



**February 2021**

Dear Applicant,

**Women and Girls Network Application Pack for the fixed-term position of Navigator (Sexual Violence Services)**

This pack includes information about WGN, the role of fixed-term Navigator (Sexual Violence Services) and the recruitment process for this position. Further information can be found by visiting [www.wgn.org.uk/support-us/work-with-us](http://www.wgn.org.uk/support-us/work-with-us)

If you would like to apply for this role please return completed Application and Equal Opportunities Monitoring forms by emailing them to [humanresources@wgn.org.uk](mailto:humanresources@wgn.org.uk) by 10am on Monday 29<sup>th</sup> March 2021. Interviews will be held (via Zoom) on Monday 12<sup>th</sup> April and Thursday 15<sup>th</sup> April 2021.

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
- CV's
- 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 closing date, please assume that your application has not been successful this time.

To receive regular information about WGN's services, news and future employment and volunteer opportunities please visit [www.wgn.org.uk](http://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 Disclosure Barring Service (DBS) checks.

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

Yours sincerely,



**Lucy Hayton**  
**Rape Crisis Centre Manager**



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## **Women and Girls Network Information for Applicants**

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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 30<sup>th</sup> 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](http://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.



## **Navigator (Sexual Violence Services) (Female Applicants Only)**

**Starting Salary £28,000 per annum | 35 hours per week (full-time) | Fixed Term Until March 2022**

**This role will initially be on a remote-working basis, changing to office-based (in Hammersmith and Fulham and involving travel across London) when circumstances allow and as required by WGN's services**

The London Survivors Gateway (LSG) is an innovative project that is the first of its kind in London. It is a partnership of specialist sexual violence services in London comprising of the four Rape Crisis Centres, Galop, SurvivorsUK and The Havens that have come together to provide a unique single point of access into specialist sexual violence services.

The LSG is run by Navigators who support any survivor, aged 13 or above, to access long-term services including advocacy, counselling and other services that they may require. It is a fast-paced role, providing timely and short-term interventions to address immediate needs whilst helping survivors to make decisions about the next steps in their healing journey.

Navigators work from a person centred, trauma informed and survivor led, integrated approach ensuring individualised care pathways that are rooted in empowerment and best practice. The work is delivered through a commitment to an anti-oppressive, feminist framework that strives to address additional barriers and meet the diverse range of survivors needs understanding the specific support needs of each survivor. Navigators are supported by a team of experienced practitioners and receive an ongoing package of training and clinical supervision.

The successful candidate will provide holistic support that is innovative. They will have specialist knowledge in sexual violence as well as frontline experience supporting survivors. The successful candidate will have exceptional communication skills, strong IT skills and the ability to work in a fast-paced, telephone focused role. If you have these skills, and want to join this unique and innovative project, we would love to hear from you.

WGN's employee benefits include: 3% pension contribution, enhanced annual leave entitlement and an Employee Assistance Scheme.

**Please visit [www.wgn.org.uk/support-us/work-with-us](http://www.wgn.org.uk/support-us/work-with-us) to download and application pack. Completed applications should be emailed to [humanresources@wgn.org.uk](mailto:humanresources@wgn.org.uk)**

**Closing Date for Applications: 10am on Monday 29<sup>th</sup> March 2021  
Interviews to be held (via Zoom) on: Monday 12<sup>th</sup> & Thursday 15<sup>th</sup> April 2021**

Please note if you have not received a response to your application within 2 weeks of the closing date you can unfortunately assume your application has not been successful on this occasion.

This post is 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.

**Navigator (Sexual Violence Services) – Job Description**

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<b>Job Title:</b>	Navigator (Sexual Violence Services) – Fixed-Term contract until March 2022
<b>Reporting to:</b>	Rape Crisis Centre Manager
<b>Location:</b>	This role will initially be on a remote-working basis, changing to office-based (in Hammersmith and Fulham and involving travel across London ) when circumstances allow and as required by WGN’s services

The four London Rape Crisis Centres, Galop, SurvivorsUK and the Havens have a collaborative partnership called the London Survivor’s Gateway.

As part of this collaboration, Women and Girls Network (WGN) run The London Survivor’s Gateway, which provides a pan-London access and information service for survivors of sexual violence who wish to access ongoing support.

