

Beyond the Streets: Women's Support Worker (telephone)

Dear Applicant,

Thank you for expressing an interest in the above post. Beyond the Streets is a small charity with a big determination to see routes out for women selling sex in the UK. Our 'Direct Work' is central to the organisation, and we are looking to recruit a new Women's Support Worker.

Taking a woman-centred approach, your role is to provide phone-based holistic support for women with complex needs who want support or to exit the sex industry. We are looking for someone with energy, motivation and experience of working with vulnerable adults; someone who has a highly developed sense of self-awareness who can work in a gender and trauma informed way.

This role will work with the existing team in Southampton and deliver a call and email-based case work system. You will have frontline experience of working with women. This might be in the VAWG sector, domestic abuse, substance misuse, mental health or counselling or direct experience of women in the sex industry. You will have a good understanding of working with vulnerable people and be aware of the need for Safeguarding.

Beyond the Streets is a charity inspired by Christian values. This belief inspires us to work with acceptance, value and mutual respect for all. We promote a healthy work life balance and regularly reflect on our boundaries and our strategy for the year. We genuinely seek to work as a team and ensure that no one is 'rescuing' or working outside their allocated hours. You will be joining a growing team at Beyond the Streets. We currently have 16 members of staff, with a mix of full-time and part-time working patterns. The role will be based at our Southampton office.

Please find enclosed in this Recruitment Pack the following information:

- 1) Information for Applicants (p.3-5)
- 2) Job Description (p.6-7)
- 3) Person Specification (p.8-9)

Please complete the **Application Form** giving as much information as you can that is relevant to the role you are applying for.

It is important to us that you complete the **Equal Opportunities monitoring form**. This sheet will be detached from your application and kept separately until we need to contact you. The information given on it will not be used to make decisions about who is short-listed or recruited.

You should submit your completed application form along with the equal opportunities form to:

recruitment@beyondthestreets.org.uk

1. Make sure that you demonstrate in the application form your ability to meet the requirements of the Job Description and Person Specification, by giving clear, concise examples of how you meet each criterion, **as set out in the Person Specification**.

2. The terms **Essential and Desirable** in the Person Specification refer to the importance we will give to your answers when we read your application.
3. See www.beyondthestreets.org.uk and www.doorofhope.org.uk for more information about our charity, as well as our film.
4. You must have all the Essential criteria to be able to do the job on day one. You may need to acquire the Desirable criteria to do the job, but they can be learned in the post.
5. We recognise our responsibility to remove any barriers in our recruitment process. If you have identified any barriers in the Job Description or Person Specification, please tell us of these in your application. We are committed to making any reasonable adjustment to the job where possible, and it would help us to know your needs to do this.
6. If you are considering applying and would like an informal conversation to discuss your suitability for the role, please email recruitment@beyondthestreets.org.uk to book in a 15-minute call with Samantha Albrighton, Team Leader

Deadline for applications: Monday 9th September – 9am

Interview: Monday 16th September –in person in Southampton.

Follow up Interview: Tuesday 24th September - in person in Southampton.

Potential start date: Oct/Nov (open to negotiation for right candidate)

We look forward to receiving your application.

Yours faithfully,

Natasha Manuel

Direct Services Manager

1) Information for Applicants

Equal Opportunities

Beyond the Streets sets a high standard for both its employment practices and its work, and people are recruited based on their merits, skills and abilities. We work towards ensuring that no job applicant or employee receives less favourable treatment on the grounds of racial group, origin or nationality, disability, marital status, age, sexuality, political, religious beliefs or trade union activity. We are committed to building a diverse team, so encourage applications from candidates with lived experience of selling sex and/or sexual exploitation and those from diverse backgrounds including Black, Asian or Minority Ethnic candidates.

Genuine Occupational Requirement (GOR)

Due to nature of this role in working alongside women with lived experience of violence against women, this post is restricted to female applicants under Section 9 of the Equality Act 2010.

Safeguarding

We take Safeguarding seriously and invest time, training and thought into the way we interact with women and their children. We are continuously learning as we support women in complex and vulnerable spaces.

Ethos

As a charity inspired by Christian values, we have several key elements that are seen within our work. These are core to our organisational culture and shape our working practices and service delivery. This means:

1. We seek to show genuine care and be inclusive and recognise the intrinsic value in all people.
2. We see everyone as equal in diversity and work to see everyone treated in this way.
3. We believe in transformation and will work to enable people to see positive change in their lives.
4. We take a long-term approach and see the importance of persevering and celebrating progress.
5. We see the value of working together, addressing conflict and partnering to see lives changed.
6. We are sensitive to the misuse of power and recognise the importance of working alongside those we seek to serve.

