

July 2024

Dear Applicant,

Women and Girls Network Application Pack for the role of Head of Sexual Violence Lines (Female Applicants Only)

This pack includes information about WGN, the Head of Sexual Violence Lines 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 13 August 2024. Interviews are expected to take place on Thursday 29 August 2024, however, please note that dates may be subject to change.

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



Empowerment, healing and transformation for women moving on from violence

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, EAWW 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 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.

Head of Sexual Violence Lines **(Female Applicants Only)**

Starting salary £45,000 per annum | Full-time (35 hours per week) | Permanent

This is a hybrid role involving, office based (in Vauxhall, Shepherds Bush, and Ealing) and remote working, as well as travel across London. This may evolve overtime in line with Service User, service delivery and organisational requirements

Women and Girls Network (WGN) has been supporting survivors of sexual violence for over 35 years. One of our first services was the Sexual Violence Helpline which offers confidential emotional support affected by any form of sexual violence. Over the last 5 years WGN has undergone significant growth and development as a provider of Sexual Violence services in London primarily with the addition of the London Survivors Gateway (which is a collaboration between eight specialist London agencies - the four Rape Crisis Centres, SurvivorsUK, Galop, Respond and the Havens - who work with survivors of sexual violence and abuse and this partnership is led by WGN).

We are now looking for a dynamic leader to take these services to the next stage of their evolution. This is a unique and exciting opportunity to lead around WGN's pan London Sexual Violence helpline-based services both internally as well as coordinating the London Survivors Gateway partnership externally.

The ideal candidate will have an in-depth understanding of sexual violence and a proven track record of delivering, managing and developing specialist support services offering advice, emotional support and / or advocacy of front-line services which has involved responsibility for safeguarding and ensuring the highest quality provision.

You will have the excellent management and leadership qualities required to lead and motivate a multi-disciplinary team including Managers, Caseworkers, Helpline Advisors and Navigators.

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

We provide clinical supervision, access to an on-going CPD programme and the opportunity to work in a leading multi-cultural feminist organisation.

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

For further information about this opportunity, please visit www.wgn.org.uk/support-us/work-with-us.

Completed application and Equal Opportunities Monitoring forms should be submitted to recruitment@wgn.org.uk by 9am on Tuesday 13th August 2024. Interviews are expected to take place on Thursday 29th August, however, please note that dates may be subject to change.

This post is subject to satisfactory references and DBS check.
WGN is an equal opportunities employer.

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



Head of Sexual Violence Lines - Job Description

Job Title:	Head of Sexual Violence Lines
Team:	Sexual Violence Lines
Reporting to:	Director of Services
Responsible For:	London Survivors Gateway Managers, Sexual Violence Helpline Managers and Administrators
Location:	Vauxhall and some travel to West London sites. Hybrid working role.

Primary Job Purpose

- To have overall responsibility for managing and overseeing the London Survivors Gateway and the Sexual Violence Helpline services and for line managing the London Survivors Gateway Managers, Sexual Violence Helpline Manager and the services Administrator(s).
- To contribute to and develop services to ensure survivors receive safe, high quality, intersectional, trauma-informed and gender responsive services that are rooted in a philosophy of empowerment.
- To hold responsibility as the Designated Safeguarding Lead (DSL) for the Helplines and work as part of the senior safeguarding management team ensuring compliance with WGN's Safeguarding Policy and Procedures.
- To ensure excellent working relationships and referral pathways and links and protocols with voluntary, statutory, health and criminal justice agencies.
- To work in collaboration with the Director of Services to implement an effective performance management system and be responsible for effective, high-quality monitoring and evaluation of the service.
- To provide line management and case management to the London Survivors Gateway Managers, the Helpline Managers and service Administrator(s).
- To be responsible for promoting the vision, values and feminist ethos of WGN within all the services and through-out the whole charity.

