



Head of Care, Education & Support

Candidate Information Pack

About Nexus

Nexus is a Northern Ireland wide charity and 2024 marked 40 years of providing services in supporting victims and survivors of sexual abuse and abusive relationships.

Every year in Northern Ireland there are thousands of sexually violent crimes reported to PSNI, and thousands more that go unreported. Without specialist support like ours, victims of these crimes will find it even harder to deal with the trauma they experience. The impact of this trauma can be devastating and is lifelong.

We deliver a range of bespoke and specialised supports and services including:

- Trauma informed counselling to those affected by sexual assault and trauma from age 8
- Post counselling support and follow-up through our RESET programme
- The Northern Ireland 24- hour Domestic and Sexual Abuse Helpline, which is funded by the Department of Health, Department of Justice, and the Department for Communities in Northern Ireland
- Education and Training initiatives delivered to a breadth of organisations, professionals, parents, schools and young people on topics such as consent, child sexual exploitation, handling disclosures and healthy relationships.

Our most recent strategic plan (2023- 2026), latest reports, policies and research can be viewed here: [About - Nexus NI](#)

Head of Care, Education & Support

As an organisation we are investing in this new role...

At Nexus, we are at an important point in our journey. Over the past four decades, we have grown from a counselling service into Northern Ireland's leading specialist organisation supporting those affected by sexual abuse and abusive relationships.

Our services have expanded significantly in both scale and scope; from therapeutic counselling and the Domestic & Sexual Abuse Helpline to aftercare programmes and education programmes.

As the needs of those we support continue to evolve, so too must our organisation. We recognise that recovery, prevention, and education are deeply interconnected, and that providing a seamless, high-quality experience across these areas is essential to achieving meaningful, long-term impact.

The creation of the Head of Care, Education & Support role reflects our commitment to strengthening that connection and ensuring our services remain responsive and effective for everyone who needs them.

By investing in this new senior leadership post, we are bringing together three vital strands of our work; aftercare, helpline, and education under one strategic lead. This integrated approach will help us to:

- Build stronger pathways between recovery and prevention, ensuring clients receive continuous, holistic support.
- Embed lived experience and service user voice more deeply into how we design, deliver, and evaluate our work.
- Strengthen quality, safety, and governance across all services, maintaining the highest standards of care.
- Drive innovation, digital transformation, and sustainability so that our services remain accessible and resilient in the years ahead.

This is not just an operational role; it is a strategic investment in our future. The Head of Care, Education & Support will play a key part in shaping the next chapter of Nexus's impact, working alongside our Senior Leadership Team and Board to implement our 2026-2029 strategy. Together, we will continue to expand our reach, enhance our effectiveness, and champion a society free from sexual abuse and abusive relationships.

Job Information

Post Title: Head of Care, Education & Support
Reports to: Chief Executive Officer
Location: Northern Ireland (hybrid, with travel across regions)
Contract: Full-time, permanent
Salary: £50,804.40 - £53,995.60
Benefits: Pension auto- enrolment after 3 months with Company contribution of 7.5% with 2 years continuous service.

What will I be responsible for?

Purpose of the Role

As part of the Senior Leadership Team (SLT), the Head of Care, Support & Education will have strategic and operational oversight of our Early Intervention and Prevention Services (EIPS), which include:

1. **RESET Aftercare Services** – supporting clients post-counselling through recovery, social inclusion, personal development, and skills-building.
2. **DSA Helpline** – a regional 24/7 service providing immediate support, and signposting to those affected by domestic and sexual abuse.
3. **Education and Training** – delivering education and training workshops across schools, communities, and professional sectors to raise awareness, challenge societal myths and negative stereotypes with the aim of creating a society free from sexual abuse and abusive relationships.

Operationally, the post-holder will be responsible for ensuring these services are high quality, trauma-informed, effective, safe, and sustainable. They will lead a multi-disciplinary team of staff, associates and volunteers, oversee compliance and safeguarding, manage budgets, contribute to funding bids, and drive service development and innovation.

Strategically, they will work alongside the organisation's SLT and Board to successfully implement our strategic plan and embed our values to support a positive work culture.

This is a visible, senior role requiring strong leadership, excellent communication, and a deep commitment to Nexus's vision of enabling a society to be free from sexual abuse and abusive relationships.

Key Responsibilities

1. Strategic Leadership & Governance

- Actively contribute to Nexus's overall strategy as a member of the SLT, shaping organisational direction and policy.
- Develop and implement strategies for aftercare, helpline, and training services that align with Nexus's current 2023-26 Strategy and implementing our new strategy for 2026- 2029.
- Ensure services meet statutory, contractual, ethical, and governance requirements (including safeguarding, BACP standards, ICO compliance, GDPR, and trauma-informed principles).
- Produce reports for the CEO, Board of Trustees, funders, and regulators, evidencing performance, outcomes, and impact.
- Pro- actively search for new opportunities to support the organisation's sustainability and growth.
- Assess, manage and mitigate risks in link with the organisation's risk register.
- Contribute to annual organisational budget setting and review process.
- Ensure organisational policy and practice complies with best practice standards.

