



December 2021

Dear Applicant,

**Women and Girls Network Application Pack for the role of West London Rape Crisis Centre Manager (12 Month Maternity Cover)**

This pack includes information about WGN, the role of West London Rape Crisis Centre Manager (12 Month Maternity Cover) and the recruitment process for this position. Further information can be found by visiting [www.wgn.org.uk/support-us/work-us](http://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 [humanresources@wgn.org.uk](mailto:humanresources@wgn.org.uk) by 9am on Monday 17<sup>th</sup> January 2022. Interviews will be held on Thursday 20<sup>th</sup> January 2022.

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 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 a DBS check.

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

Yours sincerely,



**Gurpreet Virdee**  
Director of Operations and Development



*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 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.



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

## **West London Rape Crisis Centre Manager (12 Months Maternity Cover) (Female Applicants Only)**

**£37,000-£40,000 per annum | 35 hours per week (full-time)**

**This post is based in Hammersmith & Fulham (and involves travel across London)**

Women and Girls Network (WGN) is looking for an experienced and dynamic individual to lead and manage our multidisciplinary rape crisis team during this temporary maternity cover.

The ideal candidate will have a proven track record of working at senior management level and of managing a range of services as well as a multidisciplinary staff team. The successful candidate will have excellent knowledge of the issues facing women and girls affected by sexual violence in the context of their lives, the criminal justice system, support services and policy frameworks.

This is a unique and invaluable opportunity for a highly motivated individual to lead one of our flagship services and to work alongside a highly skilled staff and senior leadership team. We are looking for someone who is able to offer support and stability during this interim phase but also someone who has the passion, skills and vision to help us plan for the future.

If you're looking to make impact and are committed to challenging inequality and working to eradicate violence against women and girls within a women led, feminist organisation then we would welcome your application.

WGN's employee benefits include 3% pension contribution, enhanced annual leave entitlement, excellent training and development opportunities 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.

**For further information (including application details) please visit [www.wgn.org.uk/support-us/work-with-us](http://www.wgn.org.uk/support-us/work-with-us). Completed applications should be emailed to [humanresources@wgn.org.uk](mailto:humanresources@wgn.org.uk) by 9am on Monday 17<sup>th</sup> January 2022.**

**Interviews will be held on Thursday 20<sup>th</sup> January 2022.**

Applicants who do not receive a response to their application within 2 weeks of the closing date should assume it has not been successful on this occasion.

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



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

## **West London Rape Crisis Centre Manager (12 Month Maternity Cover) - Job Description**

---

**Job title:** West London Rape Crisis Centre Manager (12 Months maternity cover) (Female Applicants Only)  
**Responsible:** Director of Operations and Development  
**Responsible for:** Independent Sexual Violence Advocate (ISVA) Service Manager, Gateway Coordinator and all other associated team members. This is subject to change in accordance with service / organisation needs and development.

### **Job Purpose**

- Responsible for the management of all West London Rape Crisis Centre (WLRCC) services.
- Lead on safeguarding for the rape crisis services in conjunction with Women and Girls Network's (WGN) Clinical Manager and / or Clinical Director.
- Responsible for promoting the vision, values and intersectional feminist ethos and working within WGN's policies, procedure and service frameworks.
- Ensure excellent working relationships and referral pathways and links and protocols with voluntary, statutory, health and criminal justice agencies.
- Implement an effective performance management system and be responsible for effective, high quality monitoring and evaluation of services and projects.
- Responsible for managing WLRCC contracts, managing relationships with funders and partners and overseeing targets and performance.
- Seek fundraising opportunities and activities to support the ongoing sustainability and development of the WLRCC service and the charity overall.
- To offer leadership and form part of WGN's Senior Leadership Team.

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.

### **Areas of Responsibility**

#### **WLRCC Service Management & Development**

- Manage the delivery of the WLRCC services ensuring that women and girls who have experienced sexual violence are at the heart of all processes.
- Translate grant agreements and service level agreements into operational work plans and team member performance standards, monitoring outcomes and implementing remedial action as necessary to deliver targets within agreed timeframes.
- Oversee the delivery of partnership projects for which the WLRCC is the lead. This includes ensuring service level agreements are in place and adhered to, effective collaboration between delivery partners and pro-active engagement with project funders and other stakeholders.
- Identify collaborative development opportunities with other sexual violence service providers in London.
- Act as the lead contact for WGN's Rape Crisis England and Wales membership.
- Represent WLRCC and WGN at relevant meetings and forums and feed into local authority, London and national VAWG consultations and policy developments in conjunction with WGN's Directors to offer strategic steer.

- Role model the anti-discriminatory and feminist values of WGN adopting non-oppressive, empowering communication and participatory decision-making processes.
- At all times ensure WGN's model and practices are consistently applied at the rape crisis centre and work with the Rape Crisis National Standards Framework.
- Hold overall responsibility for the ISVA and the London Survivor's Gateway services.
- Support service managers in the day-to-day management of services, in accordance with WGN's safeguarding policies, service expectations and ethos and values framework.
- In conjunction with service managers, oversee continual improvement of service operations, in accordance with delivery targets, best practice and WGN's intersectional feminist values.
- Be responsible for the effective and high-quality safeguarding practices of these services, reviewing safeguarding risk registers and working with service managers and seniors to ensure that safeguarding issues are actioned and escalated in accordance with WGN's Safeguarding Policy and ethos.
- Work collaboratively with service managers to continuously assess need and demand for services, implementing appropriate plans to mitigate resource challenges, address service gaps and ensure consistent, complimentary and strategically aligned service provision.
- Cover for other WGN service managers as required, acting as the first point of contact for safeguarding and leading team meetings and check-ins.
- Where necessary manage the escalation process to challenge decisions and actions of police, social care, CPS, safeguarding boards and other related agencies at a senior level to ensure effective and appropriate advocacy of service users accessing the WLRCC services.
- Oversee the budget for the WLRCC service, ensuring sound fiscal management.
- Develop fundraising proposals in partnership with WGN's Directors, taking the lead in writing fundraising bids to support the WLRCC services and the charities development.

