

## SPECIALIST WOMEN'S SUPPORT WORKER

### COMPLEX NEEDS - SOUTH LONDON

#### JOB DESCRIPTION

StreetlightUK is a growing charity, delivering a specialist support service for women involved in prostitution across Sussex, Surrey and London. We are a passionate, enthusiastic and dedicated team of women who are determined to see sexual exploitation and violence end for women.

We are looking for someone with energy, motivation, and dedication to support our service users. Taking a women-centred approach, your role would include providing care coordination and daytime support for women with complex needs who need support or desire to exit prostitution.

Having experience working with vulnerable adults is desirable, as well as having a highly developed sense of self-awareness and the ability to work in a gender and trauma-informed way.

You should also be proactive and organised when completing the required admin. This is a part-time role (21 hours) based at the StreetlightUK London office. It includes outreach and service user support across South London, including our weekly on-street (Lambeth) nighttime outreach (2 hours).

Line Manager:	Womens Support Worker - London
Location:	London Office
Hours of Contract	21 hours per week (includes 2hrs weekly nighttime outreach)
Contract:	Permanent
Salary:	£25,116 - £27,300 (Full Time Equivalent)

This post is restricted to female applicants under Section 9 of the Equality Act 2010.

#### PURPOSE OF THE ORGANISATION

- 1) Ending sexual exploitation and violence towards women involved in prostitution.
- 2) Recognising the barriers to exit and providing women in the sex industry with direct support, enabling fresh choices to overcome these.
- 3) Shifting the burden of the law in the UK by influencing policy, practice and public discourse in the UK, alongside survivors regarding prostitution.

#### SCOPE OF THE JOB

- Delivery of the South London weekly nighttime outreach in Lambeth to ensure smooth service delivery and continuity between the outreach and daytime support service.
- Care co-ordination of women with complex needs who want support, or to exit street-based or off-street prostitution.
- To hold a caseload of service users and carry out regular key working sessions resulting in agreed support plans that are person-centred, trauma-informed and enable progression
- Respond effectively to risks around VAWG and work within a multi-agency framework to reduce risk.
- Advocacy and referral to Multi-Agency Meetings, including the Pan London PEAG Forum, Lambeth SEHP & VAWAG Forums, and other support services across London.
- Effectively monitor service user activities, prepare reports, and ensure funders' targets are met.
- Delivering day-time support and follow-up to service users and managing a personal caseload of service users.
- Supporting our Police partners on live operations across our service in south London, ensuring the safety of women and participating in police welfare checks on properties to support and ensure the safety of any women who may be trafficked, coerced or controlled.
- Representing the organisation at specified events and networks locally.
- Participation in StreetlightUK's annual fundraising and awareness campaign.
- Contributing to the overall service user support strategy of Streetlight UK as directed by the Operations Manager.
- Supporting the preparation of research and reports for partners, funders and other stakeholders.

## **DUTIES AND KEY RESPONSIBILITIES OF WOMENS SUPPORT WORKERS**

- 1) Work in a flexible, woman-centred, trauma-informed, and strengths-based approach, recognising the woman as an expert in her own experience.
- 2) Support women to build their confidence and self-esteem, enabling them to develop strategies to put control, direction and purpose into their lives within a supported environment.
- 3) Complete assessments with women to ensure that structured support and care plans are in place and are regularly reviewed, with clear goals and objectives that are client-led and agreed with women.
- 4) To provide intensive personalised support with a bespoke, holistic and integrated service to women encompassing a range of risk, health, social and relationship needs.
- 5) Support women involved in prostitution to overcome the barriers they face in exiting, e.g., mental health, housing, problematic substance use, homelessness, poverty, domestic abuse, sexual violence, and the criminal justice system, and to make positive steps forward with their lives.
- 6) Commit to taking a multi-agency and team approach to women's support. Identify and develop strong working partnerships and links across South London's voluntary and statutory services to improve options for service users.
- 7) Enable women to access other support services by building good working links and ensure women are getting the right support.
- 8) Take into account the spiritual, religious and cultural needs of women.
- 9) Use a range of StreetlightUK qualitative and quantitative tools and systems to monitor women's journey of progress.

- 10) Complete all back office administrative tasks in relation to the role in a timely and accurate manner on StreetlightUK's systems.
- 11) Conduct online outreach sessions, as directed by the Operations Manager, to contact women and introduce them to Streetlight UK's services and to offer support.

## **TEAM WORKING**

- 1) Invest in the team and work collaboratively in order to share the case load.
- 2) Attend staff meetings and internal case management meetings, briefings / debriefing, and handovers as needed.
- 3) Attend the annual team training days (in London and Sussex) and any other training provided.
- 4) Work safely and considerately in Streetlight UK's office.
- 5) Liaise with volunteers to support and increase the impact of the project.
- 6) From time to time the contract worker may be required to perform other duties commensurate with their role and abilities, as reasonably required, to facilitate the smooth running of the charity.

