



Keychange

WOMEN'S HOMELESSNESS LEAD



MAY 2025

LETTER FROM THE CEO



**BENJAMIN
DOWNING**

CEO Keychange

I'm delighted that you are considering joining us as Women's Homelessness Lead. Keychange is a special organisation, which I am proud to lead. We have over 100 years of experience in providing support and care to people facing vulnerability. Today we do that by providing housing to women and young people experiencing homelessness and providing residential care to older people.

In some ways we've changed a lot in those 100 years, and in other ways we haven't at all. One thing that remains the same is our desire to create safe places of community and belonging for everyone who comes through our doors.

Whether someone is experiencing homelessness, or an older person is in need of care - we know that community and relationships are essential to flourishing and we place that at the heart of all we do

As a Christian organisation, Jesus is our model and inspiration for this as we seek to imitate Him in our work.

Keychange is in an exciting time of organisational development. I joined as CEO in 2022, and I've been amazed at the journey we've been on since. We have a fantastic team in place, both on the frontline and centrally. Our work with women experiencing homelessness is central to our future development plans. We know that the need for safe, trauma-informed accommodation for women is as great as ever, but at the same time we are seeing specialist provision fall away.

At Keychange, we are committed to preserving this provision as we know how important it is for women who find themselves homeless and vulnerable. We are looking for a passionate and inspirational colleague to join us in this mission as Women's Homelessness Lead. It is a fantastic and vitally important role and if all that is required seems to fit your experience and journey you might consider making an application.

Thank you,

Benjamin



334 People living with
Keychange in 2024-25

9 accommodation and
care services across
South and South West
England



210 Staff across our
communities and
central office



ABOUT KEYCHANGE

VISION

Every person has fullness of life through the unconditional love of a supportive community.

MISSION

- We want those facing isolation to be connected and supported in a community.
- We want older people to live in a community so they have thriving lives combining independence and interdependence.
- We want young people and women who are currently homeless and have experienced trauma to find a safe place where they are supported and equipped for the next stage of life.
- We want to provide environments where people can express and develop their faith journey.

FAITH BASIS

- We are a Christian charity motivated by the love of Jesus to support people.
- We are made in the image of God, so each person is valued.
- We believe God made people to live in a community with positive relationships.
- We welcome people of all faiths and none in everything we do

WOMEN'S HOMELESSNESS LEAD - EXETER

ROLE OVERVIEW

The Women's Homelessness Lead in Exeter is a new and exciting position, playing a key role in the development of the women's homelessness specialism across Keychange. The role has both service delivery and strategic components. We are looking for someone with strong front-line experience who can provide direct support to a small caseload of women, working with residents to coproduce a refreshed service model that holistically meets their needs. There is also a significant outward-facing component to the role, with the postholder working to establish and develop effective relationships with churches, charities and local authority stakeholders, ensuring that partnerships lie at the heart of our service model and enable women to live full, socially included lives on leaving the service.

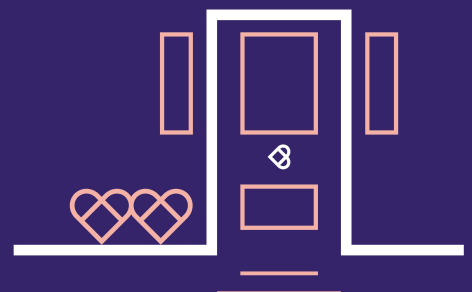
OUR WOMEN'S HOMELESSNESS SERVICES

Keychange has been supporting women in vulnerable situations for over a century. Founded as the Christian Alliance for Women and Girls, our roots are in recognising and responding to the unique challenges that women face—and this remains central to our work today.

In Exeter, we run a specialist 5-bed women's homelessness service, where we offer not just safe and secure accommodation, but holistic, person-centred support. Our ambition is for the service to respond specifically to the unique challenges facing homeless women, enabling recovery from trauma and laying the foundations for a more secure future.

At the heart of our approach is a belief that every woman deserves more than just a roof over her head. Our support addresses health and wellbeing, education, employment, and family relationships—working in partnership with local agencies to ensure comprehensive and joined-up care.

