



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

**January 2025**

Dear Applicant,

**Women and Girls Network Application Pack for the role of Gateway Service Manager (Safeguarding and External Communications Lead) (Female Applicants Only)**

This pack includes information about WGN, the Gateway Service Manager (Safeguarding and External Communications Lead) 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 17<sup>th</sup> 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
- 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 and a DBS check.

Thank you again for your interest in WGN and our work. We look forward to receiving your application.

Yours sincerely,

**Nicole Walsh**  
**Head 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, EAW 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 leads 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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## **London Survivors Gateway Managers (Female Applicants Only)**

**Salary range £38,000 - £41,000 per annum (pro-rated) | 21 and 35 hours per week (Full-Time and Part-Time) | Fixed Term Contracts to September 2025 with possibility of extension**

**Hybrid working with two days per week based in our Vauxhall office and three days working remotely. The positions may also involve occasional travel across London, including visits to community offices, in line with service delivery and organisational requirements.**

Women & Girls Network (WGN) is a grassroots black women's organisation that has grown alongside the many women and girls experiencing gender-based violence. We are passionate about what we do. We want women totally committed to our values and ethos to join us and work in solidarity to overcome violence against women.

We have been supporting survivors of sexual violence for over 35 years. One of our first services was the Sexual Violence Helpline which offers confidential emotional support affected by any form of sexual violence. Over the last 5 years we have undergone significant growth and development as a provider of Sexual Violence services in London, primarily with the addition of the London Survivors Gateway (which is a collaboration between eight specialist London agencies - the four Rape Crisis Centres, SurvivorsUK, Galop, Respond and the Havens - who work with survivors of sexual violence and abuse and this partnership is led by WGN).

We are now looking for two dynamic leaders to take these services to the next stage of their evolution. This is a unique and exciting opportunity to lead around WGN's pan London Sexual Violence helpline-based services both internally as well as coordinating the London Survivors Gateway partnership externally. The available opportunities are:

- Data and Partnerships Lead (Part-Time, 21 hours per week)
- Safeguarding and External Communications Lead (Full-Time, 35 hours per week)

The ideal candidate will have an in-depth understanding of sexual violence and a proven track record of delivering, managing and developing specialist support services offering advice, emotional support and / or advocacy of front-line services which has involved responsibility for safeguarding and ensuring the highest quality provision.

You will have the excellent management and leadership qualities required to lead and motivate a multi-disciplinary team including Navigators and Lines Workers.

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](http://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](mailto:recruitment@wgn.org.uk) by 9am on Monday 17 February 2025.**

**Interviews are expected to take place the week commencing Monday 3 March 2025, however, please note that dates may be subject to change.**

This post is 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



## Gateway Service Manager (Safeguarding and External Communications Lead) - Job Description

<b>Job Title:</b>	Gateway Service Manager (Safeguarding and External Communications Lead)
<b>Team:</b>	London Survivors Gateway
<b>Reporting to:</b>	Head of Services (WLRCC and Gateway)
<b>Responsible For:</b>	Gateway Navigators
<b>Location:</b>	Vauxhall with some optional remote working.

### Primary Job Purpose

- To be responsible, alongside other Gateway Managers, for the operational day-to-day management of Women and Girls Network's (WGN) London Survivors Gateway service and ensure survivors receive a safe, high quality, intersectional, trauma-informed and gender responsive service that is rooted in a philosophy of empowerment.
- To provide line management and case management for members of the Gateway team for whom the role is responsible, ensuring team members receive the everyday support required to enable safe, high quality service delivery that exemplifies WGN's ethos and values.
- To act as one of the initial points of contact for safeguarding for the Gateway team and work as part of the safeguarding management team ensuring compliance with WGN's Safeguarding Policy and that the service exemplifies WGN's distinctive ethos and values.
- In collaboration with other Gateway Managers and Senior Leadership Team members, develop policy, procedure and practice that maintains and enhances a safe, high-quality, empowering and innovative service, rooted in WGN's intersectional framework and Holistic Empowerment Recovery (HER) Model.
- To oversee and develop team safeguarding processes and protocols to ensure safeguarding and risk management interventions are of the highest quality and exemplify WGN's values and ethos.
- To take the lead in liaising with agencies external to the partnership to address systemic safeguarding issues, ensure smooth referral pathways and promote positive interagency working.

