

Luz Lamboglia

lvccilamboglia@gmail.com | 0789098177

Professional Profile

Motivated and empathetic undergraduate with hands-on experience supporting individuals in guidance and community programs. Skilled in providing accurate, client-focused advice and facilitating informed decision-making. Experienced in organizing workshops, leading group sessions, and maintaining meticulous records. Committed to applying strong interpersonal and organizational skills in housing and community support roles to promote wellbeing and empowerment.

Objective

To deliver high-quality, empathetic support and guidance to clients in housing or community environments, fostering safety, empowerment, and positive outcomes.

Education

- Information, Advice & Guidance Diploma – Capital City College, UK (2025–Present)
Relevant modules: Professional Practice, Counselling Skills, Information & Guidance Techniques
- La Sagrada Familia High School, Colombia (2010–2017)
Relevant courses: Psychology, Sociology, Health & Social Care, English Literature

Professional Certifications

- Information, Advice & Guidance Diploma – Capital City College, UK (2025–Present)
- Business Skills for the Workplace – In Progress
- ESOL Level 3
- Customer Service Excellence (if applicable)

Skills

- Empathetic and active communication
- Client support and guidance delivery
- Trauma-informed practice
- Workshop planning and facilitation

- Case management and professional record-keeping
- Strong organizational and multitasking abilities
- Knowledge of welfare benefits and housing systems
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)

Work Experience

Client Support & Guidance Volunteer – Community Projects (Various Short-term Placements)

- Guided individuals in accessing services and support within the community
- Designed and led workshops and group activities to foster participant empowerment
- Maintained accurate client records and provided practical advice for informed decision-making
- Delivered empathetic support to clients navigating personal challenges or vulnerability

Additional Experience

- Mentoring, coaching, or informal guidance roles
- Administrative and organizational support in volunteer settings

Languages

- English – Advanced
- Spanish – Native

Interests

- Mentoring and coaching others.
- Active engagement in community initiatives.
- Reading and exploring professional development resources.
- Exploring UK culture and social projects.

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09-03-2026

Hiring Manager
Ashiana Network
London, UK

Dear Hiring Manager,

I am eager to apply for the Female Housing Support Worker position at Ashiana Network. I bring hands-on experience supporting diverse clients through volunteer and guidance roles, providing compassionate, practical, and individualized support.

As a **Client Support & Guidance Volunteer**, I **designed and led workshops**, delivered one-to-one guidance sessions, and assisted individuals in accessing vital services. My work helped clients **navigate complex systems**, make informed decisions, and improve their personal wellbeing. These experiences strengthened **my communication, organizational, and case-management skills**, preparing me to support vulnerable women effectively in housing settings.

What draws me to Ashiana Network is your commitment to **empowering women affected by VAWG** and creating safe, independent pathways. I am confident that my proactive approach, empathy, and dedication to client support will allow me to **make a measurable difference in clients' lives**, ensuring they feel heard, supported, and empowered.

Thank you for considering my application. I would be delighted to discuss how my experience and skills align with Ashiana Network's mission and contribute to your team's success.

Yours sincerely,
Luz Lamboglia

Job Advertisement / Person Specification

Job Title: Female Housing Support Worker

Location: London, UK

Salary: £34,709.37 per year

Job Type: Full-time, Contract (12 months)

About Ashiana Network:

Ashiana Network is a women-led charity supporting South Asian, Turkish, and Middle Eastern women affected by Violence Against Women and Girls (VAWG). We provide refuge accommodation, specialist support, legal advice, counselling, and prevention programmes.

Role Purpose:

To provide high-quality, culturally sensitive housing support, advocacy, and casework for women in our refuges and during resettlement. Ensure their safety, wellbeing, and empowerment through trauma-informed practice.

Key Responsibilities

- Manage a caseload of women experiencing VAWG, trauma, mental health challenges, or multiple disadvantages
- Deliver trauma-informed, strengths-based support and advocacy
- Complete client inductions, support plans, risk assessments, and safety plans
- Accompany clients to external appointments (housing, legal, DWP, police, courts)
- Provide advice on housing, legal options, welfare benefits, and safeguarding
- Support clients to access education, training, employment, and future housing options
- Maintain culturally sensitive practice and support women in at least one South Asian, Turkish, or Middle Eastern language
- Provide resettlement support to former residents
- Liaise with statutory and voluntary agencies, including mental health services and social services
- Maintain accurate, confidential case records
- Organise workshops, group activities, and engagement sessions

Essential Experience & Knowledge:

- Experience providing support within housing, VAWG, mental health, or crisis settings
- Understanding of trauma-informed practice and crisis intervention
- Knowledge of welfare benefits, housing systems, and relevant legislation
- Experience of multi-agency working, including safeguarding
- Strong communication, organisational and client support skills
- Ability to work independently and as part of a team

Additional Information:

- On-site role across multiple locations
- Occasional evening and weekend work required
- Ability to commute/relocate to London
- Work Authorisation: United Kingdom