



Job Title: Resettlement and Development Coordinator

Reporting to: NECO , Head of Domestic Abuse and Deputy Head of Domestic Abuse

Direct Reports: None

Salary: £ 27,399.00 - £31,147.56

Hours: 37.5 hours per week

Location: Office Base Sheffield with regional and national travel as required

Job Summary

The Refuge Settlement Coordinator will play a key role in raising awareness of Ashiana Sheffield's specialist work in domestic violence, trafficking, and exploitation, while providing continued settlement support to clients who have moved on from refuge or direct casework. The postholder will ensure survivors remain safe, confident, and connected as they transition into independence, supporting them to access housing, employment, education, and community networks. This role combines community engagement with ongoing client support, strengthening Ashiana's impact across the region.

Key Tasks:

Awareness and Community Engagement

- Promote Ashiana's domestic violence and trafficking services to statutory agencies, voluntary partners, and local communities.
- Represent Ashiana at networks, forums, and awareness events to increase visibility of our services.
- Support the design and dissemination of accessible awareness materials, ensuring culturally sensitive and multilingual reach.

Client Support Settlement

- Hold a caseload of clients who have moved on from Ashiana services, supporting their transition to safe, independent living.
- Develop individual settlement plans focusing on housing stability, financial security, employment/education, and wellbeing.
- Provide one-to-one and group support sessions to build resilience, social connections, and confidence.
- Signpost and refer clients to relevant services, ensuring continued access to health, education, employment, and community-based support.

Integration and Empowerment

- Co-produce activities and workshops with survivors to encourage integration and community belonging.
- Support clients to engage in volunteering, training, and peer-support opportunities that promote empowerment.
- Act as a bridge between survivors and wider community services to reduce isolation and sustain independence.

Training and Development

- To be able to create and deliver training to stakeholders, community groups and facilitate group sessions and workshops.
- To provide customized training to the public sector, local authorities, NHS, Police and Higher Education Institutes.

Monitoring and Reporting

- Maintain accurate casework records and monitoring data to evidence outcomes and impact.
- Contribute to funder reports, monitoring returns, and evaluation by capturing outcomes and success stories.
- Support fundraising bids by providing evidence of the effectiveness of post-service settlement support.

Person Specification: Refuge Settlement Coordinator

FACTOR	ESSENTIAL
Education and Qualification	Degree-level qualification in Social Work, Community Development, or related field; or equivalent professional experience.
Knowledge	• Strong understanding of domestic violence, trafficking, and exploitation, particularly in the context of BAMER and refugee communities. • Knowledge of settlement and integration needs: housing, welfare benefits, education, and employment pathways. • Understanding of cultural diversity and the barriers faced by survivors transitioning to independence.

Experience	• Experience supporting vulnerable individuals or families through settlement, integration, or transition. • Experience delivering community engagement or awareness-raising initiatives. • Experience working with survivors of gender-based violence, trafficking, or other forms of abuse. • Ability to demonstrate working knowledge of key frameworks and models applicable.
Skills and Abilities	• Ability to build trust and supportive relationships with survivors. • Strong communication and networking skills to engage partners and raise awareness. • Casework management, record-keeping, and safeguarding practice. • Ability to facilitate group sessions, workshops, and community activities. • Good organisational and time management skills, able to balance outreach and client support.
Additional Requirements	• Commitment to equality, diversity, and trauma-informed practice. • Ability to travel within the region as required. • Multilingual skills (desirable) or ability to work effectively with interpreters.