

Survivor Engagement and Activism Coordinator

Responsible to:	Community & Integration Manager
Hours:	9 – 5.30pm, 37.5 hours per week (full time)
Location:	Helen Bamber Foundation, 26 - 30 Westland Place, London N1 7JH
Salary:	£30,000 - £32,000 depending on experience
Start date:	As soon as possible
Benefits:	<p>Annual Leave: 27 days plus bank holidays (increasing to 29 days after three years of service, and to 30 days after five years of service) plus up to 4 discretionary days for the winter closure period</p> <p>Winter closure period: two week winter closure period where the charity is closed</p> <p>Pension: 4% matched contribution by the Helen Bamber Foundation Group</p> <p>Enhanced pay: Enhanced maternity, paternity, adoption and Family Reunion pay</p> <p>Flexible working practices: we care about your wellbeing and encourage flexible working arrangements to promote a healthy work-life balance</p> <p>Monthly group Clinical supervision for all staff</p> <p>Hybrid working: 60% office presence</p> <p>Three days of wellbeing leave to be taken at short notice in each calendar year (pro rata for part-time staff)</p> <p>Occupational health assessments as necessary to understand how we can support and make reasonable adjustments</p> <p>Training and learning opportunities</p> <p>Employee assistance programme which includes counselling service, wellness advice, legal and money advice</p>

BACKGROUND

“Our society will be judged by how we respond to those to whom we owe nothing.”

Helen Bamber OBE

Vision: All survivors of trafficking, torture, and extreme human cruelty have safety, freedom, and power.

Purpose: Together with survivors, partners and supporters we change systems by taking action and bearing witness so that all survivors of trafficking and torture can access recovery and protection

Mission:

- Combining lived and learned expertise the Helen Bamber Foundation Group puts the Human Rights of survivors of trafficking, torture and extreme human cruelty at the centre of everything we do. **Together we rebuild lives.**
- We and change the systems that further traumatise, isolate and fuel the exploitation of survivors. **Together we challenge.**
- We lead and enable improvements to best practice and policy in the UK and Globally based on evidence from lived and learned expertise. **Together we transform.**
- We host and partner with others to maximise collaboration in pursuit of safety, freedom and power for all survivors of trafficking, torture and human cruelty. **Together we are stronger.**

The Helen Bamber Foundation, founded in 2005 by the pioneering human rights advocate Helen Bamber, was created to reflect the evolving global patterns of violence and persecution. Helen Bamber, who entered Bergen-Belsen Concentration Camp in 1945 as part of one of the first rehabilitation teams, recognised that all survivors of extreme violence—regardless of the perpetrator—require safety, legal protection, and medical and emotional support. Today it is a specialist clinical and human rights charity that works with people seeking asylum and refugees who are Survivors of trafficking, torture and other forms of extreme human cruelty.

In 2020, the Helen Bamber Foundation joined forces with Asylum Aid (established in 1990) to form the Group. Asylum Aid specialises in providing legal representation to vulnerable individuals seeking asylum, focusing on the most complex cases including survivors of trafficking, children, and stateless people. Asylum Aid is a leading actor in strategic litigation and advocates for policy and systemic changes to remove barriers to protection and justice. Asylum Aid maximises its impact by providing training and working in partnership with other organisations.

Today, the Helen Bamber Foundation's unique Model of Integrated Care (MoIC) provides holistic support encompassing therapy, legal advocacy, medical treatment, and practical assistance, helping survivors rebuild their lives with safety, freedom, and dignity. Using our expertise we drive best practice and systems change to deliver for all survivors.

We are innovative, ambitious and compassionate. The bravery and resilience of our clients is an inspiration to all the team at Helen Bamber Foundation Group, which comprises Helen Bamber Foundation and Asylum Aid. We believe that all Survivors should have safety, freedom and power to rebuild their lives.

Equity, Diversity & Inclusion

Our commitment to principles of equity, diversity and inclusion is an integral part of our approach to our clients, our volunteers and our staff, and we are an equal opportunities and Living Wage employer.

We are committed to attracting and recruiting diverse candidates because we are keen to make sure that all our staff, trustees, volunteers and ambassadors reflect the communities we serve and the wider community we work in.

We genuinely welcome and encourage applications from candidates from range of backgrounds, especially people of colour, people with disabilities, people from low socio-economic backgrounds, refugees, stateless people and others with lived experience of forced migration or trauma who are under-represented in our organisation.

We recognise and value the role of lived experience in meeting the needs of our clients and acknowledge the under-representation of people with lived experience of forced migration, statelessness and trauma in the refugee and migration sectors. We value experience gained overseas as well as in the UK and you will receive full training to enable you to transfer your knowledge and skills to the UK context.

