



Empowerment, healing and transformation for women moving on from violence

October 2024

Dear Applicant,

Women and Girls Network Application Pack for the role of Advice Casework Manager (Female Applicants Only)

This pack includes information about WGN, the Advice Casework Manager 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 Monday 25th November 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,

Tanya Twene
Head of Advice 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, 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



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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 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

Advice Casework Manager (Female Applicants Only)

Salary range £38,000 - £41,000 per annum | 35 hours per week (full-time) | Permanent

This role will involve hybrid working from home and WGN offices, as well as travel across London and community-based working as determined by service user and service delivery 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.

The Advice Casework Manager (ACM) is a new and exciting role within the Advice Service, and the post holder will spearhead the development and coordination of Women and Girls Network's (WGN) casework provision. You will be leading a team of experienced caseworkers, managing the day to day running of WGN's Advice Casework provision, enabling and leading the facilitation of innovative, responsive, trauma-informed and culturally appropriate services for survivors of violence against women and girls (VAWG).

Service development will be a pivotal part of this role; this will include identifying gaps in service provision and service reach, and creating opportunities for service development and innovation; as well as enhancing the service profile and visibility, building and maintaining effective partnership working with key agencies that are relevant for survivors of VAWG in London.

The ACM will provide leadership, guidance and support, creating and promoting a supportive, collaborative and productive working environment, where professional growth, development and successes are enabled and celebrated.

We are looking for highly motivated, inspirational and dynamic practitioner with the ability of providing effective management, coordination and development of casework/advocacy services.

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, and to download an application pack, please visit www.wgn.org.uk/support-us/work-with-us.

Completed application form and Equal Opportunity Monitoring forms should be emailed to recruitment@wgn.org.uk by 9am on Monday 25th November 2024.

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

WGN is an equal opportunities employer.

The above post is exempt under the Equality Act 2010, Schedule 9, Part 1



Advice Casework Manager- Job Description

Job Title:	Advice Casework Manager (Female Applicants Only)
Team:	Advice Service
Reporting To:	Head of Advice Services
Responsible For:	Advice Caseworkers
Location:	This role will involve regular office based (in Shepherd's 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 lead the day-to-day work and development of WGN's Advice Casework provision, enabling and leading the facilitation of innovative, responsive, trauma-informed and culturally appropriate services for survivors of violence against women and girls (VAWG) who access casework support.

To manage and support the Advice Casework team, creating a supportive, productive and collaborative team environment which facilitates learning and excellence in service delivery.

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

1. Service Delivery

- a) Lead WGN's Advice Caseworkers provision, ensuring survivors' voice are at the heart of service delivery, and that the support offered is responsive, trauma-informed and promotes growth for all survivors of VAWG who access casework support.
- b) Provide day-to-day guidance and direction to Advice Caseworkers in cases they are working alongside with, enabling the development of individualised and creative interventions.
- c) Spearhead the service's involvement in research and institutional advocacy initiatives that evidence and challenge the institutional failures and systemic injustices faced by survivors of VAWG.
- d) Ensure Caseworkers adhere and follow relevant processes, protocols, legislation and best practice interventions, and that all relevant databases are kept up to date.
- e) Oversee referral intake, allocation and case closure processes.
- f) Have monthly individual and group case management meetings with all Caseworkers.

2. People Leadership and Relationships

- a) Promote and enhance a productive, supportive and collaborative working environment for the Advice Casework Team, where professional growth, development and successes are enabled and celebrated.
- b) Lead the Casework staff team in operating from a place of integrity, anti-racist, anti-oppressive, excellence and professionalism in all aspects of the work.
- c) Take a leading role in the recruitment of new Caseworkers and oversee the induction of new team members.
- d) Provide monthly line management supervision to all Caseworkers
- e) In collaboration with the Head of Advice Services, organise and facilitate spaces for team building, communication and reflection where Caseworkers are able to connect, and insight, learning and growth are shared and developed.

3. Safeguarding and Risk Management

- a) Be the first point of call for Caseworkers concerning safeguarding, crisis and risk related matters, providing immediate advice, direction and de-briefing to all members of the team as necessary.
- b) Support team members to appropriately identify, record and respond to safeguarding and risk related concerns, ensuring relevant WGN policies and risk procedures are followed.
- c) Maintain continuity and consistency in safeguarding response across the Advice Casework service, ensuring all safeguarding interventions offered by Caseworkers are client-centred, tailored, proportionate, and protect the best interests of survivors.
- d) Oversee and manage all risk and safeguarding held by the service, providing regular risk and safeguarding updates to the Head of Advice Services.
- e) Work collaboratively with the Head of Advice Services, the Advice Hub Manager and the Sexual Violence Helpline Manager to create a shared practice around risk and safeguarding management.
- f) To offer managerial safeguarding cover for the Advice Hub and Sexual Violence Helpline when required (e.g. if other managers are off work).