Service Delivery

1. To lead and manage the London Survivors Gateway and the Sexual Violence Helpline services.
2. To drive innovation and promote best practice including adherence to WGN's ethos and clinical model.
3. To lead and manage the performance of the team ensuring compliance with the contract and internal / external standards, policies and procedures.
4. To ensure accurate and complete records are kept of work with all clients and ensure these are processed and retained in accordance with the principles of the GDPR.

5. Provide regular case management and reflective spaces for managers to consider caller interactions and interventions to ensure consistency and qualitative responses.
6. When required to offer debriefing sessions and evening support to the team (on a paid rota basis).
7. To ensure that the services have meaningful representation by Experts by Experience to support the development of integrated co-produced services.
8. To take the lead on service reporting, monitoring and evaluation for funders, senior leadership, trustees and other stakeholders as required.
9. Carry out regular referral, assessment and safeguarding meetings with the team, ensuring agreed actions are met and safeguarding issues are actioned and escalated in accordance with WGN's Safeguarding Policy.
10. To take the lead in liaising with agencies external to the partnership to address systemic issues affecting service deliver e.g. safeguarding issues, referral pathways and positive interagency working.
11. To undertake regular data audits to ensure accurate and complete records are maintained of work with clients using WGNs database systems (DPMS) and ensure compliance with WGN's data processes including General Data Protection Regulation (GDPR).
12. To undertake regular evaluation of service interventions to ensure consistency and alignment with the values and ethos of the service reflecting best practice.
13. As part of the Management team, plan and allocate resource to the various aspects of the service, including coverage of our telephone lines during opening hours.
14. To respond to feedback and complaints about the service as required.

Managing People and Relationships

1. To manage the team of Helpline Managers for both services.
2. To manage team members who hold administrative and data focused responsibilities for both Helpline Services.
3. To manage the recruitment, induction, support and supervision of all team members for whom responsibility is held, providing regular line management meetings for individual team members (e.g. every 4-6 weeks).
4. To lead on the planning and delivery of recruitment and induction rounds, ensuring recruitment and induction processes are efficient, supportive and in accordance with WGN's policies and procedures.
5. To ensure that team members are managed inline with WGN's human resources policies, procedures and approach.
6. To implement effective performance management systems, ensuring team members for whom responsibility is held are supported to develop and deliver against work plans.
7. To take the lead on identifying and arranging team training, development and wellbeing opportunities and on the continuous development of team support initiatives and structures.
8. To lead on the provision of spaces for team building, development, communication and reflection, that promote positive and collaborative team working and outstanding, intersectional service delivery.
9. To form part of and actively contribute to WGN's Senior Leadership Team.

Partnership Working, Communications and External Relations

1. To ensure up-to-date service level agreements are put in place with all service partners and to lead on addressing and / or supporting partners with any performance issues.

2. To represent the service in relevant forums and develop and deliver presentations when required.
3. To lead on performance management - ensuring that the service is meeting contractual obligations as set out in the service-level agreements / grant agreements.
4. Alongside the Helpline Managers and SLT to enhance the profile and reputation of the service, identifying opportunities for positive interagency working and relationships.
5. To ensure that external communications reflect the service offer and provide accurate and accessible information to survivors who may be in crisis.

Service Monitoring, Evaluation and Development

1. To take the lead in the planning of monitoring and evaluation activities.
2. To have overall responsibility for all service monitoring reports (quarterly, annual and ad hoc) as outlined in the grant agreements.
3. Alongside the Helpline Managers and colleagues, produce service updates and complete service reports as required.
4. To strive to continuously improve data collection procedures in order to evidence survivors' experiences, service outcomes, capture unmet need and identify trends and gaps in service provision.
5. Alongside the Helpline Managers, monitor service demand and capacity and deliver interventions to address identified issues, in conjunction with relevant SLT colleagues.
6. To continuously improve opportunities for enhancing the engagement, motivation(s) and wellbeing of team members.
7. In conjunction with WGNs Safeguarding Lead ensure continuous improvement of team safeguarding protocols and practices in accordance with organisational policy and which exemplify WGNs ethos and values.
8. Identify and develop fundraising proposals in partnership with the rest of the SLT.
9. To be involved and seek opportunities for research to further enhance survivors' experiences of services.