As a Christian charity, supporting spiritual wellbeing is central to our work. Our local church partners play a vital role in supporting women who live with us, offering both practical help and opportunities for women to explore faith and rebuild a sense of community and belonging.



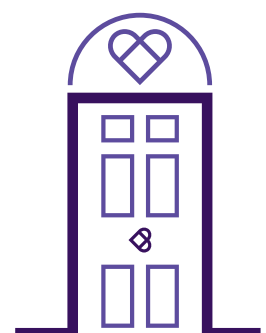
KEY RESPONSIBILITIES

CLIENT SUPPORT

- To provide keyworking to homeless women that is personalised, strengths-based and trauma-informed, enabling women to identify and move towards personal goals.
- To receive and manage all referrals in line with agreed eligibility criteria and risk management approach.
- To be responsible for all resident inductions, including set up of housing benefit claims
- To enable and ensure resident access to a wide range of external support, as needed, to achieve personal goals, including: benefits advice, physical and mental health; domestic abuse and relationships support; education, training and employment; recreation, spirituality and wellbeing.
- In line with Keychange ethos, to intentionally provide spaces and opportunities for residents to express their faith journey
- To devise personalised move-on plans that ensure sustainable onward housing options for all residents, working proactively with housing associations, charities and landlords as needed.
- To ensure a culture of co-production and client-involvement in all aspects of the service, developing a sense of community and mutual support between residents
- To ensure that all safeguarding concerns, incidents and complaints are managed robustly.
- To keep detailed, accurate notes using Keychange's digital case management system.

HOUSING MANAGEMENT

- To take lead on ensuring that the project provides safe, high-quality, psychologically informed accommodation
- To detail any maintenance issues arising the properties and to resolve promptly
- Take the lead in clearing and preparing void rooms.
- To ensure that the project and its grounds are kept clean and safe.
- To carry out health and safety checks in line with policy and keep records as required
- To carry out regular checks of fire alarm, emergency call systems and fire drills as required.
- To take lead on local Fire Safety Procedures in conjunction with Manager at Esther Community.



KEY RESPONSIBILITIES

PARTNERSHIPS AND EXTERNAL RELATIONS

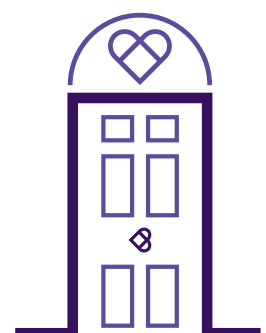
- To develop partnerships with a range of organisations that can support the development of Keychange's women's service in Exeter and beyond including: local charities/ service providers, key local authority representatives, national charities/ groups with a women's homelessness focus, local funders, and wider funders together with the Director of Strategic Partnerships.
- To intentionally forge relationships with local churches (leaders and members) as key partners to the project
- To work with churches to develop ways which the Christian community can be a support base for residents, e.g. through the delivery of activities/ groups to current residents, support in prayer or spiritual development, or through ongoing support once residents leave the service.
- To regularly visit and/or speak at church services, to develop relationships with church congregations.

WOMENS SERVICE DEVELOPMENT

- To develop and refine the model of support provided within Keychange's women's services, working together with the Operations Manager and other women's service Managers
- Work with the Operations Manager to develop and implement impact measurement tools
- To be a key representative for Keychange's women's homelessness delivery across the South West, with responsibility for exploring emerging opportunities for new women's service delivery in additional South West England locations

WIDER ORGANISATIONAL DEVELOPMENT

- To be an active member of Keychange wider staff team, participating in regular staff meetings, prayer meetings and leadership development events as required



