



Job Title: Family Support Worker

Location: AAF Office - Beckenham Junction

Reports To: AAF VAWG Service Manager

Responsible To: AAF Chief Executive

Job Type: Full-time (35 hrs/per week)

Salary: £28,200/annum

Duration: 12 months with a possibility of extension

Location: South London and AAF office in Beckenham Junction

**This post is restricted to female applicants under the Equality Act 2010, Schedule 9, Part 1, and Section 7(2)(e) of the Sex Discrimination Act 1975. The post is exempt from the Rehabilitation of Offenders Act 1974. Pre-employment checks, including references, DBS, and right to work in the UK, will be carried out.*

Background

Africa Advocacy Foundation (AAF) started in 1996 and works to support and empower individuals and families experiencing multiple disadvantages and barriers including ill health, violence, poverty, isolation, human, racial and social injustices.

AAF works with migrant women including undocumented and those with no recourse to public funds. Apart from experiencing domestic abuse, some of our women are also HIV positive, have undergone FGM, are historical child brides and remain vulnerable and without support. We are looking for a qualified Family Support Worker with knowledge and understanding of gender-based violence, the cultural, faith and language needs of our women and children affected by abuse including harmful cultural practices.

Job Overview

We are seeking a compassionate and dedicated Family Support Worker to join our team. The successful candidate will work closely with the African diaspora communities, providing essential



support services to women and children affected and at risk of abuse. This role involves working directly with clients to offer guidance, support, and resources to improve their well-being and quality of life.

What we are looking for

- A Family Support Worker with understanding of the barriers faced by migrant black women who are faced with violence and with complex needs.
- Empathetic, trauma-informed and non-judgmental approach.
- Adaptability: Flexibility to adjust to changing circumstances and client needs.
- Strong organisational and time-management skills.

What we offer

- AAF offers opportunities for ongoing training and professional development
- Excellent pension rate
- In service insurance protection
- Flexible Working
- 28 days annual leave
- Excellent team building sessions and supervision

Key Responsibilities

- Provide direct support and advocacy for families within the African diaspora and communities, addressing their unique needs and challenges.
- Manage a caseload of clients, conducting assessments, developing individualised support plans, and monitoring progress.
- Connect families with appropriate resources and services, including housing, healthcare, education, employment, and legal assistance.
- Offer immediate support and intervention during crises, ensuring the safety and stability of families.
- Build and maintain strong relationships with community organisations, service providers, and other stakeholders to enhance service delivery and support networks.
- Utilise culturally sensitive approaches to engage and support clients effectively, respecting their cultural backgrounds and values.
- Advocate for the rights and needs of clients within various systems, including schools, healthcare facilities, social services and legal services.
- Maintain accurate and up-to-date records of client interactions, progress, and outcomes in accordance with organisational policies and confidentiality requirements.
- Lead on facilitating learning opportunities for services users and community members on relevant topics such as parenting, conflict management, financial literacy, and relevant service access.



- Collaborate with colleagues and participate in regular team meetings to share insights, discuss cases, and contribute to the continuous improvement of services.
- Deliver outreach, advocacy, and key working sessions across South London boroughs, ensuring survivors can access support in safe, community-based settings.

*This job description outlines the main responsibilities of the role but is not an exhaustive list. The post holder may be required to undertake other duties commensurate with the level and nature of the position as reasonably required by the organisation.

Qualifications and Skills

- Proven experience supporting disadvantaged families and survivors of domestic abuse, with a strong commitment to working with Black and minoritised women and communities within the African diaspora.
- Strong understanding of the structural and cultural challenges faced by African diaspora and marginalised communities, including barriers to accessing support services.
- Ability to provide trauma-informed and culturally responsive family support, empowering families to understand their rights and make informed decisions about safety, wellbeing, and stability.
- Experience providing advocacy and practical support, helping families navigate statutory and community services to improve outcomes for children and parents.
- Experience managing complex and diverse caseloads, including risk assessment, safeguarding, safety planning, crisis intervention, and appropriate referrals.
- Knowledge of child safeguarding and protection procedures, including identifying concerns and responding in line with statutory guidance and organisational policies.
- Excellent communication and relationship-building skills, enabling the development of trusting relationships with families while promoting the rights, safety, and welfare of children.
- Experience working collaboratively with multi-agency professionals, including social services, schools, health services, housing teams, and community organisations to coordinate safeguarding and support plans.
- Ability to maintain accurate case records, reports, and documentation, ensuring compliance with safeguarding procedures, confidentiality standards, and data protection requirements.
- Relevant qualifications in health and social care, family support, safeguarding, or related fields are preferred.



Complete the [application form](#) and send to vawg@africadvocacy.org

Please note we are NOT accepting CV's and/or cover letters.

Closing date and time:

Midnight on Sunday, 10th May 2026.

Please note that we reserve the right to close this vacancy early if we receive a sufficient number of applications for the role. If you are interested, please complete the application form to the email above.