## **DATA MANAGEMENT**

- 1) Responsible for recording and entering all interactions with service users and partners, including case notes, outreach recording and partner meeting recording onto StreetlightUK's Data management system (Lamplight).
- 2) Contributing towards data collection and impact recording for reports to trustees and other funders.

## **SUPERVISION**

- 1) Commit to supervision and performance management sessions with your line manager and to external supervision.
- 2) Commit to a good working relationship with the whole Streetlight UK team (based in London and Sussex) supporting the healthiness of the wider team.

## **PERSON SPECIFICATION:**

### **EDUCATION AND QUALIFICATIONS**

#### **ESSENTIAL:**

- 1) Degree/ equivalent qualifications, counselling, social work, nursing, mental health, probation and/or significant work/life experience.
- 2) Valid UK Driving license.

### **EXPERIENCE**

#### **ESSENTIAL:**

- 1) Experience of working with women in prostitution and/or vulnerable women.

- 2) Experience of working with safeguarding policies and procedures.
- 3) Experience of drop-in and/or 1-1 case work.
- 4) Experience of maintaining clear boundaries, crisis management skills and the ability to cope with stressful client-based situations.
- 5) Experience of communicating and organising with a variety of staff.
- 6) Experience of organising and delivering small group training.

**DESIRABLE:**

- 1) Experience of working within the criminal justice system and/or Health/Exiting prostitution (please state).
- 2) An understanding of how statutory bodies such as the police and Local Authorities operate.
- 3) Experience of service user involvement.
- 4) Working in a trauma and gender informed approach.
- 5) Experience of working with Local Authority services.
- 6) An understanding of the Parliamentary and Political arena.
- 7) Direct experience of the charity sector.
- 8) Some experience in Event Training including organising, managing and delivering courses/events.

**SKILLS, KNOWLEDGE AND EXPERTISE**

**ESSENTIAL:**

- 1) Ability to co-ordinate and prioritise work load.
- 2) Excellent communication skills, a level of numeracy, literacy and comprehension that enables you to prepare and maintain case records, communicate in writing with other agencies and analyse written and numerical information and produce policy briefings.
- 3) Ability to work alone and part of a wider team.
- 4) Ability to build strong relationships and partnerships.
- 5) Strong IT skills (Word, PowerPoint, Excel, Database, Office365 and Outlook).
- 6) Ability to handle confidential and sensitive material.

**DESIRABLE:**

- 1) Knowledge of the DWP Welfare Systems (basic Housing, Benefits Law).
- 2) Experience of access support women regarding their mental health assessments.
- 3) Ability to make a homelessness application.
- 4) Experience of problem solving or developing existing strategies.

**PERSONAL QUALITIES**

**ESSENTIAL:**

- 1) Able to positively work within our ethos, vision and values.
- 2) Excellent team player able to work with a small team.

- 3) Highly developed sense of self-awareness, and ability to work with different points of view.
- 4) Committed to the national vision and values of Streetlight UK as well as the local focus of the London Team.
- 5) Self-motivated and adaptable – flexible to change.
- 6) Thorough with a high attention to detail.

## FURTHER INFORMATION FOR APPLICANTS

### Equal Opportunities

Streetlight UK sets a high standard for its contract practices and work. Although many of our roles are restricted to Female applicants only, people are recruited based on their merits, skills, and abilities. We work towards ensuring that no job applicant receives less favourable treatment on the grounds of racial group, origin or nationality, disability, marital status, age, sexuality, political or trade union activity.

### STREETLIGHT UK Ethos

We are a charity inspired by Christian values that are foundational to the way we work. These values are core to our organisational culture and shape our working practices and service delivery.

This means:

- Compassion motivates us, and we seek to serve people who are often marginalised and misunderstood by society to the best of our ability recognising the inherent value of each individual we encounter. Jesus showed this humility and conviction throughout His life, and we continue to be inspired and invigorated by His example and message.
- Whilst these are our organisation's core beliefs, we will never look to impose them on anyone.
- We are committed to social justice and oppose all forms of discriminatory practice.
- By offering support, we seek to show options and increase an individual's capability to make positive decisions for themselves.

Anyone looking to join StreetlightUK teams, either as staff, or in a voluntary capacity must respect this ethos and will be expected to work within this framework to assist the charity towards achieving our vision of exposing and ending sexual violence and exploitation of women.

At StreetlightUK, we come into contact with groups of individuals from various perspectives on prostitution/selling sex. We recognise that the routes into prostitution and women's experiences of the sex industry vary but we view prostitution as a form of 'violence against women and girls' (VAWG) due to the harm we have found to be inherent.