



Ending all forms of violence against sex workers

Principles:

- ♦ Sex Workers First
- ♦ Quality Support
- ♦ Learning and Innovation

"I was recommended for the NUM therapy package as I was going through a hard time in my personal life. Sadly when I have tried to do therapy before I've always felt judged for being a SW but all the therapists are approved by NUM and I found myself one I could really connect with and it's really helped and I have actually continued privately with my therapist."

- Sex Worker

"It was amazing to have someone to speak to when I reported an aggressive potential client."

- Sex Worker

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National Ugly Mugs

Victim Support Case Worker (London)

Job Title: Victim Support Case Worker (London)

Salary: £23,400 (29,250 pro rata) + London Weighting (£4,680 for inner London, £3,510 for outer London)

Hours: 30 hours per week, or 0.8 FTE.

Contract: 12-month fixed-term contract (continuation subject to funding)

Annual Leave: 18.5 days plus bank holidays

Based: Hybrid, London

Responsible to: (ISVA) Manager: Support Services

This document contains the following information:

- The role description and purpose – this explains what we need the case worker to do
- The person specification – this explains experience, knowledge/skills and commitments we want from a successful candidate
- How to apply and key dates
- Logic Model and Outcome Measures Framework

We remind you that we especially welcome applications from people with marginalised identities, and applicants with lived experience of sex work are desirable. We recommend that, in addition to this document, you review NUM's website and reports to familiarise yourself with our mission and work.

ROLE SUMMARY

National Ugly Mugs is looking to recruit a Victim Support Case Worker to provide greater access to justice and protections for sex workers based in or touring in London. The role will also involve contributing to the writing and quality assurance of harm reduction tools and resources, ensuring they are accurate, accessible, and responsive to the needs of sex workers. The post holder will work across multiple agencies, from victim support services, Citizens Advice, SARCS, specialist sex worker support organisations to those providing services to sex workers, and sex worker-led groups. They will work with police and Met officials via working groups or direct engagement with BCU SPOCs to support reporting to police.

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The Victim Support Case Work plays a part in maintaining a wide network of practitioners and officials, both local and national, to ensure that we are victim-centred and provide resources in ways that are individualised and safest for sex worker survivors as part of prevention, victim support and recovery. As such, the postholder will engage with other sex worker-led groups and rights activists, and will be provided with relevant training and clinical supervision to support them in this role.

If you are passionate and knowledgeable about sex worker rights and victim support, you could be the person we are looking for! Applications from people with lived experience are desirable.

ROLE PURPOSE

To provide a proactive victim and casework support to marginalised and racialised sex workers when they are victims of crime by working within and outside of the criminal system and in partnership with other frontline support services and the police.

- Provision of victim and case work support to London-based sex workers.
- Risk assess and help sex workers keep safe.
- Support sex workers to access resources in keeping with their rights and entitlements.
- Support sex workers to access (mental) health and other services they require.
- Monitor and keep sex workers informed of case progress.
- Provide support through the criminal system from report to court and beyond.

MAIN DUTIES

1. Sex workers

- Work with and within sex worker-led spaces in London to provide direct support to sex workers with respect to violence prevention and response.
- Help sex workers to access services to which they are entitled, e.g. through setting up fast-track referral systems to sexual health follow-up services, making referrals to mental health services and local counselling organisations, assisting with the arrangement of child care and return to work, arranging self-defence training, and supporting with the verification of new NUM members.
- Provide face-to-face, telephone and digital support (non-therapeutic) to sex workers and their supporters where appropriate. Contact all London-based sex workers referred to the service within 24-hours if possible and subsequently as necessary until other support is identified or at the sex worker's request.
- Develop individual service plans to address risks/support needs of sex workers and support their development of networks to aid in healing and reduce isolation and stigma.
- Lead quarterly sex worker-only information sessions in partnership with sex worker-led groups and other practitioners to increase knowledge of prevention strategies, victim support and healing and recovery from violence.
- Provide information and support in relation to Criminal Injuries Compensation.
- With sex worker consent and where relevant, keep other agencies informed about important changes in their situation.