Whilst these are our organisation's core beliefs, we will never look to impose them on anyone. Anyone looking to join the Beyond the Streets team, either as staff or in a voluntary capacity must respect this ethos and will be expected to work within this framework to assist the charity towards achieving our vision of ending sexual exploitation.

Violence Against Women and Girls (VAWG) Perspective

At Beyond the Streets, we come in to contact with groups and individuals from various perspectives on selling sex and value this diversity. Having said this, over the years our perspective has developed and has been informed by our service users. We recognise that women's experiences of the sex industry vary but, overall, we view prostitution as a form of 'violence against women and girls' (VAWG) due to the harm we

have found to be inherent. Central to this perspective is an understanding of the abuse of power and/or vulnerability faced by those who are sexually exploited or engaged in survival sex.

Lived Experience

We actively seek to recruit a diverse workforce which includes women with Lived Experience. This comes in many forms, but in this context, we refer to those who have had experiences of selling sex and/or sexual exploitation. As an organisation there is no expectation on individuals with Lived Experience to publicly draw on this experience in their work for Beyond the Streets, and we follow your lead on how much you want to share your story in multiple spaces, including within our own team.

Short-listing

If you have not been contacted within a week of the closing date for the job application, please assume your application has been unsuccessful on this occasion and we thank you for taking the time to fill in the application form as well as an interest in working with Beyond the Streets.

OUR MANIFESTO

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**We see the possibility of life beyond sexual exploitation.
We work tirelessly to stop the abuse.
We work to see women safe from coercion, violence and exploitation.**

**We see women's lives limited by the labels placed upon them –
Prostitute. Sex Worker. Client. Case. We work with her to write a
different story. We see a woman. A daughter. A friend. A family
member.**

**We want to see women not defined by their past but energised by
their future.**

**Our work maps out possibilities with her and joins her on her
journey as she walks towards the goals she sets.
We champion belief in change and a better future.
We celebrate women overcoming adversity and overcoming the
barriers which would hold them back.**

**We recognise that we cannot do this alone.
We know that sexual exploitation happens in every community
and so it takes the involvement of entire communities to tackle it
together.**

**We work with others, hosting a national network of affiliated
projects who share our commitment to the cause.
We know we are stronger together.
We want to ensure her story is heard.
We recognise her as the expert of her own experience and we
make space in a noisy arena for her experience to be heard.
She knows she is not alone or misrepresented.**

**We know that those most in need don't get the treatment they
deserve.
We work with those on the frontline – Police, Social Workers,
Health Professionals – to improve women's experience of seeking
support.
We think every woman deserves to be met with a compassionate
response.
We know that the injustice we respond to is not isolated, but
part of a much bigger picture – a local expression of the global
injustice of violence against women that preys on the
vulnerability of women in every community.**

**We will not stop fighting against sexual exploitation. We fight
on, until every individual is free to thrive, free from sexual
exploitation.**

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2. JOB DESCRIPTION:

BEYOND THE STREETS: WOMEN'S SUPPORT WORKER (TELEPHONE)

Location: Southampton - office based.

Hours of work: 28 hours per week with some core working hours

Salary: £22,800 - £24,000 (£28,500 - £30,000 FTE) dependent on experience and qualifications

Line Manager: Beyond Support Manager

Contract: Permanent

Pension: 5% employer contribution (with statutory 3% employee contribution)

This post is restricted to female applicants only under Section 9. Part 1 of the Equality Act 2010.

Purpose of the Organisation:

- Ending sexual exploitation through enabling routes out for women involved in selling sex.
- Recognising the barriers to exit and providing women in the sex industry with direct support to overcome these.
- Enabling new projects, alongside developing, and equipping a network of 30+ affiliated projects in the UK
- Influencing policy, practice, and public discourse in the UK alongside survivors

Scope of Job:

- Supporting and empowering women in/out of selling sex through managing a case load and responding to one off enquiries via our phone/email call back service.
- Recording and monitoring data from sessions with women
- Promoting and representing the organisation/service at occasional events and via internet

Main Duties and Responsibilities

Supporting women

- 1) Work in a flexible, woman-centred, trauma informed and strengths-based approach, recognising the woman as an expert of her own experience.
- 2) Support women involved in selling sex to overcome the barriers they face in exiting e.g., mental health, housing, problematic substance use, homelessness, poverty, domestic abuse, sexual violence, the criminal justice system; and to make positive steps forward with their lives.
- 3) Deliver emotional support and information through good clinical practice e.g. listening, reflecting, summarising and agreeing actions to callers via telephone/ email.