General

1. At all times to work to WGN's values and ethos and maintain an inclusive and non-oppressive environment for service users and team members.
2. Strive to meet and exceed quality standards in relation to every aspect of the work to ensure that WGN maintains its distinctive positive reputation.
3. 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.
4. Ensure compliance with relevant standards and legislation, e.g. employment, the Equality Act and Health & Safety.
5. Share information and expertise to build a strong team and enhance the knowledge base of WGN, including contributing to WGN-wide meetings as required.
6. To fully engage with professional development activities and expectations as required by WGN
7. Due to the nature of the client group, some evening work is a requirement of this role.
8. Avoid any action that may cast WGN and / or its activities into disrepute.
9. Carry out duties appropriate to the role that are necessary for the delivery of this service and the effective functioning of the organisation.



NETWORK *Empowerment, healing and transformation for women moving on from violence*

This job description is accurate as at the date shown below. It does not form part of contractual terms and may be varied to reflect and anticipate changes in or to the role.

As a new role it is anticipated that this role will develop over time and there may be other opportunities or activities assigned to it depending on survivors needs and service delivery / provision demands as well as organisational requirements.

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.

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

Head of Sexual Violence Lines – Person Specification

Requirement		Assessed By
1.0	Experience	
1.1	Relevant qualification or extensive experience in the sexual violence sector.	Application, Interview
1.2	Demonstrable experience of providing advice and advocacy work relevant to survivors of sexual violence.	Application, Interview
1.3	A proven track record of taking a leadership or team support role in support services.	Application, Interview
1.4	In-depth working knowledge and experience of assessing and responding to needs, risk and safeguarding concerns.	Application, Interview
1.5	Demonstrable experience and commitment to managing teams and / or team members.	Application, Interview
1.6	Experience of representing a service (and organisation) within multi-agency partnerships.	Application, Interview
1.8	Experience of service monitoring and evaluation activities (e.g. data collection, data analysis, monitoring of outcomes and writing reports).	Application, Interview
1.9	Experience of representing a service (and organisation) at meetings and forums.	Application
2.0	Knowledge	
2.1	An in-depth knowledge of the gendered impact of sexual violence, and the issues facing survivors of all forms of violence against women and girls (VAWG).	Application Interview
2.2	An in-depth working knowledge and understanding of the options available to survivors who are experiencing sexual violence and all types VAWG; including up to date knowledge of relevant legislation, policies and best practice.	Application Interview
2.3	Working knowledge of safeguarding legislation, protocols and best practice.	Application Interview
2.4	Strong IT literacy with knowledge of Microsoft Outlook, Word, Excel and client databases (DPMS desirable).	Application Interview
2.5	Knowledge of data protection legislation and requirements.	Application Interview
3.0	Skills & Abilities	
3.1	Ability to maintain and enhance a productive and supportive work environment, enabling change and motivating team members to strive for excellence and underpinning professionalism.	Application Interview

3.2	Ability to effectively interact and positively communicate with a range of professionals in a variety of settings, including the ability to challenge when required.	Application Interview
3.3	Project and people management skills.	Application Interview
3.5	Ability to reflect on own practice, and to provide and receive constructive feedback.	Application Interview
3.6	The ability to be responsive to changing practice and develop innovative interventions.	Application Interview
3.7	Ability to manage sensitive information confidentially.	Application Interview
3.8	A high level of written, verbal and numeracy skills.	Application Interview
4	Attitude	
4.1	Hold an uncompromising analysis of gendered violence in all its forms, and commitment to challenging social attitudes and structures, which result in the prevalence of sexual violence and all forms of VAWG.	Application Interview
4.2	Commitment to working within a feminist, intersectional framework, ensuring inclusion and diversity are at the heart of all services offered and to work within WGN's values, ethos, principles and policies.	Application Interview
5	Other	
5.1	Be willing to work evening shifts as required by service delivery needs.	Application Interview