2. If a sex worker wants to report to the Police

- Support sex workers through the criminal legal system, explaining the procedures and their role and rights within the system.
- Subject to local arrangements and the views of the individual(s), support with the witness statement and during the trial phase in conjunction with the Witness Service.
- Liaise with the police and Crown Prosecution Service (CPS) on behalf of the sex worker, with their consent and adhering to confidentiality policy in relation to release of information. If local protocols can be agreed, keep the victim informed about case progress on behalf of the police in line with the requirements of the Victims Code of Practice.
- Participate in case conferences with the police, CPS and prosecuting barrister.
- Understand barriers to reporting and the need for special measures.

3. Administration and Advocacy

- Manage an agreed caseload of London-based and touring sex workers, reviewed quarterly, or dependent on demand.
- Maintain and monitor case records, support the NUM platform and data collection, develop case studies for knowledge sharing, track London-based statistics, and contribute to project progress reports.
- Follow procedures and protocols with other services so that the safety of the member is kept central to any process.
- Advocate for sex workers' safe and equitable access to resources and other entitlements. Engage with partners and the public sector, attend meetings and events to communicate challenges, barriers to services, and contribute to shaping policies, protocols, guidelines, and strategies to improve the health, safety and rights of sex workers.
- Develop and maintain effective communication systems with key partners, including the police, CPS, court service, social services, education, primary care trust (mental and sexual health), Victim Support, Witness Service, voluntary sector organisations and Children and Family Court Advisory Support Service (CAFCASS).
- Work as part of NUM's national case work team, participate in team meetings, peer review sessions and ISVA/SWISVA learning days.
- Provide specialist advice to other workers and agencies, including participation in the delivery of training sessions.
- Have a clear understanding of the myths and facts of sex work, sexual violence, rape trauma syndrome, the long-term mental health effects of repeat victimisation, criminalisation and stigma.
- Support the effective monitoring and evaluation of support services.
- Proficiency in managing funding budgets, taking charge of budgets received from funders so that it is allocated in an appropriate and effective manner.
- Confident in managing small budgets in order to support service users, eg sex worker engagement and emergency assistance.

4. General

- Be familiar with all aspects of the work of National Ugly Mugs and other sex worker-led/serving organisations.

- Work flexibly as a member of the NUM team and be responsive to the changing needs of the organisation and service users.
- Be willing to undertake relevant training as required for advocacy and service delivery.
- Work within the policies and procedures of National Ugly Mugs and demonstrate a commitment to its principles and ethos.
- Maintain agreed levels of confidentiality.
- Undertake any other duties that fall within the nature of the role and responsibilities of the post holder.
- The role is predominantly home-based, with lone working as standard. In-person contact will primarily involve meetings with service users or agency partners, as required.
- Ensure accurate, timely, and confidential record keeping in line with organisational policies and data protection requirements.

PERSON SPECIFICATION

We understand that everyone's experience is different and encourage applications from those who may not meet all of the person specifications. If you're passionate about equality, economic empowerment, and ending violence against sex workers, we want to hear from you.

Person Specification	Essential	Desirable	Where Evidenced?
EXPERIENCE			
• A minimum of 2 years' experience of working with people who face barriers to accessing support services such as health housing and the legal system.	X		Application and interview
• Lived experience in the sex industry		X	Application or interview
• Experience and understanding of working in accordance to core safeguarding legislation to support victims of sexual violence	X		Application and interview
• Experience of supporting sex workers	X		Application and interview
• Experience of supporting victims of sexual violence through the criminal justice process		X	Application and interview
• Experience of multi-agency partnership working including with partners such as the police and SARC,	X		Application and interview
• Experience of working in a complex environment, actively managing risk and following case management procedures to meet the needs of a diverse and vulnerable client group	X		Application and interview
• Working with a range of stakeholders and partnership working or strategic networking, spanning voluntary, leadership and women's sectors, including delivering presentations	X		Application and interview
• Effective collection, collation and reporting of information		X	Application and interview
SKILLS AND ABILITIES			

