

January 2025

Dear Applicant,

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

This pack includes information about WGN, the Advice Hub Caseworker 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 9am on Monday 10 February 2025.

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, ERAW 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.



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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.

**Advice Hub Caseworker
(Female Applicants Only)**



£30,000 - £33,000 per annum | 35 hours per week (Full-time) per week | Permanent

This role will involve regular office-based working in Vauxhall as well as remote working and will include travel across London in line with service user, service delivery and organisational requirements.

Women and Girls Network (WGN) is seeking an experienced and dynamic Advice Hub Caseworker to join our highly successful Advice Hub Service and team.

As an Advice Hub Caseworker, you will provide one-off, practical support and advice for women and girls who have experienced any form of Violence Against Women and Girls (VAWG). You will provide one-off advice, information and support over the phone and via webchat linking survivors with support that is right for them. You will also provide one-off consultation and advice to professionals working with cases involving VAWG.

The Advice team work from a woman-centred, trauma informed, and survivor led integrated approach, ensuring individualised support that is rooted in empowerment and best practice. 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, understanding the specific support needs of each survivor. We are passionate about social justice and being part of dismantling systems and structures which oppress survivors. These posts play a key part in helping us identify current issues affecting survivors in London and opportunities for change.

The ideal candidate will be experienced in providing support, have an excellent insight into the needs of survivors of VAWG and be innovative. This is a unique opportunity to join one of the leading specialist VAWG organisations within the women’s sector, and to play a pivotal role in the development and delivery of a service which improves responses, access and support to survivors in London. If you have the skills and experience required, then we would love to hear from you.

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 forms and equal opportunities monitoring forms are to be emailed to recruitment@wgn.org.uk by 9am on Monday 10 February 2025.

Interviews are expected to take place in person, dates to be confirmed in due course.

These posts are subject to satisfactory references, DBS check, and social media check.
WGN is an equal opportunities employer.

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

Advice Hub Caseworker - Job Description

Job Title	Advice Hub Caseworker
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Team	Advice Hub
Reporting To	Advice Hub Manager
Location	This role will involve regular office-based work in Vauxhall as well as remote working, and it is anticipated that this will evolve over time in line with service and organisational requirements.

Overall Job Purpose

To provide one-off practical and advocacy support for self-identifying women, girls and non-binary people who have experienced any form of Violence Against Women and Girls (VAWG). To provide one-off advice and consultation to professionals who are supporting survivors of VAWG, aimed at enhancing best practice among all organisation 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.

Key Tasks and Responsibilities

Advice, Advocacy and Support

1. To provide one-off immediate advice, information and support to survivors of VAWG who contact the Advice line via telephone and Webchat.
2. Provide one-off advice and consultation to professionals who are working with cases involving VAWG, sharing best practice protocols and interventions.
3. Provide one-off key information via the advice line on rights, options and choices, aimed at empowering survivors to make informed decisions.
4. Work collaboratively and empathetically with survivors on a one-off basis via the advice line, supporting them in accessing services that they require including therapeutic support, housing, legal, mental health, immigration and other services.
5. Work within an intersectional and social justice framework at all times, tailoring the service to widen access and prioritise women and girls who experience oppression, disadvantage and discrimination.
6. Undertake needs & risk assessments to ensure survivors safety and wellbeing.
7. Work alongside survivors on a one-off basis to develop tailored support which respond to their unique situation and individual needs.
8. Work to alleviate survivor's hardships through providing emergency and short-term strategies aimed at restoring survivor's safety and wellbeing and reinforcing survivors' resilience.
9. Proactively advocate and challenge existing services, structures and systems which disadvantage survivors and prevent them from accessing their rights.
10. Ensure that the safety of survivors and children is paramount by working within local and WGN safeguarding policies, procedures and protocols at all times. This is a key part of the role and requires frequent referrals to professional bodies such as MARAC, Social services and statutory mental health services.

Case Management and Monitoring

11. Maintain accurate and confidential records of all work undertaken in keeping with the standards of the role, organisational policies and procedures and legislation.
12. Complete monitoring and evaluation information for all clients in line with funding expectations and organisational policies and procedures.



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13. Inform survivors about how they can complain or feedback about the service in line with organisational policy.
14. Attend and make effective use of line management, line management and clinical supervision.
15. Provide statistical information as required.

Partnership Working and Strengthening Practice

16. Develop and maintain good working relationships and referral pathways with key partners and outside agencies.
17. 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.
18. Support research and institutional advocacy initiatives that evidence and challenge the institutional failures and systemic injustices faced by survivors of VAWG.
19. Contribute to the development of service policies, protocols, guidelines and strategies
20. Actively contributing to the development and creation of a trauma-informed working environment and a feminist ethos of care and support.
21. Ensuring the projects high profile and visibility are maintained across London, identifying key partners and locations in which further promotion should take place.

General Responsibilities

22. Actively contribute to the values, principles, and ethos of the organisation and models of best practice for working within feminist protocols and principles.
23. 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.
24. Strive to meet and exceed quality standards in relation to every aspect of the work to ensure that WGN maintains its distinctive positive reputation.
25. Promote the aims and objectives of WGN.
26. 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.
27. Follow procedures and protocols to ensure the health and safety of the clients is central.
28. Take all possible steps to ensure the safety and confidentiality of service users, staff and stakeholders.
29. Share information and expertise to build a strong team and enhance the knowledge base of WGN, including contributing to WGN team meetings as required.
30. To pro-actively seek service user feedback and support 'Expert by Experience' initiatives.
31. Work early evenings on a shift (on a rota basis) and weekends as required by the post.
32. To fully engage with professional development activities and expectations as required by the role.

WGN

33. Carry out duties appropriate to the role that are necessary for the delivery of this service and the effective functioning of the organisation.
34. 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.



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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.

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 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 Hub Caseworker – Person Specification

Experience	Requirement
Experience of working with survivors of VAWG or similar transferable skills of providing support within other sectors.	Essential
Experience of multi-agency partnership working.	Essential



Experience of assessing and responding to needs, risk (internal and external) and safeguarding concerns for survivors of VAWG or similar transferable experience within other sectors/ client groups.	Essential
Experience of engaging diverse client-groups and providing support which honours survivor's unique experiences.	Essential
Experience of planning, managing, prioritising and containing a workload.	Essential
Demonstrable track record of combating discrimination and actively promoting anti-oppressive and anti-racist practice.	Desirable
Knowledge	Requirement
A clear understanding of the impact of VAWG on survivors and society	Essential
An understanding of the issues, challenges and barriers faced by survivors of VAWG from diverse communities and backgrounds in accessing their rights and appropriate support.	Essential
Strong Working knowledge of safeguarding Procedures and practice	Desirable
An in-depth knowledge and understanding of the options available to survivors.	Desirable
Skills and Abilities	Requirement
Ability to work within a trauma informed, intersectional feminist framework.	Essential
Self-awareness and ability to reflect upon own internal process.	Essential
Competency in the use of IT, including Word, Excel, Outlook (including outlook calendar) and databases.	Essential
Ability to work independently as well as part of a team.	Essential
Excellent written and verbal communication skills.	Essential
Ability to communicate and maintain relationships with a wide range of voluntary and statutory agencies.	Essential
A proven ability of effectively engaging with survivors of 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.	Desirable
Ability to deliver creative and meaningful interventions and services that engage, motivate and effect change in survivors' lives.	Desirable
Others	Requirement
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 working an evening shift (1pm-9pm) on a rota	Essential



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basis and occasional early evening and weekend work as required by the role.	
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This post is subject to an enhanced vetting and barring check.