OVERVIEW OF THE ROLE

The purpose of this role is to support the clients and graduates of the Helen Bamber Foundation to use their first-hand knowledge and experience to improve both practice and policy in the asylum and trafficking sectors. You will work as a key member of our Community and Integration team to ensure that HBF clients have agency, and that they are safeguarded throughout engagement and advocacy projects.

The Survivor Engagement and Activism Coordinator is the lead person for the organisation in managing client engagement and activism. The post holder will oversee and facilitate the main survivor participation mechanisms at HBF, as well as being a point of contact and coordinator of other engagement and activism opportunities that the Foundation and our clients have.

There are currently four key survivor engagement and activism projects within the Helen Bamber Foundation:

- The Ambassadors for Change programme is a survivor-led advocacy and leadership training programme that supports a small group of clients from HBF to develop and implement a campaign to create positive change. Ambassadors use their lived expertise and knowledge of their community to influence social change, and they receive training and support to champion better outcomes for survivors of human rights abuses. Whilst the Ambassadors work collectively on a campaign project, they are also supported individually with personal goals and advocacy achievements alongside their work with the group.
- The Client Voices Forum is the main hub for clients' active collaboration with HBF in the development and evaluation of the Foundation's services. This group meets regularly, to share their feedback and recommendations on HBF's services as well as to suggest and execute projects centred on improving client experience at HBF such as informative workshops and trips.
- The Board Advisors are paid positions held by experts by experience, who observe and support the HBF Board of Trustees, they contribute, advise, and make recommendations to Board on the work and strategy of HBF.

- The HBF Alumni Network is a new platform that supports graduated HBF clients to learn about and connect to lived experience engagement, advocacy and leadership opportunities. The Alumni Network receives a quarterly newsletter containing lived experience work and training opportunities that may be of interest as well as having in person meet ups every six months.

There are also a range of ad hoc lived experience opportunities within HBF, such as project specific working groups, departmental consultation opportunities and training programmes. These can range from one-off meetings to projects spanning a number of months.

The post-holder will be hearing and reading traumatic and distressing material and whilst they will be supported by the wider HBF team, they should also be able to demonstrate knowledge of good self-care principles.

MAIN DUTIES AND RESPONSIBILITIES

Ambassadors for Change advocacy programme

- Support survivors to develop and deliver their advocacy campaign and objectives over the long-term.
- Coordinate the leadership development programme, including weekend residentials and all capacity building activities to enable survivors to take on the role of advocates in a meaningful way.
- Develop and deliver skills training to Ambassadors to support their campaigning and advocacy for all survivors of trafficking and torture.
- Coordinate and administrate the Ambassadors programme, including monitoring and evaluation and producing reports for the funders' requirements.
- Make accessible concepts, existing campaigns and policy change by producing and co-producing workshops and training materials for survivors.
- Support Ambassadors to speak at and participate in policy and practice influencing meetings, and support Ambassadors to build project-based partnerships
- Have responsibility for safeguarding the Ambassadors and their work (with support from HBF's safeguarding leads), and ensure safeguarding policies are understood and enacted by all involved.
- Support Ambassadors to recruit, welcome and induct new members annually

Client Voices Forum and survivor participation work

- Alongside the CEO and other HBF staff, plan and facilitate monthly consultations to bring survivor voices into organisational strategies and programme design.
- Ensure that survivor voices are included, centred, and valued in Helen Bamber Foundation's services, policy and communications work.
- Grow and develop the Client Voices Forum to enable new and innovative ways for survivors to be meaningfully involved in HBF's service design and governance structures.
- Act as a point of contact for expert by experience research committee members and provide administrative support for them to, for example, invoice HBF.
- Proactively encourage cross-organisational co-production of services with survivors (delivering staff training and developing/implementing survivor engagement procedures as necessary).
- Fulfil other duties and initiatives that may arise in the evolution of HBF's survivor participation work.

Board Advisers

- Act as a point of contact for Helen Bamber Foundation's expert by experience Board Advisers

- Ensure Board Advisers' capacity building aims are met as far as possible, and that steps are taken to support their professional development.
- Ensure they are equipped with the information and tools to fulfil their roles as consultants to the Board to the best of their ability (including supporting Board Advisers with invoicing HBF, and managing other administrative tasks)

Alumni Network

- Collate information on lived experience work and training opportunities by maintaining strong relationships with colleagues across the asylum and modern slavery sectors and keeping abreast of opportunities. Produce and distribute the quarterly Alumni Network newsletter.
- Facilitate bi-annual Alumni Network events which focus on exploring lived experience work and training by arranging relevant guest speakers or workshops.

