



Empowerment, healing and transformation for women moving on from violence

March 2024

Dear Applicant,

Women and Girls Network Application Pack for the role of Head of Rape Crisis Services (Female Applicants Only)

This pack includes information about WGN, the Head of Rape Crisis Services 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 Friday 19th April 2024. Interviews to be held in the week commencing 29th April 2024.

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



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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, EAW 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



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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 or 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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Head of Rape Crisis Services (West London) (Female Applicants Only)

Salary £45,000 per annum | 35 hours per week (full-time), | Permanent

This is a hybrid role involving office (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) was established in 1987 and has spent over 30 years supporting women and girls across London affected by gendered violence. This includes childhood sexual abuse, domestic violence, rape, prostitution (including trafficking and sexual exploitation), female genital mutilation (FGM), and so-called 'honour' based crimes such as forced marriage.

Our goal is to promote, preserve, and restore the mental health and wellbeing of women and girls, to empower them to make a total and sustainable recovery from the experiences of violence. To support this work, we are looking for an experienced and dynamic individual to lead and manage our multidisciplinary Rape Crisis Services.

The ideal candidate will have a proven track record of working at senior leadership 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, safeguarding, support services and policy frameworks.

This is a great opportunity for a highly motivated and dynamic 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 strategic insight and direction and support the future development and consolidation of rape crisis services across West London.

If you have the passion, skills and vision for this role and are looking to make impact within a feminist organisation then we would welcome your application.

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 visit www.wgn.org.uk/support-us/work-with-us.

Completed application forms and equal opportunities monitoring forms should be emailed to recruitment@wgn.org.uk by 9am on 19 April 2024.

Interview date: Week commencing 29 April 2024

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



Head of Rape Crisis Services (West London) - Job Description

Job Title:	Head of Rape Crisis Services
Team:	Rape Crisis
Reporting to:	Director of Services
Responsible For:	Independent Sexual Violence Advocate (ISVA) Managers Community Development Worker Experts by Experience Lead Lawyers
Location:	Hybrid involving office (in Vauxhall, Shepherds Bush, and Ealing) and remote working, as well as travel across London.

Primary Job Purpose

To have overall responsibility for managing and overseeing key services, projects and staff under Rape Crisis including the ISVA service, the NHS Rape Crisis Project, the Lawyers Project Pilot and lead on the Experts with lived experience engagement strategy.

To be responsible for promoting the vision, values and feminist ethos of WGN within all the services and through-out the whole organisation

To contribute to and develop services to ensure survivors receive safe, high quality, intersectional, trauma-informed, social justice agenda services that are rooted in a philosophy of empowerment.

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 key staff as required.

To hold responsibility as the Designated Safeguarding Lead (DSL) for Rape Crisis Services and work as part of the senior safeguarding management team ensuring compliance with WGN's Safeguarding Policy and Procedures.

1. Service Delivery

- To lead and manage the Rape Crisis Services and Projects and work.
- To drive innovation and promote best practice including adherence to WGN's ethos and clinical model.
- To lead and manage the performance of the team ensuring compliance with the contract and internal/external standards, policies and procedures.

- 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.
- Provide regular case management and reflective spaces for managers to consider interventions to ensure consistency and qualitative responses.
- To ensure that the services have meaningful representation by Experts by Experience to support the development of integrated co-produced services.
- To ensure representation at relevant forums as agreed with the Senior Leadership team
- To take the lead on service reporting, monitoring and evaluation for funders, senior leadership, trustees and other stakeholders as required.
- 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.
- 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.
- To develop strategies and innovation aimed at addressing and challenging the justice gap for survivors, in collaboration with other activism initiatives. 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).
- To undertake regular evaluation of service interventions to ensure consistency and alignment with the values and ethos of the service reflecting best practice.
- To respond to feedback and complaints about the service as required.
- Work in collaboration with the Training Manager, to ensure the delivery of training programmes, which expand practice and disseminate innovation within the sector.
- To ensure survivors voice and activism is realised within all services.
- Involvement in research initiatives as necessary.

