Practice

Develop positive and collaborative working relationships with Refuge colleagues and the wider organisation.

Work in partnership with relevant agencies and community services to promote coordinated support for women, girls and children affected by domestic abuse.

Act as a positive representative of Restore Women's Aid, promoting the organisation's values and services.

Work in accordance with organisational policies, procedures, safeguarding requirements and quality standards.

Maintain appropriate professional boundaries with residents, colleagues and external agencies.

Protect confidential and sensitive information in accordance with current UK data protection legislation and organisational policies.

Attend team meetings, training sessions and other meetings as required.

Participate in regular supervision, performance reviews and other organisational processes.

Undertake training and professional development relevant to the role.

3. General Responsibilities

Contribute to a positive, respectful and supportive team environment.

Promote equality, diversity, inclusion and respect for individual differences.



Work in a trauma-informed and non-judgemental way, recognising the impact domestic abuse can have on children and families.

Maintain flexibility in response to the changing needs of the Refuge and the organisation.

Undertake other reasonable duties appropriate to the role, as agreed with the line manager.

4. Flexibility and Review

This job description outlines the main duties and responsibilities of the Refuge Children's Support Worker. It is not intended to be an exhaustive list.

The post holder is expected to work flexibly in response to the changing needs of children, families and the Refuge service. The job description may be reviewed and updated in consultation with the post holder to reflect service developments and organisational requirements.