



Empowerment, healing and transformation for women moving on from violence

July 2024

Dear Applicant,

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

This pack includes information about WGN, the Sexual Violence Helpline 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 9am on Tuesday 13th August 2024. Interviews are expected to take place remotely on 28th August, 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,

Kate Holmes
Head of Sexual Violence Lines



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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, 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.



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Sexual Violence Helpline Manager (Female Applicants Only)

**Salary range £38,000 - £41,000 per annum (£22,800 - £24,600 per annum pro-rated) |
21 hours per week (part-time) | Permanent**

**Hybrid working from WGN's main office based in Vauxhall, with travel across London
and opportunities for remote working**

Are you a passionate and dedicated practitioner ready to lead a vital service supporting survivors of violence against women and girls (VAWG)? We are seeking a caring and experienced individual with an uncompromising and intersectional analysis of gendered violence, to lead Women and Girls Network's (WGN) Sexual Violence Helpline Team.

WGN is committed to providing innovative, trauma-informed, and culturally appropriate support to survivors of VAWG. Our Sexual Violence Helpline offers emotional support and information to survivors of sexual violence aged 14 and above. As the Sexual Violence Helpline Manager, you will lead and develop our Helpline service, ensuring consistent high-quality, survivor-led support. You will provide leadership, guidance, and support to your team, ensuring our service is responsive and effective.

You will lead and support the Helpline Practitioners and Volunteers, ensuring shifts are resourced. You'll oversee day-to-day operations and safeguarding issues, promote and represent the service internally and externally, and ensure accurate record-keeping and data analysis. You will foster a collaborative team environment, support professional development, and maintain high standards in helpline support.

This is a role leading an enthusiastic, committed team making a real difference in survivors' lives, offering an opportunity for a skilled leader to develop the service and themselves.

WGN's employee benefits include: 3% pension contribution, enhanced leave entitlement and an Employee Assistance Programme, as well as the opportunity to work with a leading multi-cultural, women-led feminist charity.

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

For further information, and to download an application pack, please visit www.wgn.org.uk/support-us/work-with-us.

To have an informal chat about this role and its requirements, please contact recruitment@wgn.org.uk to arrange a discussion with our Head of Sexual Violence Lines.

Closing date for applications: 9am on Tuesday 13th August 2024.

Interviews are expected to take place remotely on 28th August 2024, 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.
The above post is exempt under the Equality Act 2010, Schedule 9, Part 1



Sexual Violence Helpline Manager - Job Description

Job title:	Sexual Violence Helpline Manager (Female Applicants Only)
Team:	Sexual Violence Helpline
Reporting to:	Head of Sexual Violence Lines
Location:	This role will involve regular office based (in Vauxhall, as well as travel across London) as well as community based and remote working. It is anticipated that this will evolve overtime in line with Service User, service and organisational requirements

Women and Girls Network (WGN)

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 provide a holistic, integrated healing journey which promotes total, sustainable recovery, supporting women and girls who have survived so they can thrive.

Overall Purpose

To lead the day-to-day work and development of WGN's Sexual Violence Helpline service enabling and leading the teams' innovative, responsive, trauma-informed and culturally appropriate support for survivors of violence against women and girls (VAWG).

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 or anticipate changes in or to the role.

Key Activities

1. Service Delivery

- a) Provide leadership, guidance, and support to the Sexual Violence Helpline team members, offering advice, de-briefing and support within a framework of best practice interventions for Helpline contacts.
- b) Ensure Helpline shifts are sufficiently resourced, providing emergency cover where necessary.
- c) To work with team members to ensure safeguarding interventions are client-centred and focus on enhancing and developing survivors internal and external protective factors.
- d) Lead the Sexual Violence Helpline team in supporting survivors of VAWG, ensuring survivors' voice are at the heart of service delivery, and that the support offered is survivor-led, trauma-informed, intersectional, strengths based, and gender responsive, rooted in a philosophy of empowerment.
- e) Ensure high quality helpline support is provided in accord with WGN's clinical model and protocols i.e. holistic, trauma focused, gender responsive, strengths-based

approach; as well as professional standards such as RCEW National Standards, Helpline Association, Helplines Partnership.

2. Leading People and Relationships

- a) Ensure a collaborative and productive working environment building and sustaining positive relationships amongst the Sexual Violence Helpline team members – both paid staff and volunteers.
- b) Lead on the planning and delivery of recruitment and induction for the Sexual Violence Helpline team.
- c) Ensure a working environment where professional growth, development and successes are enabled and celebrated.
- d) Identify training needs for individual team members and the whole team and ensure these are met; This includes ensuring WGN's mandatory training programmes are undertaken as well as additional development as needed.
- e) Ensure the team operates from a place of integrity, excellence, and professionalism in all aspects of the work.
- f) Facilitate regular team meeting spaces and reflective spaces focused on team development as needed.
- g) Establish and maintain productive relationships with other key stakeholders to ensure seamless referral pathways for survivors.
- h) To take a leading role to ensure the Sexual Violence Helpline team follow relevant processes, protocols, legislation, and best practice interventions.

