



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

**September 2024**

Dear Applicant,

**Women and Girls Network Application Pack for the role of Rapid Response Senior Navigator (Female Applicants Only)**

This pack includes information about WGN, the Rapid Response Senior Navigator 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**



**WOMEN & GIRLS NETWORK** *Empowerment, healing and transformation for women moving on from violence*

## **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, EVAW 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 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



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## Rapid Response Senior Navigator - Job Description

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<b>Job title:</b>	Rapid Response Senior Navigator (Female Applicants Only)
<b>Team:</b>	Gateway Service
<b>Reporting to:</b>	Gateway Manager
<b>Location:</b>	This role involves regular office-based work (South & West London), as well as travel across London and community based and remote working. It is anticipated that this will evolve overtime in line with 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.

### **Overall Purpose**

To support the effective operational delivery of the Gateway service by carrying a range of front-line activities supporting survivors of sexual violence and other stakeholders.

- To respond effectively and efficiently to enquiries that need to be prioritised due to safeguarding risk.
- To provide efficient support to the Gateway management team by being able to be responsive to cases that need urgent attention.
- To help triage, assess and refer clients with multiple disadvantages into supporting services.
- Supporting the Gateway management team with client facing work and navigator duties.

This, inclusive but not limited to:

- Acting 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.
- Facilitating the smoothest possible access to services for survivors of sexual violence in London through effective partnership working and continuous improvement of referral processes.



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- Keeping accurate, confidential and timely records via dedicated case management systems and provide regular reports and monitoring data.
- Ensuring that diversity and equality is at the centre of the service and the service is responsive to, and meets the needs of all survivors.
- Maintaining robust multiagency and partnership work practices.

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.

## **Responsibilities**

### **Support and Advocacy**

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.
2. To provide a trauma informed empowerment / survivor-led, empathetic and holistic response to survivors of sexual violence who contact the service.
3. To undertake an initial risk and needs assessment of the safety, sexual health, social and emotional needs of survivors of sexual violence.
4. To effectively engage with survivors referred to the service ensuring they receive support they require, this includes managing and timely follow up processes with a range of professionals, updating monitoring lists and other.
5. To enable survivors to access their rights; explore all relevant options and ensure they are supported to make informed choices and access relevant services.
6. To ensure survivors are supported to access relevant health and other support services that promote general well-being and recovery from sexual violence.
7. 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.
8. To adhere to WGN's safeguarding policy and procedures, working in conjunction with WGN's Safeguarding Leads/Officers to ensure the safety of survivors.
9. Keep up to date with local knowledge on services and policies in relation to survivors of sexual violence.
10. To attend and develop a portfolio of relevant training and CPD events.

### **Case 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.
2. Attend and make effective use of line management, case management and clinical supervision.
3. Complete monitoring and evaluation information for all clients in line with funding expectations and organisational policies and procedures.
4. Inform survivors about how they can complain or feedback about the service in line with organisational policy.
5. Provide statistical information as required.
6. Ensure that the organisational safeguarding policies and procedures are adhered to at all times.

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

1. Maintain good working relationships and referral pathways with key partners and outside agencies, specifically with Mental Health services across London.
2. Be active in service development through analysis of client data, to capture unmet needs, identify gaps in service provision aimed at increasing accessibility and responsiveness.
3. Support research and institutional advocacy initiatives that evidence and challenge the institutional failures and systemic injustices faced by survivors of VAWG.
4. Contribute to the development of service policies, protocols, guidelines and strategies.
5. Actively contributing to the development and creation of a trauma-informed working environment and a feminist ethos of care and support.
6. Ensuring the projects high profile and visibility are maintained across London, identifying key partners and locations in which further promotion should take place.
7. Develop an excellent understanding of services, and their remit, across London and support service mapping if required.

### **Diversity and Equality**

1. Work within feminist protocols and principles, promoting best practice when working with service users, other agencies and partners.
2. Identify and address the individual needs and barriers faced by survivors from diverse backgrounds in accessing services.
3. To have a non-judgemental and inclusive approach to working with survivors from diverse backgrounds.
4. 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.

### **General Responsibilities**

1. Actively contribute to the values, principles, and ethos of the organisation and models of best practice for working within feminist protocols and principles.
2. To 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.
3. Strive to meet and exceed quality standards in relation to every aspect of the work to ensure that WGN maintains its distinctive positive reputation.
4. Promote the aims and objectives of WGN.
5. Keep informed of developments in, and participate in the development of local policy and good practice in working with women who have experienced sexual violence
6. Follow procedures and protocols to ensure the health and safety of the clients is central.
7. Take all possible steps to ensure the safety and confidentiality of service users, staff and stakeholders.
8. Share information and expertise to build a strong team and enhance the knowledge base of WGN, including contributing to WGN team meetings as required.
9. To pro-actively seek service user feedback and support 'Expert by Experience' initiatives.
10. Work occasional early evenings shift (on a rota basis) and weekends as required by the post.
11. To fully engage with professional development activities and expectations as required by WGN.
12. Carry out duties appropriate to the role that are necessary for the delivery of this service and the effective functioning of the organisation.



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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.

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.



## Rapid Response Senior Navigator – Person Specification

<b>Knowledge and Experience</b>	<b>Requirement</b>
Experience of working with survivors of gender-based violence including survivors of sexual violence or general advocacy experience or similar transferable skills of providing support within other sectors,	Essential
Experience of effectively working with clients from diverse communities in a frontline or community-based role either voluntary or paid.	Essential
Experience of risk assessment and management and safety planning with survivors of gender-based violence.	Essential
A clear understanding of the impact of sexual violence on survivors and society.	Essential
Demonstrable track record of combating discrimination and actively promoting equality and good diversity practice.	Essential
Experience of multi-agency partnership working.	Essential
Experience of organising and prioritising a complex workload, working to tight deadlines and being self-servicing in administrative duties.	Essential
Knowledge and understanding of safeguarding and GDPR legislation and practice.	Essential
Experience of working with case work management systems.	Desirable
<b>Skills and Abilities</b>	<b>Requirement</b>
Ability to effectively engage with survivors over the phone, establishing strong and positive working relationships and maintain professional boundaries with survivors accessing the service.	Essential
Ability to deliver creative and meaningful interventions and services that engage, motivate and effect change in survivors' lives.	Essential
Ability to work within the trauma informed approach practice.	Essential
Ability to communicate and maintain relationships with a wide range of voluntary and statutory agencies.	Essential
Ability to assess and prioritise tasks working flexibly whilst paying attention to detail.	Essential
Ability to work on own initiative and be solutions focused.	Essential
Excellent written and verbal communication skills and ability to produce high quality written materials including support documents for survivors.	Essential
Ability to identify safeguarding concerns and escalate appropriately.	Essential
Well-developed IT skills with knowledge and experience of MS Outlook, Word and Excel.	Essential
Ability to work within a team and contribute to an environment of collective care.	Essential



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<b>Attitude</b>	<b>Requirement</b>
Commitment to actively challenge discrimination and oppression and work within the values, ethos and mission and policies of WGN.	Essential
To remain flexible and helpful with the needs of a fast-paced service.	Essential
Ability to manage workload and communicate effectively with managers around capacity.	Essential