2. Service Development & Innovation

- Lead on the design, development, and continuous improvement of EIP Services ensuring they align with the organisation's strategic plan.
- Shape models of service delivery ensuring these respond to developing and emerging need while continuing to meet best practice standards.
- Develop professional networks and partnerships that ensure the growth and diversity of our services and increase our unrestricted reserves.
- Champion innovation in digital transformation to improve the effectiveness, efficiency and inclusivity of our services.
- Embed service user voice and lived experience into service design and evaluation.

3. Operational Leadership & Delivery

- Support service managers and/or coordinators to oversee day-to-day management of EIP services, ensuring smooth, efficient, safe operations.
- Work alongside your teams to establish robust monitoring, evaluation, and reporting systems to measure effectiveness and demonstrate outcomes.

- Act as a Delegated Safeguarding Champion to ensure compliance with all safeguarding procedures, risk management frameworks, and incident reporting.
- Support direct reports to effectively manage service budgets, ensuring efficient use of resources, financial sustainability, and compliance with funder requirements.
- Work with the CEO and Funding team to contribute to bids, tenders, and proposals to sustain and expand services.

4. People Leadership & Culture

- Lead, inspire, and develop a multidisciplinary team of managers/coordinators, project workers, helpline staff, trainers, and volunteers.
- Ensure high-quality supervision, training, and CPD opportunities across the services.
- Inspire a positive, inclusive, values-led culture rooted in empathy, empowerment, and trauma-informed practice.
- Promote staff wellbeing, resilience, and professional growth.
- Lead workforce planning to ensure services are effectively resourced and sustainable.

5. Partnership & Advocacy

- Build and maintain strong relationships with statutory bodies, funders, commissioners, schools, community partners, and sector stakeholders.
- Represent Nexus externally at strategic forums, conferences, and networks, influencing policy and practice in care, support, prevention, and education.
- Act as a public ambassador for Nexus, promoting awareness of services and the wider organisational mission.
- Work collaboratively with colleagues across Nexus to ensure joined-up pathways between counselling, aftercare, helpline, and training.

Person Specification

Essential Criteria

- 3+ years senior leadership experience in care, support, education, or related services, ideally in domestic abuse, sexual abuse, trauma, or health/wellbeing sector.
- Track record of managing multi-service delivery in a complex, high-demand environment.

- Strong understanding of trauma-informed practice, safeguarding, and relevant regulatory/ethical frameworks (e.g. BACP, ICO, GDPR).
- Proven ability to develop strategy, translate it into operations, and deliver measurable outcomes.
- Experience of budget management, financial planning, and resource allocation.
- Strong people leadership skills: ability to inspire, develop, and retain diverse teams including volunteers.
- Excellent interpersonal, negotiation, and partnership skills, with the ability to influence stakeholders at senior level.
- Excellent communication and presentation skills, both written and verbal.
- Commitment to Nexus's mission, vision, and values.

Desirable Criteria

- Relevant professional qualification (e.g. counselling, psychology, social work, education, management).
- Experience working directly with people affected by sexual abuse, domestic abuse, or trauma.
- Understanding of Northern Ireland policy context in relation to safeguarding, health, social care, and education.
- Experience of service evaluation, research, and quality assurance frameworks.
- Experience of income generation (e.g. tenders, grants, contracts).

What We Offer

- A senior leadership role with real scope to shape and grow vital services that change lives.
- Opportunity to work within a respected organisation with 40+ years of specialist expertise.
- Competitive salary
- Hybrid and flexible working arrangements.
- Pension scheme.
- Professional development and leadership growth opportunities.
- A collaborative, values-driven culture where staff wellbeing, inclusivity, and lived experience are prioritised.

How to Apply

Applications should include:

- A CV outlining leadership experience in line with the essential criteria, achievements, and relevant qualifications.
- A covering letter (max 2 pages) detailing why you are a strong candidate for this role and how your skills align with the Nexus vision and values.
- Send to: recruitment@nexusni.org
- **Closing date:** 5pm on Tuesday 18th November

Terms & conditions

- Attendance at a formal induction and ongoing training will be required.
- Background Checks and Right to Work Verification:
 - All information disclosed will be handled in accordance with the Nexus policy on Keeping Information Safe.
 - The successful applicant will be subject to an Enhanced Access NI check.
 - As per Access NI Code of Practice Nexus has a policy on the recruitment of Ex-offenders.
 - Having a criminal record does not automatically prevent a person being employed by Nexus.
 - This policy and The Access NI Code of Practice is available to applicants on request by emailing securedata@nexusni.org

This job description is not incorporated into the employee's contract of employment.

It is intended as a guide and should not be viewed as an inflexible specification. It may be varied from time to time in the light of strategic developments following discussion with the post holder.