2. Managing People and Relationships

- To manage the ISVA Managers, Experts with Lived Experience Manager and any other leads for other services under the Rape Crisis.
- To lead on specialist projects and pilots initiatives i.e. Lawyers Project
- To support team members who hold administrative and data focused responsibilities for the service.
- To manage the recruitment, induction, support and supervision of all team members for whom responsibility is held and provide line management in accordance with WGN's policies and procedures.
- To implement effective performance management systems, ensuring staff for whom responsibility is held are supported to develop and deliver against work plans.
- 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.

- 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.
- To form part of and contribute to the Senior Leadership Team at WGN.

3. Partnership Working, Communications and External Relations

- 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.
- To be the lead contact for the rape crisis partnership projects included but not limited to the NHS funded Rape Crisis Partnership project for London and the Pilot Lawyers Project.
- To represent WGN and West London Rape Crisis at regional and national rape crisis forums and meetings.
- To attend quarterly Rape Reference Group and CPS Meetings as required ensuring that issues are reported where required and actioning matters that arise.
- Where necessary lead on escalating and 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 clients accessing the west London rape crisis services.
- To represent the service in relevant forums and develop and deliver presentations when required.
- To lead on performance management - ensuring that the service is meeting contractual obligations as set out in the service-level agreements / grant agreements.
- To attend contract meetings with Funders as required and as agreed with the Director of Services.
- Alongside SLT, service Managers and staff, enhance the profile and reputation of the service, identifying opportunities for positive interagency working and relationships.
- To ensure that external communications reflect the service offer and provide accurate and accessible information to survivors who may be in crisis.
- Service promotion to ensure accessibility- reaching in to diverse communities to ensure equity in service delivery.

4. Service Monitoring, Evaluation and Development

- To take the lead in the planning of monitoring and evaluation activities supported by the Data Impact and Analysis Manager and Rape Crisis Middle Managers.
- To have overall responsibility for all service monitoring reports (quarterly and annual) as outlined in the grant agreements.
- Work alongside the service managers and project leads to produce service updates and complete service reports as required.
- 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.



- Alongside the service managers and project leads, monitor service demand and capacity and deliver interventions to address identified issues, in conjunction with relevant Senior Leadership Team colleagues.
- To continuously improve opportunities for enhancing the wellbeing and mitigating vicarious traumatisation, job satisfaction of team members.
- 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.
- To attend regular meetings with the Finance team to ensure expenditure is aligned with agreed budgets
- Identify and develop fundraising proposals in partnership with the senior leadership team.
- To be involved and seek opportunities for research to further enhance survivors experiences of services.

6. General

- 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.
- Strive to meet and exceed quality standards in relation to every aspect of the work to ensure that WGN maintains its distinctive positive reputation.
- 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.
- Ensure compliance with relevant standards and legislation, e.g. employment, the Equality Act and Health & Safety.
- Share information and expertise to build a strong team and enhance the knowledge base of WGN, including contributing to WGN-wide meetings as required.
- To fully engage with professional development activities and expectations as required by WGN.
- Due to the nature of the client group, some evening work is a requirement of this role.
- Avoid any action that may cast WGN and / or its activities into disrepute
- Carry out duties appropriate to the role that are necessary for the delivery of this service and the effective functioning of the organisation.

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.



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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 Rape Crisis (West London) – Person Specification

1.0	Experience	Assessed By
1.1	Relevant qualification or extensive experience in the sexual violence sector.	Application Interview
1.2	At least three years' experience of providing advice and advocacy work relevant to survivors of sexual violence including up to date knowledge of legal protection, CJS processes	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	At least 2 years' experience of staff management	Application Interview
1.6	Experience of representing a service 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 at meetings and forums.	Application
2.0	Knowledge	Assessed By
2.1	An in depth knowledge of the impact of sexual violence, and the issues facing survivors of all forms of 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 Test
2.5	Knowledge of data protection legislation and requirements.	Application Interview
3.0	Skills & Abilities	Assessed By
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
3.8	A high level of written, verbal and numeracy skills.	Application Interview
4.0	Attitude	Assessed By
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 violence against women and girls.	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
5.0	Other	Assessed By
5.1	To be able to provide occasional evening cover shifts.	Application Interview