



Empowerment, healing and transformation for women moving on from violence

July 2024

Dear Applicant,

Women and Girls Network Application Pack for the role of Clinical Practice Manager

This pack includes information about WGN, the Clinical Practice Manager opportunity and the recruitment process for this position. Further information can be found by visiting www.wgn.org.uk/support-us/work-us.

If you would like to apply for this role, please return completed Application and Equal Opportunities Monitoring forms by emailing them to recruitment@wgn.org.uk by 9am on Tuesday 27th August 2024. It is anticipated that interviews will be held remotely, dates to be confirmed in due course.

Please ensure you submit a completed Equal Opportunities Monitoring form. WGN is committed to actively promoting equal opportunities in all aspects of our work. To ensure that our selection procedures remain appropriate and fair, we ask all applicants to submit completed Equal Opportunities Monitoring forms. The information provided on this form is confidential, used for monitoring and not selection purposes.

Please note we will not consider:

- Late applications
- CVs
- Application Forms without a completed Equal Opportunities Monitoring Form

WGN has many people who wish to work with us, so if your application is not shortlisted for interview we hope you will understand why, as a charity with limited resources, we are unable to offer feedback. If you do not hear from us again within two weeks of the date when receipt of your application is confirmed, please assume that your application has not been successful on this occasion.

To receive regular information about WGN's services, news and future employment and volunteer opportunities please visit www.wgn.org.uk to sign up for our newsletter or to follow us on social media.

This post is subject to satisfactory references and a DBS check.

Thank you again for your interest in WGN and our work. We look forward to receiving your application.

Yours sincerely,

Iffy Williams
Director of Services



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Women and Girls Network Information for Applicants

Women and Girls Network (WGN) is a pan-London charity which supports women and girls affected by all forms of gender-based violence. WGN's services are aimed at providing a holistic, integrated healing journey that involves the diverse aspects of self: body, mind and spirit. WGN promotes total and sustainable recovery, supporting women who have survived so they can thrive.

Established 1987 WGN celebrated her 30th birthday in 2017.

WGN is proud to be a member of the London Violence Against Women and Girls (VAWG) Consortium (Ascent), Angelou Partnership, EAW Coalition and various other partnerships.

Further information about WGN can be found by visiting www.wgn.org.uk where you can also sign up to receive our regular newsletter or follow us on social media.

WGN Services

Advice

The Advice Service provides information, advice, advocacy and casework support for women and girls (age 14+) affected by gender-based violence. WGN's Advice Line also offers consultation and support for professionals working with cases involving gender-based violence.

Counselling

The Counselling Service is provided to women and girls who have experienced any form of gender-based violence. Services are divided into different projects offered in various London boroughs.

Group Work

The Group Work Service provides a range of groups for women across London.

Independent Sexual Violence Advocate (ISVA) Service

The ISVA Service supports women who have experienced any form of recent or historic sexual violence, including support going through the criminal justice system.

The London Survivors Gateway for Sexual Violence Services

WGN lead the London Survivors Gateway, a collaboration between the four London Rape Crisis Centres, SurvivorsUK, Galop, Respond and the Havens. The Gateway provides



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tailored advice and support on accessing the most suitable services for survivors of sexual violence and abuse in London.

Sexual Violence Helpline

The Sexual Violence Helpline provides emotional and practical support and advice to women and girls who have experienced recent or historic sexual violence. Advice and support is also provided to those supporting women or girls affected by sexual violence.

Training

The Training service provides specialist (including accredited) courses for professionals. The Training Team also offers bespoke courses, Expert Led Seminars and workshops.

West London Rape Crisis Centre (WLRCC)

The WLRCC provides counselling and support for women and girls who have experienced any form of recent or historic sexual violence. Part of Rape Crisis London this service is provided in Brent, Ealing, Hammersmith & Fulham, Harrow, Hillingdon and Hounslow.

Young Women's Service

The Young Women's Service works with young women (11-25 years) who have experienced are at risk of or vulnerable to sexual violence and / or sexual exploitation including those involved in gangs. The service runs support groups and workshops for young women in West London.



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Clinical Manager & Clinical Practice Manager (Female Applicants Only)

Salary range £42,000 - £45,000 per annum (£33,600 - £36,000 pro-rated) | 28 hours per week (part-time) | Permanent

This role will involve hybrid working from home and WGN offices, as well as occasional travel across London. It is anticipated that this role will evolve over time in line with service needs and organisational requirements.

Women and Girls Network (WGN) is a specialist therapeutic service leading in developing and delivering innovative and effective counselling services for women and girls who have experienced all forms of gender-based violence. We aim to ensure that we proactively provide services which meet the needs of the women and girls who access them.

Our goal is to promote, preserve, and restore the mental health and wellbeing of women and girls, to empower them to make a total and sustainable recovery from the experiences of violence.

We are looking for two Clinical Managers (Clinical Manager & Clinical Practice Manager) to be responsible for the day-to-day management of the WGN Counselling Team and to support the coordination of WGN's therapeutic services. You will enable and lead the teams' facilitation of innovative, safe, high quality, survivor centred, trauma-informed and culturally responsive services for survivors of violence against women and girls (VAWG).