Other

- The post holder may also be asked to support the Community and Integration team with client casework focused on progression opportunities and higher education as required.
- Undertake any task that may be requested from time to time that may be consistent with the nature and scope of this post.
- Champion diversity and inclusion in your role at all times.
- Maintain the ethos and values of the charity and positively promoting the work and activities of the charity at all times.

PERSON SPECIFICATION

We are looking for someone with the following essential knowledge, skills & experience, however we will be flexible providing someone is an overall good fit for the role:

- Proven experience of planning and facilitating engagement and activism for vulnerable people (for example those with lived experience of mental health issues, the asylum process or multiple disadvantage).
- Significant knowledge (either through lived or work experience) of the challenges and hardships faced by people seeking asylum and refugees, or survivors of trafficking, with demonstrable empathy for this client group.
- A minimum of two years' experience of working directly with vulnerable groups.
- The ability to work independently and in a resourceful manner, and to sustain motivation with minimal supervision.
- Experience of delivering workshops, consultations, or training sessions for groups of service users.
- The ability to motivate others to help them stay committed to achieving outcomes over the long-term, encouraging people to do their best. Demonstrate a positive and can-do attitude and willingness to assist where and when needed.
- Understanding and/or interest in, the policy landscape and governance surrounding people seeking asylum and refugees and survivors of trafficking.

- The ability to collaborate with, challenge and engage a range of internal and external stakeholders, adapting your communication style to different requirements.
- Excellent organisational and time-management skills with the ability to manage your own workload over the long term.
- A clear understanding of issues surrounding client confidentiality and data protection including maintaining accurate records and safeguarding.
- Understanding and commitment to Equality and Diversity in the workplace and in relation to working with vulnerable clients.
- Computer literate and able to use Microsoft packages and databases.

Desirable knowledge, skills & experience

- Experience of working in the voluntary/charity sector.
- Experience of working with and managing a volunteer network or group.
- Understanding of the mental health services environment especially those focussed on refugees and people seeking asylum.
- Understanding of the disability and accommodation support provided for people seeking asylum and survivors of trafficking.
- Understanding of the UK asylum system and the complex legal challenges often faced by people seeking asylum and survivors of trafficking
- Experience of supporting the implementation of safeguarding policy and procedures for off-site visits, including overnight/overseas visits and advocacy and communication activities.

APPLICATION PROCESS

The first stage is to complete on our online application form on our website **by 10am on Monday 5th January 2026**.

The website form will ask you to:

1. Upload a short covering letter. Please tell us why the position appeals to you, and how your relevant skills and experience, including any voluntary experience and lived experience, matches the listed responsibilities and person specification. Please also state in your covering letter when you would be available to start the role.

The covering letter can be provided in one of four different ways:

1. Written A4 (No more than 2 sides of A4)
2. PowerPoint (No more than 3 slides)
3. Audio recording (No more than 5 mins)
4. Video Recording (No more than 5 mins)

2. Upload your current CV

3. Complete an online Equal Opportunities monitoring form – completion of this form will help us ensure that our recruitment procedures operate in such a way as to provide genuine equality of opportunity. The questions are entirely optional and this information will not be available to members of the selection panel.

SELECTION PROCESS

We will invite candidates to an initial 15-minute online screening meeting on the afternoon of Monday 12th or the afternoon of Wednesday 14th January, followed by shortlisted candidates attending in-person interview week commencing 19th January. We will also ask you to complete a short written exercise on the day.

At Helen Bamber Foundation Group we want to be transparent about what kind of qualities we are looking for and build trust from the very beginning of your journey with us. The first step is your interview, and we mean 'your' interview so we will provide you with your interview questions ahead of the interview. This will allow you time to prepare, and ensure you have your best examples in mind.

ELIGIBILITY

Please note that the successful candidate must have the right to work in the UK (as a small charity we do not have the capacity to sponsor work visas).

Successful candidates will also be subject to a DBS check. If appointed, you will also be required to give your consent to the charity to receive regular updates on your criminal records status throughout your employment and to disclose any relevant convictions incurred during your time with us.

ADJUSTMENTS

We are committed to providing reasonable adjustments throughout our recruitment process and we'll always endeavour to be as accommodating as possible. If you require a different format of the application form, such as large print or Word format, or if you would like to discuss any specific requirements, please get in touch with us at jobs@helenbamber.org.

EXPERTS BY EXPERIENCE SUPPORT

We are also proud to be a member of the Experts by Experience Employment Network (www.ebeemployment.org.uk), which aims to increase representation of people with lived experience in the charitable sector.

If you are an expert by experience (a refugee or a migrant with direct, first-hand experience of issues and challenges of the UK asylum or immigration system), you can ask for an independent and confidential support for your job application from the Experts by Experience Employment Network and access other information and resources at <https://www.ebeemployment.org.uk/ebe> which may help in preparing your job application. (www.ebeemployment.org.uk).