### **Data, Monitoring and Evaluation**

- Ensure accurate and complete records are kept of work with all service users using WGN's database system DPMS and ensure these are processed and retained in accordance with the principles of the Data Protection Act and GDPR.
- Regularly monitor and evaluate progress against annual plans. Monitor targets on a monthly basis and report to the Director of Operations and Development on any variances and propose remedial actions.
- Monitor service delivery in accordance with funders' requirements and produce monthly, quarterly, six monthly and annual and ad hoc monitoring reports as required.
- Review and develop appropriate evaluation tools for each service and ensure regular systematic evaluation takes place for each service.
- Ensure that service users are at the heart of service evaluation and that there is a process of 360 degree feedback including how feedback is utilised.
- Monitor feedback and complaints about the service and ensure they are dealt with in accordance with WGN's procedures.

### **Service User Involvement**

- Pro-actively engage in all relevant service user involvement initiatives at WGN.

- Oversee and engage in the delivery of the London Rape Crisis Experts by Experience Panel, ensuring the panel is running safely and effectively and that members are connected with the strategic and campaigning work of Rape Crisis Centres in London.
- In conjunction with service managers and team members, develop mechanisms for supporting survivors to engage in institutional advocacy, research and other opportunities to improve responses to survivors.

### **Managing People and Relationships**

- Support and manage team members for which line management or supervisory responsibility is held.
- Implement effective performance management systems, ensuring team members are supported to develop and deliver against comprehensive work plans.
- Ensure team members are supported and managed in accordance with WGN's people related policies and procedures.
- Promote an environment which supports and underpins individuals team members self care strategies and wellbeing.
- Oversee recruitment for the services for which line management responsibility is held, including leading on the coordination on induction and on-boarding new team members.
- Provide effective and dynamic leadership and management of the team which in turn supports and facilitates excellence in service delivery and development for service users.
- Actively promote effective multi-disciplinary working within WGN and collaborative working with other stakeholders.
- Work as active part of WGN's Senior Leadership Team.

### **General**

- Sharing contacts, information and expertise to build a strong team and enhance the knowledge base of WGN.
- Be self-servicing and work flexibly as a member of WGN's team.
- Carrying out duties appropriate to the role that are necessary for the delivery of WLRCC services and the effective functioning of the overall charity.
- To offer and be available for evening support to WGN staff as part of the Senior Leadership Teams evening rota cover.

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 activities and responsibilities is essential.

### **Variation Clause**

Women and Girls Network reserves the right, following full and reasonable consultation with the team member concerned, to vary, add or alter any of 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, time off in lieu (TOIL) will be accrued for any overtime worked and staff will be supported to take that time.



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

### **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).

## **West London Rape Crisis Centre Manager (12 Month Maternity Cover) - Person Specification**

---

### **Knowledge and Expertise**

1. Extensive knowledge and understanding of the practical, emotional, social and economic effects of sexual and domestic violence upon those who have experienced it.
2. Well-developed understanding of the options available to women who experience sexual and / or domestic violence including up to date knowledge of housing, legal protection, CJS processes, protection for children, benefits and immigration.
3. Extensive knowledge and understanding of the current legal, political and funding challenges relating to sexual violence and sexual violence services.
4. A proven track record in managing services for people in extremis.
5. Knowledge of safeguarding.
6. Sound understanding of team work and team building.
7. Knowledge of and commitment to anti-racist feminist protocols and thinking.

### **Experience**

1. Demonstrable experience of working at a senior management / leadership level.
2. Demonstrable experience in supervising and managing multidisciplinary teams.
3. Working towards successfully achieving individual, team and organisational aims and objectives.
4. Demonstrable experience in service development and delivery in a similar or comparable environment.
5. Proven track record in ensuring and promoting meaningful service user engagement.
6. Commitment to developing and enhancing multi-agency working and partnership working.
7. Demonstrable experience in providing effective performance management; service monitoring and evaluation including data collection, data analysis, monitoring of outcomes and report and bid writing.
8. Proven track record of working in a regulated environment, safeguarding, managing risk and following case management procedures.
9. Demonstrable ability to provide operational / strategic representation at meetings and forums.
10. Proven track record of delivering training and promoting an environment which values learning and development.
11. Demonstrable experience of fundraising, including contributing to funding bids.

### **Skills and Attributes**

1. A participative leadership and management style.
2. Effective oral and written communication skills.
3. Well-developed interpersonal skills.
4. Effective people management and negotiation skills.
5. Good time management with ability to multi-task.
6. Coordination and decision making (able to assess need and risk and deal with complex problems).
7. Good analytical and problem solving skills.
8. Good organisational and ICT skills including the ability to develop and maintain an efficient case recording and management system including case file monitoring.

9. High level of self-awareness and commitment to own personal and professional continuous development.
10. Commitment to WGN's vision, values and feminist protocols, and ability to make a positive contribution to the charity.

**Attitude**

1. Commitment to actively challenge discrimination and oppression and to work within WGN's values, ethos, principles and policies.
2. Motivated to work towards ending violence against women and children.
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).