### 1. Service Delivery

- To act as one of the initial points of contact for safeguarding for the Gateway team, escalating to senior managers as required and raising issues of concern with external agencies when necessary.
- To review and update the safeguarding and risk register, ensuring appropriate recording, monitoring and actions are undertaken in line with WGN's Safeguarding Policy.
- To take the lead in organising and engage in weekly safeguarding meetings to ensure continuous and effective oversight of safeguarding within the team and ensure that interventions exemplify WGN's ethos and values.

- To take the lead in reporting on safeguarding interventions and outcomes to senior colleagues and liaising with other WGN managers on safeguarding issues and processes.
- To take the lead in identifying and addressing problematic safeguarding policies or practices of external agencies.
- Alongside other Gateway Managers, to provide day-to-day advice, direction and debriefing that ensures the provision of a safe, intersectional, trauma-informed and gender responsive service that is rooted in a philosophy of empowerment and maintains our distinctive positive reputation.
- Alongside other Gateway Managers and senior team members, allocate and review new referrals ensuring appropriate prioritisation and that initial safeguarding issues are identified and addressed.
- To provide regular case management support to the Navigators and team members for whom responsibility is held.
- 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.
- As part of the Gateway Management team, plan and allocate resource to the various aspects of the service, taking the lead in ensuring that there is adequate coverage of our telephone lines during opening hours.
- To respond to feedback and complaints about the service as required, alongside senior management team colleagues.

## **2. Managing People and Relationships**

- To manage the recruitment, induction, support and supervision of all team members for whom responsibility is held, providing line management meetings for individual team members every 4-6 weeks.
- To manage team members who are responsible for answering incoming calls.
- To manage team members who are assigned to work with clients at high risk of harm or those experiencing multiple forms of disadvantage, discrimination and disempowerment.
- To ensure that staff are managed in accordance with WGN's human resources policies and procedures.
- To be responsible for addressing welfare issues for team members for whom line management responsibility is held.
- To implement effective performance management systems, ensuring staff for whom responsibility is held are supported to develop and deliver against work plans.
- To identify individual staff training needs for those for whom responsibility is held and ensure these are met. This includes ensuring team members undertake WGN's mandatory training programmes and commit to ongoing development through CPD trainings and activities.
- Alongside other Gateway Managers, to provide spaces for team building, development, communication and reflection, that promote positive and collaborative team working and outstanding, intersectional service delivery.
- Alongside other Gateway Managers, to ensure a culture of support and self-care is embedded in the team.



- At all times to promote and enhance a productive, supportive and collaborative working environment for Gateway team members where professional growth, development and successes are enabled and celebrated.

### **3. Service Monitoring and Evaluation**

- Alongside other Gateway Managers and colleagues, produce service updates and complete regular funding and monitoring reports for the service 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 other Gateway Managers, monitor service demand and capacity and deliver interventions to address identified issues, in conjunction with relevant Senior Leadership Team colleagues.

### **4. Partnership Working, Communications and External Relations**

- To represent the service in relevant forums and develop and deliver presentations when required.
- Alongside other Gateway Manager colleagues, to engage in communications with Gateway delivery partners to ensure smooth referral pathways and positive working relationships.
- To take the lead in engaging in communications with organisations external to the partnership to ensure smooth referral pathways and positive working relationships.
- Take the lead in ensuring a high-quality service is provided to Haven's callers and that the service is meeting expectations as set out in the service-level agreement.
- Alongside other Gateway Managers, to enhance the profile and reputation of the service, identifying opportunities for positive interagency working and relationships, including with the Metropolitan Police Service.
- To take the lead in ensuring that external communications reflect the service offer and provide accurate and accessible information to survivors who may be in crisis.