PERSON SPECIFICATION

ESSENTIAL CRITERIA

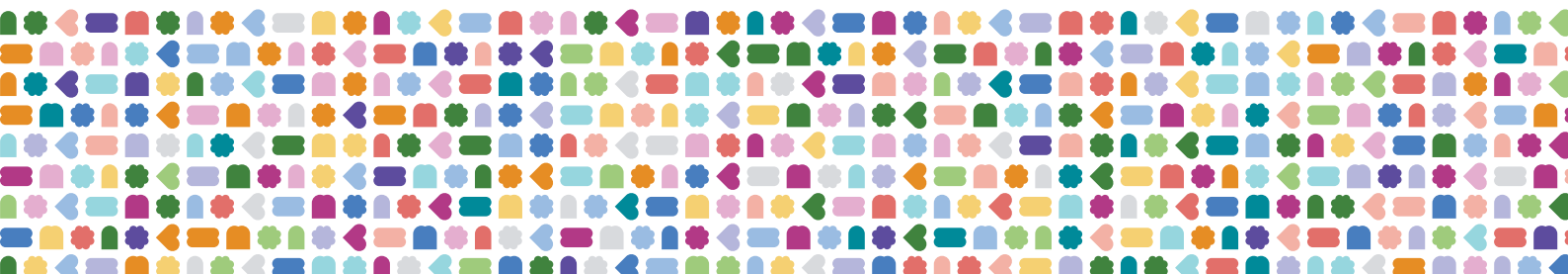
- Substantial experience in providing and/or managing services for women experiencing homelessness and/or disadvantage
- Knowledge and understanding of the unique challenges facing homeless women, and the types of support that are effective in overcoming these challenges
- Proven ability to build partnerships to achieve increased impact for beneficiaries.
- Good understanding of social impact, able to relate this to a housing/ homelessness context
- An excellent written and verbal communicator, able to convey vision and values of a project to a range of audiences.
- Strong understanding of churches and church networks, across a range of traditions, and able to use this knowledge to build effective relationships with the Christian community

DESIRABLE CRITERIA

- Experience in delivering or managing services in accommodation-based settings.
- Existing relationships with the VCSE organisations /churches in and across Exeter

GENUINE OCCUPATIONAL REQUIREMENT

- This post is subject to an Occupational Requirement (OR) under Schedule 9, Part 1, Paragraph 1 of the Equality Act 2010 that the post-holder must be a woman. Our aim is to provide a safe, private and comfortable environment for women affected by homelessness. This requirement is necessary and proportionate in light of the responsibilities of the role, which include:
 - providing keyworker support to at-risk female service users
 - maintaining the cleanliness, health, and safety of bedsits occupied exclusively by women
 - engaging in discussions on personal topics including trauma recovery, health and wellbeing, domestic abuse, and relationships support.





WORKING AT KEYCHANGE

We strive to create a supportive and inspiring work environment where you can make a real impact, whilst growing personally and professionally. We actively invest in staff culture, with opportunities across the year to connect with colleagues working across the organisation. We take a personalised approach to professional development, and will work with you to identify your goals and to create opportunities for learning and development in your role.

KEY TERMS OF ROLE

- Salary: 34,000 - 41,000 p.a, depending on experience
- 25 days holiday, plus bank holidays
- Scope for some hybrid working, but 4 days regularly on site or community-based
- Employee assistance programme and life insurance
- Contributory pension scheme, with matched employers contribution

"I began as a care assistant at Rosemary Mount in 2010 and have worked my way up to manager.

I love my work, no two days are the same and the team here are wonderful"

Sam, Manager at Rosemary Mount Community



HOW TO APPLY

WRITING YOUR APPLICATION

- Please write a cover letter setting out your interest in and suitability for the role. Please use the essential and desirable criteria to guide you, making sure that you clearly outline how you meet each of the essential criteria.
- Please also include an up to date copy of your CV - with a focus on the experiences that are most relevant for this role.
- While we appreciate the role of AI in work and in life, we want to get to know you as an individual, so please do not use AI to write your application. We'd rather read something that speaks from the heart of who you are, that's far more valuable to us than the perfectly crafted application written by AI.
- **Submit your application by email to recruitment@keychange.org.uk**

RECRUITMENT TIMELINE

- **Deadline for submitting your application: Midday on Thursday 19th June**
- First screening interviews, remotely on Wednesday 25th June
- Full interviews in person: Monday 30th June
- Start date: As soon as possible, but we appreciate some applicants may have notice periods

WANT TO KNOW MORE?

- Moving into a new role is a big decision and we want to help you get to know us and work out if we are a good fit for your next step. We actively encourage informal conversations ahead of making your application.
- If you'd like to discuss the role further, please contact **Amy Kimbangi, Director of Strategic Partnerships** on amyk@keychange.org.uk

