



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

**September 2024**

Dear Applicant,

**Women and Girls Network Application Pack for the role of Navigators (Sexual Violence Services) (Female Applicants Only)**

This pack includes information about WGN, the Navigator (Sexual Violence Services) opportunity 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 [recruitment@wgn.org.uk](mailto:recruitment@wgn.org.uk) 9am on Monday 30 September 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](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, social media background screening 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**

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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



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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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## **Navigators (x3) & Rapid Response Senior Navigator (Female Applicants Only)**

**Salary range £30,000 - £35,000 per annum | 35 hours per week (Full-time) | Fixed Term Contract to 31<sup>st</sup> March 2025, with the possibility of extension**

**This role involves remote, and office-based working (in West & South London) as determined by Service User and organisational requirements. Occasional travel to community offices within London may be required.**

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.

London Survivors Gateway (LSG) is made up of the four London Rape Crisis Centres, Galop, Survivors UK, Respond and the Havens and together make up the LSG partnership. Women and Girls Network (WGN) leads this collaborative partnership which provides an information and access service across London for survivors of sexual violence, aged 13+, who wish to access ongoing support. The LSG works with people of all genders.

Women and Girls Network (WGN) is looking for a highly motivated and experienced Navigators to join the LSG. The Navigators will act as first point of contact for survivors of sexual violence and the professionals supporting them, by providing holistic and non-judgemental information, advice and support. They will support survivors (via telephone) to access additional specialist sexual violence services through trauma-informed triage and assessment.

WGN is also looking for a highly motivated and experienced Rapid Response Senior Navigator to support the LSG team by responding effectively and efficiently to enquiries that need to be prioritised due to safeguarding risk. They will help triage, assess and refer clients with multiple disadvantages into supporting service.

LSG aims to ensure diversity and equality is at the centre of the service and service delivery, and that the service continues to be responsive to, and meet the needs of all survivors in a trauma-informed, anti-oppressive way.

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.

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](http://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](mailto:recruitment@wgn.org.uk) by 9am on Monday 30<sup>th</sup> September 2024.

This post is subject to satisfactory references, social media background screening and DBS check.

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

<b>Job title:</b>	Navigator (Sexual Violence Services) (Female Applicants Only)
<b>Team:</b>	Gateway Service
<b>Reporting to:</b>	Gateway Manager
<b>Location:</b>	This role involves remote, and office based (in West & South London) working determined by Service User and organisational requirements
<b>Working hours</b>	Full-time (35 hours per week)
<b>Contract type</b>	Fixed Term Contract ending 31 March 2025 with possibility of extension

### 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.

### Context of the Navigator (Sexual Violence Services) Role

The four London Rape Crisis Centres, Galop, SurvivorsUK, Respond and the Havens together make up the London Survivors Gateway (LSG) partnership. Women and Girls Network (WGN) leads this collaborative partnership which provides an information and access service across London for survivors of sexual violence, aged 13+, who wish to access ongoing support. The LSG works with people of all genders.

Navigators provide the first response which supports survivors to make informed decisions about the next steps on their recovery journey. Navigators work within a trauma-informed approach, which centres survivor's holistic needs, recognises strengths and survival strategies and responds to crisis needs.

### Overall Purpose

To act as first point of contact for survivors of sexual violence and the professionals supporting them, by providing holistic and non-judgemental information, advice and support.

To support survivors (via telephone) to access additional specialist sexual violence services through trauma-informed triage and assessment.

Ensuring diversity and equality is at the centre of the service and service delivery, and that the service continues to be responsive to, and meet the needs of all survivors in a trauma-informed, anti-oppressive way.



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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 Tasks and Responsibilities**

### **Support for survivors**

1. Acting as the first point of contact (via telephone) for survivors of sexual violence and the professionals supporting them, by providing holistic and non-judgemental information, advice and emotional support.
2. Providing a trauma-informed, survivor-led, empathetic and holistic response to the survivors who access the service.
3. Undertaking initial risk and needs assessments relating to the safety, sexual health, social and emotional needs of survivors.
4. Enabling survivors to access their rights; ensuring they are able to make informed choices and to explore all relevant options to access onwards support services.
5. Managing a caseload from contact to referral, including the associated administrative tasks.
6. Providing telephone-based support for survivors who contact the wider LSG, and / or our partners at the Havens (e.g. for forensic medical examinations) when required.
7. Responding to enquiries from a range of professionals, providing appropriate advice and information.
8. Developing and sharing expertise to promote best practice when working with survivors of sexual violence.
9. Adhering to WGN's safeguarding policy and procedures, working in conjunction with the Gateway Services management team and Safeguarding Leads to ensure the safety of survivors at all times.
10. Responding to and carrying out crisis interventions in conjunction with statutory services.
11. Providing general advocacy through multidisciplinary working; including liaising with housing services, general practitioners, the police, mental health services and other relevant agencies.