4. Service Development and Promotion

- a) To work closely with the Head of Advice Services to identify learnings and opportunities for WGN's Advice Casework provision, and translate those into the development of innovative operational practice.
- b) Analyse survivors' data and feedback, capturing unmet needs and identifying gaps in service provision to inform and enhance the development and responsiveness of WGN's Advice Casework provision.
- c) In collaboration with the Head of Advice Services, develop innovative Expert by Experience, survivors' activism and service evaluation strategies and systems.
- d) Identify and implement continuous improvements in service delivery that result in a more responsive, effective, intersectional and empowering experience for survivors who access the service.

- e) Raise the service profile and visibility to groups who the service is not effectively reaching, identifying and building relationships with key agencies that are relevant for survivors of VAWG in London.
- f) Enhance the profile of WGN's Advice Casework service across London, ensuring the service high profile and visibility are maintained
- g) To oversee, in collaboration with the Head of Advice Services, the development and implementation of service promotion strategy for the Advice Casework Service, ensuring publicity materials are developed and widely distributed.
- h) Represent WGN and the Advice & Helpline Services in different operational and strategic forums and spaces.

5. Service Monitoring and Evaluation

- a) Ensure accurate, confidential and timely records keeping is maintained, ensuring compliance in data collation and recording across the Advice casework service.
- b) Prepare and review data, reports and information for monitoring and service development purposes as required by the Head of Advice Services.
- c) Deliver regular data management system training to the Caseworkers to ensure high standards of data compliance.
- d) Identify and implement improvements and new strategies and methods for data collating and service evaluation.
- e) To support effective data collection and monitoring procedures ensuring compliance with WGN's data processes including General Data Protection Regulation (GDPR).

6. General

- a) 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.
- b) Strive to meet and exceed quality standards in relation to every aspect of the work to ensure that WGN maintains its distinctive positive reputation.
- c) 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.
- d) Attend and make best use of support and supervision sessions and training.
- e) Be self-servicing and work flexibly as a member of the team.
- f) Providing appropriate cover across the wider Advice & Helpline Service as and when necessary.
- g) Undertake any other duty commensurable with the post as required by the Head of Advice Services.

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.



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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 regular 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.



Advice Casework Manager – Person Specification

Qualifications & Experience
Demonstrable experience of advice and advocacy work within the VAWG / women’s sector supporting survivors
Experience of providing leadership within a frontline service
In-depth working knowledge and experience of assessing and responding to needs, risk and safeguarding concerns
Experience of providing guidance, support and direction to colleagues in a frontline service setting.
Experience of multi-agency partnership working
Experience of organising and prioritising a complex workload, managing multiple work priorities and deadlines.
Experience of managing sensitive information confidentially
Demonstrable track record of combating discrimination and actively promoting anti-oppressive and anti-racist practice
Knowledge
In depth understanding of the impact of, and issues facing survivors of VAWG.
An in depth working knowledge and understanding of the options available to survivors of VAWG; including up to date knowledge of relevant legislation, policies and best practice.
Understanding of the issues, challenges and barriers faced by survivors from diverse communities and backgrounds in accessing appropriate support
IT literacy with knowledge of Microsoft Outlook, Word, Excel and Access and databases (DPMS desirable)
Knowledge of data protection legislation and requirements
Excellent working knowledge of current safeguarding legislation, protocols and best practice
Skills & Abilities
Ability to maintain and enhance a productive and supportive work environment, enabling change and motivating colleagues to strive for excellence and underpinning professionalism.
Ability to effectively interact and positively communicate with a range of professionals in a variety of settings, including the ability to challenge when required
Ability to enable others to deliver creative and meaningful interventions / training and services that engage, motivate and effect change in survivors’ lives
Ability to manage competing work priorities in a high-pressured environment whilst staying calm and composed
The ability to be responsive to changing practice and develop innovative interventions
Ability and aspiration to work within a feminist framework



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Excellent written and verbal communication skills
Personal Qualities
Hold an uncompromising analysis of gendered violence in all its forums, 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
Commitment to working within a feminist, intersectional framework, ensuring inclusion and diversity are at the heart of all services offered
High level of self-awareness and commitment to own personal and professional continuous development
A flexible approach to work and willingness to undertake any other duty commensurable, including occasional evening and weekend work as required by the role