3. Safeguarding and Risk Management

- a) To oversee the day-to-day service of the Sexual Violence Helpline and direct oversight of the daily safeguarding issue that arise, escalating to senior managers as required and raising issues of concern with external agencies when necessary.
- b) Supporting team members to appropriately identify, record and respond to safeguarding and risk related concerns, ensuring relevant WGN policies and risk procedures are followed.
- c) To maintain continuity and consistency in safeguarding response across the Sexual Violence Helpline team, ensuring all safeguarding responses reflect the ethos of WGN's values and practice.
- d) Ensure paid staff and volunteers attend WGN's mandatory training programme including safeguarding and are confident in safeguarding procedures.

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.
- b) Identify, develop and enhance opportunities for survivor involvement and innovative project evaluation methods and strategies.
- c) Oversee the development and implementation of service promotion strategy including identifying key partners and locations in which further promotion should take place, taking part in active outreach, and attending varied forums and meetings to promote the service.
- d) Represent WGN and the Sexual Violence Helpline service as needed in different operational and strategic forums and spaces.

- e) Assist the Head of Sexual Violence Lines in updating policies and procedures relevant to the Helpline.
- f) Commitment to continual improvement of the Helpline service.

5. Service Monitoring and Evaluation

- a) Ensure accurate, confidential, and timely record keeping is maintained, ensuring compliance in data collation, and recording across the service.
- b) Take a leading role in collating and analysing data and information for monitoring and service development purposes.
- c) Deliver training to the Sexual Violence Helpline team members as required to ensure high standards of data compliance.
- d) Work closely with the Head of Sexual Violence Lines to identify and develop innovative service users' involvement and project evaluation methods and strategies.
- e) Ensure the service is compliant with and meets funders' performance

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.
- f) Provide safeguarding cover for other WGN teams when required.
- g) 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 Sexual Violence Lines.
- j) Due to the nature of the client group some evening work is required.

Please note that this list is indicative of the key responsibilities and duties and areas of responsibility for this role but is by no means exhaustive. WGN is a solution-focused organisation and a 'can do' attitude and flexibility to take on other related tasks is essential.

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 team member 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



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working hours, including occasional evenings and weekends. 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.



Sexual Violence Helpline Manager – Person Specification

Experience	Assessed by
Relevant qualification or extensive experience in the sexual violence / violence against women and girls (VAWG) sectors.	A, I, T
At least 2 years of direct and demonstrable experience of work within the VAWG / women's sector supporting survivors.	A, I, T
Experience of providing leadership within a frontline or helpline service.	A, I, T
In-depth working knowledge and experience of assessing and responding to needs, risk and safeguarding concerns.	A, I, T
Experience of providing support and direction to colleagues within a helpline setting.	A, I, T
Experience of organising and prioritising a complex workload, managing multiple work priorities and deadlines.	A, I, T
Experience of managing sensitive information confidentially.	A
Experience of service monitoring and evaluation activities, e.g. data collection, data analysis, monitoring of outcomes and writing reports.	A, I
Knowledge	Assessed by
An in-depth knowledge of the gendered impact of sexual violence, and the issues facing survivors of all forms of VAWG.	A, I
An in-depth working knowledge and understanding of the options available to survivors who are experiencing VAWG, including up to date knowledge of relevant legislation, policies and best practice.	A, I
Working knowledge of safeguarding legislation, protocols and best practice.	A, I
IT literacy with knowledge of Microsoft Outlook, Word, Excel and Access and databases (DPMS desirable)	A, I
Knowledge of data protection legislation and requirements.	A, I
Knowledge of intersectionality and how to apply this concept to VAWG	A, I
Understanding of a strengths-based approach and how to work in this way	A, I
Skills & Abilities	Assessed by
Ability to maintain and enhance a productive and supportive work environment, enabling change and motivating colleagues to strive for excellence and underpinning professionalism.	A, I
Ability to effectively interact and positively communicate with a range of professionals in a variety of settings, including the ability to challenge when required.	A, I



Ability to manage competing work priorities in a high-pressured environment whilst staying calm and composed.	A, I
Ability to reflect on own practice, and to provide and receive constructive feedback.	A, I
The ability to be responsive to changing practice and develop innovative interventions.	A, I
Ability to enable others to deliver creative and meaningful interventions and services that engage, motivate and effect change in survivors' lives.	A, I
Ability to work flexibly and effectively as a member of a busy service team.	A, I
Ability to manage sensitive information confidentially.	A
A high level of written, verbal and numeracy skills.	A, I, T
Other	Assessed by
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 violence against women and girls.	A, I
Commitment to working within a feminist, intersectional framework, ensuring inclusion and diversity are at the heart of all services offered.	A, I
To be able to work regular early evening shifts on a rota basis (on-call cover and occasional early evening line cover)	A

Key

A - Application

I – Interview

T – Test