Navigators provide a specialised first response that helps survivors to make informed decisions about the next steps on their recovery journey, using the most up to date information on available services and waiting times. Navigators provide a trauma-informed response that considers survivor’s holistic needs, recognises survivor’s strengths and survival strategies and responds to crisis needs when required.

This is a unique opportunity for experienced practitioners to be part of this pan-London service, which aims to improve responses, access and support to survivors of sexual violence in London. Navigators will work from a feminist, anti-oppressive, person centred, trauma informed and survivor led, integrated approach ensuring individualised care pathways that are rooted in empowerment and best practice.

<p><b>Overall Job Purpose</b></p> <ol style="list-style-type: none"> <li>1. To act as the first point of contact in the ‘Gateway’, providing holistic and non-judgemental advice, information and support for survivors of sexual violence, their supporters and professionals.</li> <li>2. To facilitate the smoothest possible access to services for survivors of sexual violence in London through effective partnership working and continuous improvement of referral processes.</li> <li>3. To keep accurate, confidential and timely records via dedicated case management systems and provide regular reports and monitoring data.</li> <li>4. To ensure that diversity and equality is at the centre of the service and the service is responsive to, and meets the needs of all survivors.</li> </ol>
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### **Key Tasks and Responsibilities**

- 1. To act as the first point of contact in the 'Gateway', providing holistic and non-judgemental advice, information and support for survivors of sexual violence, their supporters and professionals**
  - a) To provide a trauma informed empowerment / survivor-led, empathetic and holistic response to survivors of sexual violence who contact the service.
  - b) To undertake an initial risk and needs assessment of the safety, sexual health, social and emotional needs of survivors of sexual violence.
  - c) To enable survivors to access their rights; explore all relevant options and ensure they are supported to make informed choices and access relevant services.
  - d) To ensure survivors are supported to access relevant health and other support services that promote general well-being and recovery from sexual violence.
  - e) To respond to enquiries from a wide-range of professionals, providing them with the best possible advice and information and developing and sharing expertise to promote best practice working with survivors of sexual violence.
  - f) To effectively 'case-hold' survivors who require ongoing support around issues relating to sexual violence and abuse, if required. This includes providing information and advice and advocating on survivors behalf to ensure their voice is being heard and their needs are being met.
  - g) To adhere to WGN's safeguarding policy and procedures, working in conjunction with WGN's Safeguarding Leads/Officers to ensure the safety of survivors.
  - h) Keep up to date with local knowledge on services and policies in relation to survivors of sexual violence.
  - i) To attend and develop a portfolio of relevant training and CPD events.
  
- 2. To facilitate the smoothest possible access to services for survivors of sexual violence in London through effective partnership working and continuous improvement of referral processes and systems.**
  - a) To effectively work within a multi-agency approach, building and maintaining collaborative partnership work with a wide range of services, striving towards achieving the best possible outcomes for all survivors.
  - b) Work with the other London Rape Crisis Centres, Galop, Survivors UK and other partner agencies to create and maintain effective referral routes and information sharing protocols.
  - c) Build and sustain relationships with partners and referral agencies in order to identify survivors of sexual violence in need of support, and where required offer advice, support and guidance to agencies to meet the needs of survivors.
  - d) Develop an excellent understanding of services, and their remit, across London and support service mapping if required.
  
- 3. To keep accurate, confidential and timely records via dedicated case management systems and provide regular reports and monitoring data.**
  - a) To ensure all work is recorded in an accurate, timely and confidential manner, in keeping with the standards of the role and organisational policies and procedures.
  - b) To continuously strive to improve recording processes and information management to improve data collection and reporting.
  - c) To support the collection of regular monitoring data and reports as required by the Senior Leadership Team.

- d) Participate in service evaluation and monitoring by contributing to data collection, analysis and feedback.
- e) To be involved in the analysis of client data to capture unmet need and identify gaps in service provision to enhance the development and responsiveness of the service and WGN.

**4. Ensure that diversity and equality is at the centre of the service and the service is responsive to and meets the needs of all survivors.**

- a) Work within feminist protocols and principles, promoting best practice when working with service users, other agencies and partners.
- b) Identify and address the individual needs and barriers faced by survivors from diverse backgrounds in accessing services.
- c) To have a non-judgemental and inclusive approach to working with survivors from diverse backgrounds.
- d) Work within an intersectional framework, considering the diverse and sometimes conflicting needs of clients across all protected characteristics and tailoring the service to widen access and ensure individual and community needs are met.