### **5. Service Development**

- Alongside other Gateway Managers, analyse survivors' data and feedback, capturing unmet needs and identifying gaps in service provision to inform and enhance the development and responsiveness of the service.
- Support opportunities for longevity and extension of the service, including fundraising activities alongside the Senior Leadership Team.
- To identify and develop opportunities for service user involvement and innovative project evaluation methods and strategies.
- In conjunction with the SLT member responsible for the service, lead on the continuous improvement of team safeguarding protocols and practices in accordance with organisational policy and which exemplify WGNs ethos and values.

### **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.



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- 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.

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**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.

**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



**Gateway Service Manager (Safeguarding and External Communications Lead) – Person Specification**

<b>Requirement</b>		<b>Assessed By</b>
<b>1.0 Experience</b>		
<b>1.1</b>	Relevant qualification or extensive experience in the sexual sector.	<b>Application, Interview &amp; Test</b>
<b>1.2</b>	At least three years' experience of providing advice and advocacy work relevant to survivors of sexual violence.	<b>Application, Interview &amp; Test</b>
<b>1.3</b>	A proven track record of taking a leadership or team support role in services for people in extremis.	<b>Application, Interview &amp; Test</b>
<b>1.4</b>	In-depth working knowledge and experience of assessing and responding to needs, risk and safeguarding concerns.	<b>Application, Interview &amp; Test</b>
<b>1.5</b>	Experience of representing a service within multi-agency partnerships.	<b>Application, Interview &amp; Test</b>
<b>1.6</b>	Experience of service monitoring and evaluation activities, e.g. data collection, data analysis, monitoring of outcomes and writing reports.	<b>Application, Interview</b>
<b>1.7</b>	Experience of organising and prioritising a complex workload and managing multiple work priorities and deadlines.	<b>Application, Interview &amp; Test</b>
<b>1.8</b>	Experience of representing a service at meetings and forums.	<b>Application</b>
<b>2.0 Knowledge</b>		
<b>2.1</b>	An in-depth knowledge of the gendered impact of sexual violence, and the issues facing survivors of all forms of VAWG.	<b>Application Interview</b>
<b>2.2</b>	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.	<b>Application Interview</b>
<b>2.3</b>	Working knowledge of safeguarding legislation, protocols and best practice.	<b>Application Interview</b>
<b>2.4</b>	Strong IT literacy with knowledge of Microsoft Outlook, Word, Excel and client databases (DPMS desirable).	<b>Application Interview Test</b>
<b>2.5</b>	Knowledge of data protection legislation and requirements.	<b>Application Interview</b>
<b>3.0 Skills &amp; Abilities</b>		
<b>3.1</b>	Ability to maintain and enhance a productive and supportive work environment, enabling change and motivating team members to strive for excellence and underpinning professionalism.	<b>Application Interview</b>
<b>3.2</b>	Ability to effectively interact and positively communicate with a range of professionals in a variety of settings, including the ability to challenge when required.	<b>Application Interview</b>
<b>3.3</b>	Project management skills.	<b>Application Interview Test</b>

<b>Requirement</b>		<b>Assessed By</b>
<b>3.5</b>	Ability to reflect on own practice, and to provide and receive constructive feedback.	<b>Application Interview</b>
<b>3.6</b>	The ability to be responsive to changing practice and develop innovative interventions.	<b>Application Interview</b>
<b>3.7</b>	Ability to manage sensitive information confidentially.	<b>Application</b>
<b>3.8</b>	A high level of written, verbal and numeracy skills.	<b>Application Interview Test</b>
<b>4</b>	<b>Attitude</b>	
<b>4.1</b>	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.	<b>Application Interview</b>
<b>4.2</b>	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	<b>Application Interview</b>
<b>5</b>	<b>Other</b>	
<b>5.1</b>	To be able to work evening shifts.	<b>Application Interview</b>