● The ability to build non – judgement relationships with sex workers and partners and to explain criminal, legal and other relevant procedures to victims of (sexual) violence	X		Application and interview
● Skills and experience in issue-advocacy and negotiating for improvements to policy and practice.	X		Application
● Trustworthy and work with integrity within our policy and values framework	X		Interview
● The ability to learn new skills and a commitment to learning in the workplace	X		Application and interview
● Can troubleshoot difficult situations, and deal with such situations calmly, efficiently, and effectively	X		Interview
● IT skills at a level that supports efficient report writing, email, internet use, presentations and data input (G-suite, Excel and Office 365), as well as digital engagement techniques (use of social media, WhatsApp, live chat, Zoom etc.)	X		Application and interview
● Self-motivated with ability to work alone but can also work cooperatively and flexibly as part of a team/with partners	X		Application and interview
● Ability to stay focused and efficient in the face of changing priorities	X		Interview
KNOWLEDGE			
An understanding of how to take a rights-based approach, enabling dignity, choice, respect and privacy	X		Application and interview
Best practice guidance and research relating to:			
Sex worker diversity, rights and legislation and stigma and barriers experienced by people with protected characteristics.	X		Application and interview
National Ugly Mugs Reporting and alerting functions		X	Application
Understanding of the impact of trauma on individuals	X		Application and interview
Understanding of criminal justice procedures relating to sexual violence and the Code of Practice for Victims of Crime.	X		Application and interview
Language skills including Romanian, Portuguese, Spanish or Hungarian		X	
Data Protection, safeguarding and case work	X		Application and interview
Knowledge of London's network of stakeholders, victim support practitioners and other 3rd sector resources and amenities.			Application and interview
EDUCATION, TRAINING AND QUALIFICATIONS			
No one specific qualification is required, but evidence of recent continuing professional development in a professional area relevant to the post will be required. This could be for example: sexual health services, nursing/healthcare, women's sector, sex work although other areas will be considered	X		Application and interview
Accredited ISVA qualification		X	Application and interview
PERSONAL ATTRIBUTES AND OTHER REQUIREMENTS			
Empathy with the needs of stigmatised and marginalised people and the barriers they face accessing sexual violence services. Commitment to anti-discriminatory and inclusive practice	X		Application and interview

Confident and resilient, with the ability to negotiate for the needs of marginalised people in challenging contexts	X		Application and interview
Agile and able to work in a fast- moving environment with multiple deadlines and competing priorities	X		Application and interview
Prioritises self-care and work-life balance	X		Application and interview
Can work some evenings and weekends (including monthly outreach and/or Drop ins outside of office hours tailored to the specific needs of sex workers)	X		Application and interview
Can travel within the geographical area of work	X		Application

HOW TO APPLY

Please send a CV and a cover letter, explaining why you're interested in the post and how you fit the person specification, to admin@nationaluglymugs.org, or apply via Charity Job by 5:30pm (UK time) on Friday 6th February. NUM aims to hold interviews from February 10th 2026 but encourages people to apply as soon as possible as the job advert may close early if the right candidate is found.

NUM is a diverse team committed to inclusion and equal opportunities in the workplace, and we actively encourage applicants of all different ages, genders, social and economic backgrounds, ethnicities, religions and sexual orientations, and from people with disabilities. If you have any access requirements related to the application process, please contact admin@nationaluglymugs.org.

Please note that due to the high number of applications expected for this role, if you do not hear back from NUM by February 13th, unfortunately, your application has not been successful. We are unable to provide feedback on your application at this stage.

We can also be contacted at admin@nationaluglymugs.org if you have queries relating to this role.