- 4) To develop referrals pathways to various agencies and to ensure follow up so that women can find alternatives and ensure women are getting the right support.
- 5) To provide support and advice to professionals who call the service and liaise and advocate with agencies on behalf of callers when necessary.
- 6) To ensure a quality service is given to women regardless of class/culture/language/ religion or sexual orientation.
- 7) To ensure that confidentiality is maintained and professional boundaries with users of the service are in place.
- 8) Contribute to researching and promoting to specific client services across UK and recording of information gained into Salesforce database.
- 9) Invest in the team and work collaboratively in order to share the case load.
- 10) Attend staff meetings, internal case management meetings, briefings / debriefing/training, and handovers as needed.
- 11) Liaise with volunteers to support and increase the impact of the project.

Safeguarding and Data input

- 12) To ensure data is recorded accurately and inputted on the internal databases in order to provide statistical analysis as required for monitoring and evaluation.
- 13) To handle Safeguarding incidents with care and completion according to policies and procedures.

Organisational

- 14) Champion the cause.
- 15) Commit to supervision and a good working relationship with your Line Manager.
- 16) Attend quarterly team meetings as well as in house training days.
- 17) Ensure confidentiality policies and safeguarding procedures are adhered to.
- 18) Undertake training and use own initiative to increase knowledge and understanding and stay up to date with changing legislation, good practice etc.
- 19) Work safely and considerately in all Beyond the Streets' offices.
- 20) Participation in Beyond the Streets fundraiser - NOvember campaign.
- 21) Provide cover in the absence of other staff to ensure continued smooth running of the charity's services.
- 22) From time to time the post holder may be required to perform other duties commensurate with their role and abilities, as reasonably required, to facilitate the smooth running of the charity.

The above job description reflects the position at the time of writing; it is not intended to be a task list but indicates the general level of work involved. It is expected that duties will be reviewed and revised as required.

3. PERSON SPECIFICATION: WOMEN'S SUPPORT WORKER

Person Specification		
Criteria	Essential/Desirable	Measured
1. Education, Qualifications	Desirable Relevant qualifications such as, social work, nursing, mental health, probation, IDVA/ISVA and/or significant work/life experience	Application Form / Interview
2. Experience	Essential a) Experience of working with women selling sex and/or vulnerable women/adults. b) Experience of working with safeguarding policies and procedures c) Experience of maintaining clear boundaries and crisis management d) The resilience and ability to work independently with women with complex needs and trauma. Desirable a) Experience of working with survivors of domestic/sexual abuse b) Experience of working within the Criminal Justice/social care system c) Working in a trauma and gender informed approach d) Multi-agency working experience. e) Experience of crisis management	Application Form / Interview
3. Skills / Abilities	Essential a) Excellent listening and communication skills b) Ability to coordinate and prioritise workload. c) A level of numeracy, literacy and comprehension that enables you to prepare and maintain case records, communicate in writing with other agencies and analyse written and numerical information. d) Ability to work alone and part of a wider team.	Application Form / Interview / Case Study

Person Specification		
Criteria	Essential/Desirable	Measured
	e) Ability to build strong relationships and referral partnerships. f) Strong IT skills (Word, PowerPoint, Excel, Database) Desirable g) Knowledge of the DWP Welfare Systems (incl. basic Housing Law) h) Experience of accessing support for women regarding mental and physical health issues i) Experience of problem solving or developing exiting strategies	
4. Personal Qualities	Essential a) Able to positively work within our values and ethos (see p.2) b) Highly developed sense of self-awareness, and ability to work with different points of view in a non-judgmental way. c) Self -motivated and adaptable -flexible to changing environments and holistic ways of working. d) Committed to the cause and the national vision and values of Beyond the Streets	Application Form / Interview

Other information

Beyond the Streets is a small but growing and dynamic charity, therefore changes in the core duties and responsibilities of the role may evolve as the organisation develops. This Job Description is not a term or condition of contract.