



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

**March 2025**

Dear Applicant,

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

This pack includes information about WGN, the Sexual Violence Helpline Volunteer opportunity and the recruitment process for this position. Further information can be found by visiting [www.wgn.org.uk/support-us/volunteer-with-us](http://www.wgn.org.uk/support-us/volunteer-with-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). Interviews are expected to take place on a rolling basis until all posts are filled.

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 volunteer 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, a DBS check and social media background screening.

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

Yours sincerely,

**Aida Sharaf**  
**Sexual Violence Helpline Manager**



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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 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.



## **Sexual Violence Helpline Volunteers (Female applicants only)**

**Are you passionate about issues relating to gender inequality and ending violence against women and girls?**

**If so, come and volunteer with Women and Girls Network's Sexual Violence Helpline!**

Women and Girls Network (WGN) is a London based, feminist organisation, offering specialist wrap-around support for survivors of all forms of Violence Against Women and Girls (VAWG).

We are seeking Sexual Violence Helpline Volunteers who will thrive in a multi-cultural feminist environment. In this unique role, you will provide emotional support for self-identifying women, girls, and non-binary people affected by sexual violence. You will create a safe space where survivors are free to be themselves, have their voice heard and safely explore the impact of their experiences.

As a Sexual Violence Helpline Volunteer, you will make a difference to survivor's lives, gain valuable front-line experience within London's VAWG sector and join a friendly, committed and passionate team. We also offer a comprehensive induction programme, access to specialist training courses and ongoing support.

**For further information about this opportunity, and to download an application pack, please visit [www.wgn.org.uk/work-with-us/](http://www.wgn.org.uk/work-with-us/).**

**Interviews are expected to take place on a rolling basis until all posts are filled, early applications are highly encouraged.**

**To arrange an informal discussion about this volunteering opportunity with our Sexual Violence Helpline Manager, please email [recruitment@wgn.org.uk](mailto:recruitment@wgn.org.uk)**

These posts are subject to pre-volunteering checks including DBS, references, and social media background screening

WGN is an equal opportunities employer.

The above posts are exempt under the Equality Act 2010, Schedule 9, Part 1.



## **WGN Sexual Violence Helpline Volunteer**

### **Role Description and Person Specification**

#### **Overall Role Purpose:**

To provide compassionate, first-response emotional support to survivors of sexual violence who contact Women and Girls Network's (WGN) Sexual Violence Helpline Service via helpline, webchat, or email. Volunteers play a vital role in creating a validating and empowering space for survivors.

Volunteers will also assist in service promotion, including desk promotion, engaging with campaigning materials, and participating in awareness-raising activities, including possible online presentations at Violence Against Women and Girls (VAWG) events.

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### **Key Tasks and Responsibilities**

#### **1) Emotional Support:**

- Act as a first point of contact, providing compassionate and empowering first response to survivors who contact the service via helpline, webchat, and email.
- Provide active listening, empathy, and validation while maintaining professional boundaries.
- Create a safe and non-judgemental space for survivors to express themselves and access support.
- Respond to survivors' immediate emotional needs, helping to reduce feelings of shame and blame, and empowering their resilience.
- Work from an intersectional, gender-responsive, and feminist framework, ensuring an inclusive and respectful approach to every survivor's unique experience.

#### **2) Information and Signposting:**

- Provide information about the rights, options, and services available to survivors.
- Signpost or refer survivors to specialist support services where appropriate.

#### **3) Safeguarding and Risk Management:**

- Follow WGN's safeguarding policies and procedures to ensure the safety and wellbeing of survivors, staff, and volunteers.
- Recognise, assess, and appropriately respond to safeguarding concerns and escalate high-risk situations in line with WGN's safeguarding protocols.
- Maintain confidentiality while adhering to safeguarding and data protection obligations.



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#### **4) Service Promotion and Awareness:**

- Engage in service promotion activities, including desk promotion and contributing to campaign materials to increase awareness of the Sexual Violence Helpline.
- Participate in awareness-raising initiatives and online presentations at VAWG-related events (as appropriate).

#### **5) Administrative Support:**

- Maintain accurate and confidential records in line with WGN's policies and GDPR requirements.
- Log calls and webchat interactions using the service's secure database.
- Track service delivery data to support service evaluation and development.

#### **6) Service User Feedback:**

- Collect survivors' feedback on their experience of our service.
  - Support continuous improvement by sharing service user insights with the team.
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### **Person Specification**

#### **Experience (Desirable but Not Essential)**

- Experience in providing helpline or emotional support (either paid or voluntary).
- Knowledge of sexual violence and VAWG issues (personal, academic, or professional experience welcomed).

#### **Knowledge and Understanding (Desirable but Not Essential)**

- An understanding of the emotional impacts of sexual violence and the importance of trauma-informed care.
- Awareness of the barriers and challenges survivors face in accessing support services.

#### **Skills & Abilities:**

- Strong active listening and empathy skills.
- Ability to maintain professional boundaries and respond sensitively to survivors.
- Excellent verbal and written communication skills.
- Comfortable working independently and as part of a supportive team.
- Competent in using basic IT tools (Word, Outlook, and databases).

#### **Attitude and Approach:**

- Passionate about supporting survivors and committed to feminist values.



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- Willingness to engage in reflective practice and personal development.
  - Commitment to anti-oppressive and anti-racist practice.
  - A flexible, compassionate, and respectful approach to supporting others.
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### **General Information:**

Volunteers are required to commit to at least **1 to 3 days per week**, ideally on **Monday, Thursday, and Friday**, as well as **Wednesday evenings from 6 pm to 9 pm**, with **additional cover as needed**. A **minimum one-year commitment** is requested to ensure continuity of service and to maximise the impact of the training and development provided.

### **Training and Support:**

- Comprehensive training will be provided to all volunteers.
- Volunteers must attend all training sessions before they can start volunteering.
- Once training is completed, volunteers are asked to commit to **one shift per week for at least one year**.
- Volunteers must attend bi-monthly clinical supervision (This is remote. Time and day to be agreed).
- Ongoing support includes reflective practice opportunities, regular check-ins, and development sessions.

### **Safeguarding:**

This role requires an enhanced disclosure and barring check. Volunteers must follow WGN's safeguarding protocols and escalate concerns as needed.

### **Location:**

- **This role is fully remote.** Volunteers will be provided with the necessary equipment and support.
- Volunteers must have **access to a quiet and confidential space** while volunteering remotely.

### **Benefits of Volunteering with WGN:**

- Make a meaningful difference in the lives of survivors of sexual violence.
- Gain experience and training in emotional support, safeguarding, and trauma-informed practices.
- Develop valuable skills in communication, active listening, and teamwork.
- Become part of a supportive team committed to empowering survivors.