### **Case Management & Monitoring**

1. Maintaining accurate, timely and confidential records in keeping with required WGN standards and related legislation.
2. Collecting monitoring information and seeking evaluation information from survivors in line with WGN service users led policies and procedures and funding expectations.
3. Actively informing survivors of the ways they can provide feedback, ensuring this key perspective remains central to and continues to shape future service delivery.
4. Attending and making effective use of line management, case management support and clinical supervision.

### **Partnership Working and Strengthening Practice**

1. Maintaining collaborative working relationships and referral pathways with key partners and external agencies.
2. Contributing to the development of service policies, protocols, guidelines and strategies.
3. Actively contributing to a trauma-informed working environment, with a feminist ethos of empowerment and support.



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4. Maintaining an excellent understanding of services, and their remit, across London and supporting service mapping.
5. Participating in related training and continuous professional development events.

### **Diversity, Equality and Anti-Oppressive Practices**

1. Working within feminist protocols and principles, promoting best practice when working with service users, colleagues and external agencies and partners.
2. Have a non-judgemental and inclusive approach to working with survivors from diverse backgrounds.
3. Identifying and addressing the individual needs and barriers that are faced by survivors when attempting to or when accessing services.
4. Working within an intersectional framework, considering the diverse and sometimes conflicting needs of survivors across all protected characteristics, tailoring service provision to widen access and ensure individual and community needs are met.
5. Advocating for the needs of service users through a commitment to anti-oppressive practice.

### **General Responsibilities**

1. Work within WGN's specialist 'Holistic Empowerment Recovery Model' for survivors of gender-based violence; a gender responsive, trauma focused, strengths and evidence based model.
2. Take all possible steps to ensure confidentiality, in line with organisational procedures and policies and relevant legislation.
3. Take all possible steps to ensure the health and safety of WGN's services users and colleagues.
4. Promote the aims and objectives of WGN.
5. Share information and expertise to build a strong team and enhance the knowledge base of WGN.
6. Work occasional early evenings shift (on a rota basis) as required by service delivery.
7. 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 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.

### **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 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.

## Navigator (Sexual Violence Services) – Person Specification

<b>Knowledge and Experience</b>	<b>Requirement</b>
An understanding of the impact of sexual violence on survivors and society	Essential
Experience of: <ul style="list-style-type: none"> <li>- working with survivors of gender-based violence, including survivors of sexual violence</li> <li>- providing advocacy support</li> <li>- providing emotional support or</li> <li>- providing direct support within other health, social or voluntary sectors</li> </ul>	Desirable (to have at least one of these criteria)
Experience of effectively working in a frontline or community-based role (paid or voluntary) with people from a range communities	Desirable
Experience of risk assessment and management and safety planning	Desirable
Experience of multi-agency partnership working with a wide range of statutory and voluntary agencies	Desirable
Experience of organising and prioritising a complex workload, working to tight deadlines and being self-servicing in administrative duties	Desirable
Experience of working with case work management systems	Desirable
Working knowledge of policy, legislation and services relevant to survivors of sexual violence, including the criminal justice system	Desirable
Knowledge and understanding of data protection (e.g. GDPR) principles	Desirable
Knowledge and understanding of safeguarding legislation and practice	Desirable
<b>Skills and Abilities</b>	<b>Requirement</b>
Commitment to work within a trauma-informed approach	Essential
Commitment to deliver creative and meaningful interventions providing service users with an experience that engages, motivates and effects positive change	Essential
Commitment to provide meaningful emotional and grounding support for survivors	Essential
Ability to communicate appropriately and effectively with a wide range of people and audiences, and to develop and maintain collaborative working relationships with a wide range of voluntary and statutory agencies	Essential
Ability to assess and prioritise tasks working flexibly whilst demonstrating attention to detail	Essential
Be solution focused, working on your own initiative and as a collaborative member of a team	Essential
Demonstrate well developed written and verbal communication skills	Essential





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Ability to identify safeguarding concerns and escalate appropriately	Essential
Well-developed IT skills with knowledge and experience of Microsoft Outlook, Word and Excel	Essential
<b>Attitude</b>	<b>Requirement</b>
Commitment to actively challenge discrimination and oppression, and to work within the values, ethos, mission and policies of WGN	<b>Essential</b>
Ability and aspiration to work within a feminist framework	<b>Essential</b>
Commitment to working within in a team and fostering innovative working practices	<b>Essential</b>
Commitment to offering options and choices which reflects each service users' individual needs	<b>Essential</b>
Willingness to travel across London as required	<b>Essential</b>
Commitment to developing own learning and professional development, and willingness to critically develop own practice	<b>Essential</b>
Commitment to challenging social attitudes and structures which result in the prevalence of violence against women and girls	<b>Essential</b>