



## **Job Description**

- Role:** Therapeutic Support Services Assistant
- Location:** Belfast, Nexus Office
- Duration:** 12-month funded placement with RANK Time to Shine Leader (T2S)
- Reports to:** Therapeutic Services Officer
- Hours:** 35 per week
- Salary:** £23,000 per year

## **Purpose of the Role**

The T2S Leader will play a pivotal role in enhancing the client journey across Nexus's therapeutic services, ensuring that every individual who reaches out for support experiences a personal, compassionate, and responsive service from first contact to completion.

Building upon the existing referral management function, this role will support on embedding a person-centred approach to client onboarding, communication, and service experience. The postholder will act as a bridge between administration and therapeutic support – combining empathy, innovation, and operational insight to improve how clients engage with Nexus services.

This role represents an opportunity to shape best practice in trauma-informed client engagement, supporting Nexus's mission to empower and heal those affected by sexual and domestic abuse.

## **Key Responsibilities**

### **Client Experience & Engagement**

- Provide a warm, calm, and supportive first point of contact for individuals referring to Nexus services, ensuring all interactions reflect empathy, professionalism, and understanding.
- Offering a personalised onboarding experience for clients, supporting their journey from initial referral through to service exit.
- Communicate regularly with clients to ensure they feel informed, valued, and supported throughout their engagement with Nexus.
- Gather and respond to client feedback, using insights to shape service improvements and highlight opportunities for innovation.

## **Process & Service Improvement**

- Review referral and triage processes to ensure they are trauma-informed, inclusive, and efficient.
- Work collaboratively with the Therapeutic Services Team to identify barriers within referral pathways and propose solutions that enhance both client experience and operational flow.
- Support the development of clear, accessible communication materials to help clients better understand Nexus's services and processes.

## **Data, Reporting & Evaluation**

- Record and maintain accurate client information in line with data protection legislation and organisational policies.
- Analyse trends in referral data to support service development and reporting requirements.
- Contribute to evaluation of the T2S project's outcomes, demonstrating how improved processes positively impact client satisfaction, engagement, and wellbeing.

## **Collaboration & Leadership**

- Be a key contributor within the Therapeutic Services Team and wider Nexus team to embed a culture of client-centred practice across all contact points.
- Act as a champion for innovation and compassionate service delivery, modelling best practice in communication and client care.
- Build strong relationships with external partners and community organisations to strengthen onward referral and signposting pathways.

## **Person Specification**

### **Essential Criteria**

#### **Qualifications**

- Educated to A-Level standard or equivalent qualification.
- OR**
- Educated to GCSE standard with a minimum of 3 years' experience in a health, social care, or community-based setting involving client contact or referral processes.

## **Skills & Experience**

- Demonstrable ability to communicate effectively, both verbally and in writing, with empathy and professionalism.
- Experience managing client or service-user enquiries in a sensitive and confidential manner.
- Strong ICT skills, including the use of Microsoft Office 365 and data management systems.
- Understanding of safeguarding and risk management principles in client-facing roles.
- Ability to work independently, problem-solve, and exercise sound judgement within defined procedures.

## **Desirable Criteria**

- Experience working within the sexual or domestic abuse sector.
- Working towards or completion of a Level 4 Counselling qualification (or equivalent).
- Experience applying trauma-informed principles in service delivery.
- Knowledge of the voluntary/community sector and the services available to people affected by trauma or abuse.
- Experience engaging with individuals who face communication barriers (e.g. Deaf community, non-native English speakers).
- Recognised ICT or data management qualification.

## **Application requirements ACCESS NI (Criminal Conviction Checks for Regulated Activity Posts)**

- The successful applicant will be subject to an Enhanced Access NI check.
- The Access NI Code of Practice is available to applicants on request.
- Having a criminal record does not automatically prevent a person being employed by Nexus NI.
- If you are unsure what this is, please consult this website:
  - <https://www.justiceni.gov.uk/articles/disclosure-and-barring>



- As per Access NI Code of Practice Nexus NI has a policy on the recruitment of Ex-offenders which is available on request by sending an email to:
  - [Recruitment@NexusNI.org](mailto:Recruitment@NexusNI.org)
- All information disclosed will be handled in accordance with the Nexus NI policy on Keeping Information Safe which is available on request by sending an email to:
  - [Recruitment@NexusNI.org](mailto:Recruitment@NexusNI.org)

**This job description is not incorporated into the 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.**