



Ending All Forms of Violence Against Sex Workers

Victim Support Casework Team Lead

National Ugly Mugs (NUM)

Job Title: Victim Support Casework Team Lead

Salary: Actual salary is £27,200 per year (FTE £34,000).

Contract/Hours: Permanent contract. 4 days per week / 0.8 FTE. The normal working week is 30 hours.

The role will typically operate during standard working hours, with flexibility required to work occasional evenings and weekends in line with service demand. This may include delivery of sessions, events or responding to emerging needs. Working patterns will be agreed in advance and supported through TOIL or flexible scheduling.

Annual Leave: FTE annual leave entitlement is 23 days pro rata plus public and bank holidays.

Pension: Pension contributions of 5% per month will be paid by NUM and 3% per month will be deducted from salary.

About NUM:

National Ugly Mugs (NUM) is a UK-wide charity which delivers a holistic safety, wellbeing and economic support model for sex workers, combining digital harm prevention, specialist casework, mental health support and pathways to economic stability. Activities are delivered UK-wide via a digital platform, remote services, and in-person hubs. We run a wellbeing drop-in service in Glasgow and other in-person services and events in Manchester and London. We have developed Vocational Support Services for those exploring careers both in and outside of sex industries and we run a Racial Justice project and Youth Justice project that makes visible the lived experiences of harm among racialised and young (18-25) sex workers towards systems change.

NUM values those with lived experience in sex industries and work with them to shape services and responses, conduct research, develop education packages, and participate in policy advocacy to change the conditions that lead to survival sex work, gain rights and recognition, and improve the safety of UK-based sex workers.



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NUM is run by our CEO and governance is provided by a Board of Trustees.

Base & logistics for the post:

NUM delivers its services UK-wide through a combination of digital resources, remote services and in-person hubs. Staff work on a hybrid basis, with the balance of home and location-based working depending on business needs. This role is primarily remote, with occasional travel possible for meetings, events, and outreach. If you are based in one of our hubs, Glasgow, Manchester or London then this is desirable.

Background:

The casework team is at the heart of NUM. We provide vital support from assistance through the criminal justice journey to essential emergency financial support. We are looking for a Casework Team Lead to lead our casework team. If you are driven, have a keen eye for detail, can effectively motivate others in a demanding and emotive area of work with the ability to support people in an empathetic and trauma informed way then this could be the role for you.

This role will specifically focus on the day-to-day running of the casework team alongside carrying your own caseload. The work involves utilising and monitoring our digital platform and CMS maintaining and monitoring the documentation of cases and coordinating responses to ensure sex workers received the high standard of support they deserve, to prevent and recover from violence as well as seek justice and recourse. The Victim Support Casework Team Lead is responsible for maintaining high standards for all digital, individualised and in-person support provided by the casework team. All responsibilities can be grouped under five umbrella categories. The successful candidate will evidence suitability for the role based on the strength areas below:

- 1) **Management:** Manage the operations and administration associated with victim and vocational support casework.
- 2) **Leadership:** Lead and motivate the team of national case workers towards service excellence. The best leaders can also be led. The successful candidate will value the lived and learned experiences on the casework team and ensure that everyone works to their strengths and strives for the best outcomes for sex workers.
- 3) **High Standards:** Support good performance and quality outcomes for sex workers.
- 4) **Creative and Innovative:** Ability to strategise and problem-solve. Sex workers experience forms of



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violence before and after accessing support. At NUM, our principle of 'Sex Workers First' means that we work with them to achieve the outcomes that they desire. Sex workers are in control of their healing and recovery, and it will be the successful candidate's job to ensure that lives are improved as a result of contact with NUM.

5) Well-being Focused: Provide care for the health, safety and welfare of the case work team and the sex workers we serve.

Day-to-day tasks include but are not limited to the following.