**5. General duties**

- a) Work in line with WGN's feminist ethos, values, aims, objectives, policies and procedures at all times: promoting empowerment and modelling anti-oppressive and anti-discriminatory practices.
- b) Attend and make effective use of line management / case management and clinical supervision.
- c) To work flexibly to meet the demands of the service including working an evening if required.
- d) Promote the aims and objectives of WGN and strive to meet and exceed quality standards in relation to every aspect of the work to ensure that WGN maintains its distinctive positive reputation.
- e) Keep informed of legislative changes, policy and good practice for working with survivors of sexual violence.
- f) Take all possible steps to ensure the safety and confidentiality of service users, staff and stakeholders.
- g) Follow procedures and protocols agreed with partners to ensure the health and safety of clients is central.
- h) Share information and expertise to build a strong team and enhance the knowledge base of the service and the wider WGN team.
- i) Work with the Gateway Coordinator and Rape Crisis Centre Manager to ensure user engagement and develop WGN services.
- j) To fully engage with professional development activities and expectations as required by WGN.
- k) Carry out duties appropriate to the role that are necessary for the delivery of this service and the effective functioning of the organisation.

Please note 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.



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**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



## **Navigator (Sexual Violence Services) - Person Specification**

*Your application should give clear examples of your experience, knowledge and skills and abilities gained in both paid and / or unpaid (volunteer) work for each of the Person Specification criteria.*

### **Experience**

1. Direct and demonstrable experience of working with survivors of sexual violence, including over the phone.
2. Direct and demonstrable experience of carrying out risk, and needs assessments and safety planning with survivors of sexual violence.
3. Experience of organising and prioritising a complex workload, working to tight deadlines and being self-servicing in administrative duties.
4. Experience of working in a multi-agency setting, carrying out partnership work with a wide range of statutory and voluntary agencies.
5. Experience of effectively working with diverse client groups.
6. Demonstrable experience of recording, managing and analysing data via case management systems and Microsoft applications.

### **Knowledge & Understanding**

1. An in-depth understanding of the different forms, causes and impact of sexual violence on survivors and their choices.
2. A clear understanding of the different forms of oppression survivors from diverse communities experience and the resulting barriers they face in disclosing sexual violence and accessing support.
3. An in depth knowledge and understanding of the options available to survivors.
4. Strong working knowledge of safeguarding legislation and practice.
5. Strong working knowledge of data protection and confidentiality.

### **Skills & Abilities**

1. Ability to present an uncompromising analysis of sexual violence in all forms.
2. Ability and aspiration to work within a feminist framework.
3. Ability to deliver creative and meaningful interventions and services that engage, motivate and effect change in survivors lives.
4. Proven ability of effectively engaging with survivors over the phone, establishing rapport and showing empathy.
5. Ability to communicate effectively in writing and verbally with clients, partner agencies and stakeholders.
6. Skill to write updates and reports for internal use and funders.
7. Ability to plan, manage, prioritise at a fast pace; to meet deadlines and monitor and meet project targets (outputs and outcomes).
8. Strong ability and commitment to maintain confidentiality and work to agreed data protection standards.
9. Ability to contribute to project and organisational development.
10. To be self-starting, work autonomously with support from a distance and to remain accountable to the service and WGN through regular up dates.
11. Strong IT still, including the use of Word, Excel, Outlook and using a range of bespoke databases.
12. Ability to multi-task and work with speed whilst maintaining attention to detail.
13. Ability to identify safeguarding concerns and escalate appropriately.



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### **Attitude**

1. Commitment to actively challenging discrimination and oppression.
2. Commitment to work within WGN's values, ethos, principles and policies.
3. Willingness and ability to critically reflect on and develop own practice.
4. Desire to take responsibility for your own learning, and contribute to the learning of others (individually, collectively and organisationally).
5. A commitment to upholding the policies, procedures and values of WGN and in particular, a commitment to ensuring Equality of Opportunities in all areas of practice and performance.
6. A flexible approach to work and willingness to undertake any other duty commensurable with the post.