



June 2022

Dear Applicant,

Women and Girls Network Application Pack for the post of Sexual Violence Helpline Practitioner

This pack includes information about WGN, the role of Sexual Violence Helpline Practitioner 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 humanresources@wgn.org.uk by 9am on Friday 15th July 2022. Interviews will be held in the week commencing 25th of July 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 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,



Tal Rosenzweig
Advice & Helplines Services Manager



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.



Empowerment, healing and transformation for women moving on from violence

Sexual Violence Helpline Practitioner (Female Applicants Only)

Starting salary £28,000 per annum, pro-rata | Part-time (21 hours per week) | Permanent

This role will initially involve regular office based (in Ealing and Shepherds Bush, as well as travel across London) as well as community based and remote working, and it is anticipated that this will evolve overtime in line with Service User, service and organisational requirements

Women and Girls Network (WGN) is looking for an experienced and dynamic Sexual Violence Helpline Practitioner to join our highly successful Advice & Helpline Team.

As the Helpline Practitioner you will provide validating and transformative emotional support to survivors of sexual violence via WGN's Sexual Violence Helpline and Web Chat. You will also provide practical and advocacy support, amplify survivors' voices and create a non-judgemental and validating space where survivors are free to be their authentic selves, are able to safely explore their rights, options and entitlements, and make informed choices about their future.

The Helpline Service provides a trauma-informed, intersectional, woman-centred and strengths based emotional support for survivors on their unique journey of healing and growth. 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.

You will be joining the service at an exciting time of growth and development, and you will be playing a key role in helping us take the service to the next level, by widening access, representation and ensuring the service continues to evolve and meet emerging needs.

The ideal candidate will be experienced in providing phone and web chat based emotional support to self-identifying women and girls, and have an excellent insight into the needs of survivors of sexual violence. This is a unique opportunity for an exceptional practitioner to join one of the leading specialist organisations within the women's sector, and play a pivotal role in the development and delivery of a service for survivors of sexual violence in London. If you have the required skills and are passionate about supporting survivors of sexual violence, then we would love to hear from you.

We provide clinical supervision, access to an ongoing professional development opportunities and the opportunity to work in a leading multi-cultural, feminist organisation. WGN's 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/join-us/jobs to download an application pack. Applications should be emailed to humanresources@wgn.org.uk by 9am on Friday 15th July 2022. Interview date: Week commencing 25th of July 2022.

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.

Sexual Violence Helpline Practitioner- Job Description

Job Title:	Sexual Violence Helpline Practitioner (Female Applicants Only)
Team:	Advice & Helpline Services
Reporting To:	Sexual Violence Helpline Coordinator
Responsible For:	N/A
Hours:	Part-Time (21 hours per week)
Contract:	Permanent
Location:	This role will initially involve regular office based (in Ealing and Shepherds Bush, as well as travel across London) as well as community based and remote working, and it is anticipated that this will evolve overtime in line with Service User, service and organisational requirements

Job Purpose

To provide one off and short term specialist emotional support, as well as information, advice and advocacy for survivors of sexual violence who contact Women and Girls Network's (WGN) Sexual Violence Helpline Service.

To provide advice and consultation to professionals who are supporting survivors of sexual violence, aimed at enhancing best practice among all organisations survivors may engage with.

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 overtime and there may be other opportunities or activities assigned to it depending on survivors needs and service demands.

Responsibilities

Emotional Support, Advice and Advocacy

1. Acting as a first point of contact, providing validating and empowering first response to survivors who contact the Sexual Violence (SV) Helpline Service via the Freephone helpline and emotional support web chat.
2. To provide emotional support to survivors of sexual violence; working from a strengths based perspective, providing holistic and individualised support to meet the unique needs that survivors bring.
3. To provide structured calls using active listening, empathy and responding skills as well as compassionately maintaining professional boundaries.
4. To provide support that reduces shame and blame, rebuilds self-respect, trust, creates a secure base and provides safety and stabilisation.
5. To provide trauma informed interventions that aim to process traumatic experiences, restore control over and reduce the intensity of trauma related symptoms, validates existing coping strategies and provides emergency, short term and long term strategies aimed at restoring survivors' safety, wellbeing and reinforcing their resilience.

6. To provide support that is psycho-educational and facilitates understanding of the impacts of sexual violence on a range of dimensions: emotional, psychological, cognitive, behavioural, relational and sexual.
7. To ensure that anti-oppressive and anti-racist practice is embedded and modelled in support provided.
8. To work from an intersectional, gender responsive and feminist framework.
9. To work collaboratively and empathetically alongside survivors; providing key information on rights, options and choices, and supporting them in accessing services that they require including therapeutic support, housing, legal, mental health, immigration and other services.
10. To undertake risk and needs assessments, provide safety planning, liaise and advocate to relevant services to ensure a survivor's safety and wellbeing is maintained.
11. To provide advice and consultation to professionals who are supporting survivors of sexual violence, sharing best practice protocols and interventions.
12. To proactively advocate and challenge existing services, structures and systems which disadvantage survivors and prevent them from accessing their rights.
13. To support with the day to day tasks of the SV Helpline Service, including responding to emails, supporting with follow ups and maintaining the service's databases.
14. To support SV Helpline volunteers; assisting in their training and induction, providing on-going shift support including taking over cases involving high internal / external risk or safeguarding concerns.