- Managing your own caseload, providing individualised support to sex workers alongside your leadership role ensuring that sex workers are put at the forefront of all services offered. Maintaining our high standard of support.
- Continued monitoring and development of the NUM platform backend functions to find efficiencies and boost productivity. Develop and update Standard Operating Procedures (SOPs) based on new policies and service priorities, new platforms/ procedures, and new innovations or services.
- Problem-solving to ensure the smooth and efficient operations of the casework team eg, managing resource and rota's including leave and absences, delegation of task where appropriate to the casework team.
- Audit overview and quarterly reporting to Operations Manager with responsibility for data management and the production of case studies.
- External communications with practitioners to ensure best practice of utilising NUM service, promoting NUM membership where possible and attending external meetings as a NUM representative where required.
- Host or contribute to the ongoing meetings of the National ISVA/SWISVA forum and continue to foster useful and productive spaces for SWISVAs (specialist sex work ISVA's) throughout the UK to share experiences, insights towards delivering quality support services to sex workers with maintaining high service standards and prioritising self-care.
- Deliver weekly operations meetings, keep them short and concise to discuss operational updates NUM wide/internal. Analyse statistics and case work trends and discuss any issues or take aways with the Operations Manager to inform Casework Team strategy.



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- Communicate and collaborate with other work streams and projects at NUM. Contribute to organisational priorities and support initiatives that strengthen National Ugly Mugs' overall impact.
- Lead 1-2-1 check-ins and appraisals with staff, acknowledging individual and team success in appropriate ways, motivating the team and resolving conflict and managing team dynamics (with support where needed).
- Onboard and train new members of the casework team.

PERSON SPECIFICATION

Essential Skills and Experience

- Demonstrable casework skills, with experience in delivering advice, information, emotional and practical support and advocacy in partnership with health, wellbeing and criminal justice outcomes for individuals who may have experienced traumatic events.
- Experience managing a team, providing line management support, and managing rotas and team resources.
- An understanding of coordination responsibilities and the requirements of middle management in a fast-paced and ever-changing environment.
- Qualified ISVA or relevant casework support experience.
- Strong interpersonal skills and an ability to work with multiple partners on complex cases.
- Excellent administrative and organisation skills, able to manage both your own and other people's workloads effectively.
- An understanding of Equal Opportunities, the diversity of sex workers and the impact of criminalisation, stigma, and marginalisation on sex workers and a team comprising those with lived experience.
- Effective communication skills and the ability to deliver training, guidance, advice and support to a diverse range of stakeholders to promote best practice in relation to supporting sex



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workers when they're victims of crime.

- Experience of using online communication tools, CMS (Oasis), google workspace, MS suite, slack and other digital platforms to maximise efficiency and productivity of your own casework and that of the casework team.
- Experience of dealing with internal and external complaints and having difficult conversations.
- Strong empathic and active listening skills.
- Willingness to undertake continued professional development.

Desirable Skills and Experience

- Experience of the sex work community.
- Experience completing detailed reports on workstream productivity, both statistically and in written form.
- The ability to understand local, regional and national policy and evidence-based research in relation to community safety, health and social inclusion.
- Ability in languages other than English is beneficial but not required.

If you are passionate about NUM's mission to 'end all forms of violence against sex workers' we would love for you to hear from you!

HOW TO APPLY

Applications close on 13th August 2026 at 11:30pm BST. We encourage applicants to apply before the deadline as interviews may be held on a rolling basis.

You can apply via Charity Jobs or by sending an email to [admin\[at\]nationaluglymugs\[dot\]org](mailto:admin@nationaluglymugs.org) with your name and 'Victim Support Casework Team Lead' in the subject line.

Please include a CV (max 3 pages) and a letter (max 2 pages) describing your suitability for the role. The letter should address the points in the 'Skills and Experience' section of this posting.



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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 applying, please contact [admin\[at\]nationaluglymugs\[dot\]org](mailto:admin@nationaluglymugs.org)

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.

We will let you know by August 18th if you have been selected for an interview. Interviews are planned to take place remotely on week starting August 17th. Please note that due to the high number of applications expected for this role if you do not hear back from NUM by the August 18th unfortunately your application has not been successful. We are not able to provide feedback on your application at the application stage.