This is a great opportunity for someone with managerial experience and a professional qualification in Counselling or Psychotherapy with at least 1 year of direct and demonstrable experience of providing leadership of clinical team of practitioner to work in a leading black feminist organisation.

Employee benefits include 3% pension contribution, enhanced leave entitlement and an Employee Assistance Programme.

We welcome and encourage applications from women of all backgrounds. We particularly welcome applications from Black, Asian, Minority and Ethnic communities.

Please visit www.wgn.org.uk/support-us/work-with-us to download an application pack.

Completed application form and Equal Opportunities Monitoring forms should be emailed to recruitment@wgn.org.uk by 9am on Tuesday 27th August 2024.

Interview dates will be confirmed in due course, but it is anticipated that interviews will be held remotely.

These posts are subject to satisfactory references and DBS checks.

WGN is an equal opportunities employer.

The above post is exempt under the Equality Act 2010, Schedule 9, Part 1



Clinical Practice Manager - Job Description

Job Title:	Clinical Practice Manager (Female Applicants Only)
Team:	Clinical Services
Reporting to:	Head of Clinical Services
Hours:	Part-time (28 hours per week)
Contract:	Permanent
Location:	This role will involve regular office based work at our Ealing and Shepherd's Bush site, and will include remote working and occasional travel across London. It is anticipated that this role will involve overtime in line with service needs and organisational requirements.

Overall Job Purpose

To lead the day-to-day operational management and development of Women and Girls Network's (WGN) Clinical Services; enabling and leading the team's facilitation of innovative, safe, high quality, survivor centred, trauma-informed and culturally responsive services for survivors of violence against women and girls (VAWG).

Areas of Responsibility

Ethos and Values

- To actively contribute to the values, principles, and ethos of the WGN and models of best practice working within a Black feminist framework; ensuring these values are expressed in all areas for which management responsibility is held.
- To work within WGN's specialist 'Holistic Empowerment Recovery Model' (HER) for survivors of VAWG, offering a social justice framework and / relational / trauma informed / strengths based / holistic approach.
- To work from an Intersectional framework and contribute to delivering culturally responsive, inclusive practice based on principles of equity, integrated into all areas of operation.

Responsibilities

1. Service Delivery

- a) The Clinical Practice Manager role is a pivotal part of the Senior Clinical Team, creating a supportive, productive and collaborative team environment, which facilitates clinical excellence, and is, embedded in WGNs clinical governance protocols.
- b) To provide leadership, guidance, and support to practitioners, offering case management support within a framework of best practice, including suggestions for therapeutic interventions and opportunities for de-briefing.

- c) To provide oversight and clinical expertise at each stage of survivor engagement with Clinical Services, this includes; referrals, assessments and insight throughout the duration of clinical contracts.
- d) Review all completed clinical assessments and apply expertise and knowledge to support the safe and appropriate allocation of clients across therapy services.
- e) Responsibility for the waiting list management and the coordination of activities and resources, including triage, brief therapy, webinar, emotional support sessions.
- f) Initiate, manage or respond to enquiries from Therapists, Senior Therapist and Administration Team, providing guidance and instruction in relation to clinical queries.
- g) Lead the Clinical Team in supporting survivors of VAWG, ensuring survivors' voice are at the heart of service delivery, and that support is survivor-led, trauma-informed strengths based and promotes resilience.

2. Leading People and Relationships

- a) To provide line management to practitioners and ensure team members are supported and managed in accordance with WGN's Human Resources policies and procedures.
- b) To provide induction training to new members of the Clinical Team, and involvement with practitioners CPD programme.
- c) Identify team members' individual training and development needs and ensure opportunities are offered for professional development, including mandatory training, CPD events, team meetings and clinical supervision.
- d) Alongside the Clinical Manager, provide spaces for team building, development, communication and reflection aimed at promoting a positive and collaborative team culture.
- e) To ensure the practice of self-care and collective care are embedded within the team.
- f) Establish and maintain productive relationships with other key stakeholders to ensure survivors experience a seamless referral pathway into Clinical Services.
- g) To provide and share clinical expertise, therapeutic knowledge and skills across all WGN's services.

3. Safeguarding and Risk Management

- a) To act as first point of contact for safeguarding within the Clinical Team, identifying risks and responding to safeguarding concerns. To liaise, update, inform third parties as per WGN's Safeguarding Policy and Protocols.
- b) To maintain continuity and consistency in safeguarding response across Clinical Services, ensuring all safeguarding responses are survivor focused; Enhance and develop survivors internal and external protective factors and all actions reflect the wider ethos of WGN's values and practice.
- c) Review risk and safeguarding reports submitted by Therapists, ensuring all risk are recorded, a suitable safety plan is in place, and provide case management support for the practitioner.

- d) To lead and coordinate the safeguarding hub of key practitioners dedicated to safeguarding, ensuring the team provides functionality and consistency for high risk and/ or safeguarding concerns related to survivors' wellbeing.
- e) To monitor and review flagged clients and implement strategies and interventions aimed at reducing risks and addressing safeguarding concerns.