Information Management and Monitoring

1. Maintain accurate and confidential records of all work undertaken in keeping with the standards of the role, organisational policies and procedures and legislation (e.g. GDPR/ Data Protection).
2. Complete monitoring and evaluation information for contacts to the SV Helpline Service, in line with funding expectations and organisational policies and procedures.
3. Attend and make effective use of line management, repeat & regular caller management and clinical supervision.

Partnership Working and Strengthening Practice

1. Develop and maintain good working relationships and referral pathways with key partners and agencies.
2. Ensuring the service's high profile and visibility is maintained across London, identifying key partners and locations in which further promotion should take place.
3. Be active in service development through analysis of client data; to capture unmet needs, identify gaps in service provision and who the service isn't reaching, with the aim of increasing accessibility and responsiveness.
4. Contribute to the development of service policies, protocols, guidelines and strategies, including the development of service user feedback, evaluation and involvement.
5. Support research and institutional advocacy initiatives that evidence and challenge the institutional failures and systemic injustices faced by survivors of sexual violence.
6. Actively contribute to the development and creation of a trauma-informed working environment and a feminist ethos of care and support.

General Responsibilities

1. To fully engage with your own reflective practice (debriefs, journaling, peer support, clinical supervision, training, reading) and professional development activities as required by WGN.

2. 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.
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. Attend and make best use of support and supervision sessions and training.
5. Actively contribute to the values, principles, and ethos of the organisation and models of best practice for working within feminist protocols and principles.
6. Strive to meet and exceed quality standards in relation to every aspect of the work to ensure that WGN maintains its distinctive positive reputation.
7. To work occasional early evenings and weekends as required by the post.
8. Carry out duties appropriate to the role that are necessary for the delivery of this service and the effective functioning of the organisation.

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 ad hoc/ rostered 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.

Sexual Violence Helpline Practitioner – Person Specification

Experience	Experience of providing therapeutic or emotional support.	Essential
	Experience of working with survivors of sexual violence / VAWG or similar transferable experience within other sectors/ client groups.	Essential
	Experience of assessing and responding to needs, risk (internal and external) and safeguarding concerns for survivors of sexual violence / VAWG or similar transferable experience within other sectors/ client groups.	Desirable
	Experience of engaging diverse client-groups and providing support which honours survivor's unique experiences.	Desirable
	Experience of multi-agency partnership working.	Desirable
	Demonstrable track record of combating discrimination and actively promoting anti-oppressive and anti-racist practice.	Desirable
	Experience of planning, managing, prioritising and containing a workload.	Desirable
Knowledge	A clear understanding of the impacts of Sexual Violence/ VAWG on survivors and society.	Essential
	An understanding of the emotional and practical issues which may arise in relation to survivors of sexual violence/ VAWG.	Essential
	A working knowledge and understanding of the rights, entitlements, options and services available to survivors of Sexual Violence/ VAWG, including housing, immigration, civil and criminal justice systems.	Essential
	An understanding of the issues, challenges and barriers faced by survivors of sexual violence from diverse communities and backgrounds in accessing their rights and appropriate support.	Essential
Skills & Abilities	A proven ability of effectively engaging with survivors of sexual violence/ VAWG over the phone and web chat; establishing trust, rapport, showing empathy and maintaining professional boundaries or similar transferable skills via different formats/ client groups.	Essential
	Ability to deliver creative and meaningful interventions and services that engage, motivate and effect change in survivors lives.	Essential
	Ability to work within a trauma informed, intersectional feminist framework.	Essential
	Self-awareness and ability to reflect upon own internal process.	Essential
	Ability to communicate and maintain relationships with a wide range of voluntary and statutory agencies.	Desirable
	Ability to work independently as well as part of a team.	Essential
	Excellent written and verbal communication skills.	Essential

	Competency in the use of IT, including Word, Excel, Outlook and databases.	Essential
Attitude	Commitment to actively challenging discrimination and oppression and work within the values, ethos, mission and policies of WGN.	Essential
	Commitment to challenging social attitudes and structures which result in the prevalence of sexual violence/ VAWG.	Essential
	Commitment to developing your own learning and professional development and willingness and ability to critically develop your own practice.	Essential
	A flexible approach to work and willingness to undertake any other duties commensurable, including occasional evening and weekend work as required by the role.	Essential

This post is subject to an enhanced vetting and barring check.