

# 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:	Women's Support Worker - London
Location:	London Office
Hours of Contract	28 hours per week, (includes 2hrs weekly nighttime outreach 9.30-11.30 p.m)
Contract:	Permanent
Salary:	£27,300

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 (Brixton) to ensure smooth service delivery and continuity between the outreach and daytime support service.
- Care coordination for women with complex needs seeking support or exiting prostitution.
- Providing daytime support and follow-up to service users, managing a personal caseload, and conducting regular key working sessions. These sessions will lead to agreed-upon support plans focused on the individual, informed by trauma, and aimed at facilitating progress.
- 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 monitoring service user activities, preparing reports, and ensuring funders' targets are met. Supporting the preparation of research and reports for partners, funders, and other stakeholders.
- 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 and participating in StreetlightUK's annual fundraising and awareness campaign.

## DUTIES AND KEY RESPONSIBILITIES OF WOMEN 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) You will support women in building their confidence and self-esteem, enabling them to develop strategies to regain control, direction, and purpose in their lives within a supportive 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 ensuring women are getting the proper support.
- 8) Consider the spiritual, religious and cultural needs of women.
- 9) Use a range of StreetlightUK qualitative and quantitative tools and systems to monitor women's progress in their journey.
- 10) Complete all back office administrative tasks concerning the role in a timely and accurate manner on StreetlightUK's systems.

- 11) Conduct online outreach sessions, as directed by management, to contact women, introduce them to Streetlight UK's services, and offer support.

## **TEAM WORKING**

- 1) Invest in the team and work collaboratively to share the caseload.
- 2) Attend staff and internal case management meetings, briefings/debriefings, 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 and partner meetings, onto StreetlightUK's Data management system (Lamplight).
- 2) Contribute 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) to support the health 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 with drop-in and/or 1-1 casework.

- 4) Experience in maintaining clear boundaries, crisis management skills and the ability to cope with stressful client-based situations.
- 5) Experience in communicating and organising with a variety of staff.
- 6) Experience in organising and delivering small group training.

#### **DESIRABLE:**

- 1) Experience working within the criminal justice system and/or Health/Exiting prostitution (please state).
- 2) Understand 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 working with Local Authority services.
- 6) An understanding of the Parliamentary and Political arena.
- 7) Direct experience in the charity sector.
- 8) Some experience in Event Training, including organising, managing and delivering courses/events.

### **SKILLS, KNOWLEDGE AND EXPERTISE**

#### **ESSENTIAL:**

- 1) Ability to coordinate and prioritise workload.
- 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 analyse written and numerical information and produce policy briefings.
- 3) Ability to work alone and as part of a wider team.
- 4) Ability to build solid 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 (essential Housing, Benefits Law).
- 2) Experience of access support women regarding their mental health assessments.
- 3) Ability to make a homelessness application.
- 4) Experience in 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, people are recruited based on their merits, skills, and abilities. We ensure that no job applicant receives less favourable treatment on the grounds of racial group, origin or nationality, disability, marital status, age, sexuality, or political or trade union activity.

### STREETLIGHT UK Ethos

We are a charity inspired by Christian values that are foundational to our 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 provide options and increase an individual's capability to make positive decisions.

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. Still, we view prostitution as a form of 'violence against women and girls' (VAWG) due to the harm we have found to be inherent.