4. Service Development and Promotion

- a) Analyse survivors' data and feedback, capturing unmet needs and identifying gaps in service provision to inform and enhance the development and responsiveness of the service to ensure equity and access for all.
- b) Involvement in representing and promoting the service in key strategic forums.

5. Service Monitoring and Evaluation

- a) Working in collaboration with the Clinical Manager to ensure service targets are met and high quality funding reports are produced.
- b) To ensure the effective collection, analysis and presentation of survivors' data for funders and research, which captures unmet need and identifies trends and gaps in service provision.
- c) Producing quarterly reports for external monitoring and internal insights and impacts reports to identify efficacy in services, gaps in provision and emerging needs.
- d) To facilitate and assist with data and other tasks relevant to support WGN's research projects.
- e) To work closely with the Head of Clinical Services to identify and develop innovative service users' involvement and project evaluation methods and strategies

6. General

- a) At all times to work to WGN's values and ethos and maintain an inclusive and non-oppressive environment for team members and service users.
- b) Strive to meet and exceed quality standards in relation to every aspect of the work to ensure that WGN maintains its distinctive positive reputation.
- c) Take all possible steps to ensure the safety and confidentiality of service users, team members and stakeholders in accordance with GDPR and other data protection legislation.
- d) Attend and make best use of support and supervision sessions and training.
- e) Be self-servicing and work flexibly as a member of the teams.
- f) To provide safeguarding cover for the clinical team when required.
- g) To ensure WGN is compliant with all key legislation.
- h) Avoid any action that may cast WGN and / or its activities into disrepute.
- i) Undertake any other duty commensurable with the post as required by the Head of Clinical Services.



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Other duties (consistent with the seniority of the post) may be added from time to time to achieve WGN's objectives in consultation with the post holder.

Variation Clause

WGN reserves the right, following full and reasonable consultation with the member of staff concerned, to vary, add or alter the terms and conditions of employment.

Flexibility Clause

In order to deliver services effectively, a degree of flexibility is required, and the post holder may be required to perform work not specifically outlined above and / or outside of specified working hours. Overtime will not be paid; TOIL will be accrued for hours worked and staff will be supported to take that time. This post includes regular early evening work.

Exemption

Due to the nature of the role, we will only accept applications from female candidates. Exempt under the Equality Act 2010, Schedule 9, Part 1

Clinical Practice Manager - Person Specification

Requirement		Criteria
1.0	Experience	
1.1	Professional qualification in Counselling or Psychotherapy.	Essential
1.2	BACP / UKCP/ HCP or BPS accredited.	Essential
1.3	Professional qualification in Clinical Supervision to at least Diploma level	Essential
1.4	At least 1 year of direct and demonstrable experience of providing leadership of a clinical team of practitioners	Essential
1.5	Experience of organising and prioritising a complex workload, managing multiple work priorities and deadlines.	Essential
1.6	In-depth working knowledge and experience of assessing and responding to needs, risk and safeguarding concerns.	Essential
1.7	Experience of providing practical guidance, support and direction to colleagues within a clinical team setting.	Essential
1.8	Experience of work within the VAWG / women's sector supporting survivors	Desirable
2.0	Knowledge	
2.1	Understand the impact of, and issues facing women and girls overcoming experiences of gendered violence.	Essential
2.2	Working knowledge of safeguarding legislation, protocols, best practice and offering direction to others.	Essential
2.3	Understanding of relevant trauma models and interventions for survivors of violence	Essential
2.4	Knowledge of data protection, legislation, professional bodies requirements and compliance with VAWG sector standards	Essential
2.5	IT literacy with knowledge of Microsoft Outlook, Word, Excel and Access and databases (DPMS desirable)	Desirable
3.0	Skills & Abilities	
3.1	Ability to effectively interact and positively communicate with a range of professionals in a variety of settings.	Essential
3.2	Ability to manage competing work priorities in a high-pressured environment.	Essential
3.3	Ability to work flexibly and effectively as a member of a busy service team.	Essential
3.4	Ability to manage sensitive information confidentially.	Essential
3.5	A high level of written, verbal and numeracy skills.	Essential
3.6	Ability to maintain and enhance a productive and supportive work environment, enabling change and motivating colleagues to strive for excellence and underpinning professionalism.	Desirable

Requirement		Criteria
3.7	Ability to reflect on own practice, and to provide and receive constructive feedback.	Desirable
3.8	The ability to be responsive to changing practice and develop innovative interventions.	Desirable
3.9	Ability to enable others to deliver creative and meaningful interventions and services that engage, motivate and effect change in survivors lives.	Desirable
4	Personal Qualities	
4.1	Hold an uncompromising analysis of gendered violence in all its forums, and commitment to challenging social attitudes and structures, which result in the prevalence of violence against women and girls.	Essential
4.2	Commitment to working within a Black feminist, intersectional framework, ensuring inclusion and diversity are at the heart of all services offered.	Essential
5	Other	
5.1	To be able to work regular early evening shifts on a rota basis (on-call cover)	Desirable