Head of Services

October 2026

Recruitment Information Pack

THE GREEN HOUSE (TGH)

Head of Services (Therapeutic Division)

Welcome to The Green House.

I'm delighted that you're considering joining us as Head of Services.

We are a Bristol-based charity supporting children, young people and families affected by child sexual abuse. We work alongside the people who use our services, listening to their experiences and using what we learn to improve our support. We recognise the profound impact of abuse while holding onto the possibility of healing, hope and a better future.

As Head of Services, you will join our senior leadership team and work closely with me, our Head of Finance and Operations and our Head of Fundraising. Over the next three years, our priorities are to:

- Grow and develop our services and model so we can offer more choice to more children, young people and their families
- Strengthen our strategy and delivery plan so we can respond effectively to changes in commissioning and wider funding arrangements
- Build collaborative partnerships with external stakeholders
- Increase our influence so child sexual abuse is prioritised locally and nationally

In 2026, The Green House was named the overall winner of the GSK IMPACT Awards, run in partnership with The King's Fund. The award recognised the impact of our work with children and families. We are proud of what we have achieved and ambitious about what comes next.

This role may be right for you if you bring substantial experience in the charity sector or a related field; a strong understanding of trauma-informed environments and services; a proven record of managing contracts and staff; and a commitment to developing and delivering highly effective services for children, young people and families.

You will need to be based in or able to travel to Bristol and the surrounding area, be able to provide an onsite presence for our staff and teams and work flexibly to support our mission.

I look forward to hearing from you.

Best wishes,

Katherine Jenkins
CEO, The Green House

How to Apply

Submission:

Please submit your CV and a supporting written or video statement to:

recruitment@the-green-house.org.uk

Please note that interviews will be scheduled on a rolling basis. We encourage early submission.

Your Supporting Statement:

We understand that candidates may value different formats to communicate their skils and experience, therefore we accept the following formats:

- A maximum 2-page cover letter
- A 5-minute-long video (either sent as an mp4 attachment alongside your CV or a link to an unlisted YouTube video).

Your statement should summarise your skills and experience in the following areas only:

1. Working with children, young people, adults and/or families in a trauma informed environment
2. Strategic and operational leadership
3. Staff and performance management
4. Contract and budget management

Shortlisting and Interviews:

We are interviewing suitable candidates on a rolling basis.

Job Description

Role: Head of Services (Therapeutic Division)

Hours: 30 hours per week. Monday, Thursday and Friday are core working days. The remaining hours may be arranged flexibly by agreement and subject to operational requirements.

Location: St Agnes Lodge (St Pauls, Bristol) and other locations as required by the Charity

Reports to: CEO

Line Management responsibility: All therapeutic service managers and leads

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About The Green House

The Green House provides specialist therapeutic support to children, young people and families affected by sexual abuse.

We believe the environment is part of the therapy itself. Our spaces, relationships and organisational culture are intentionally designed to promote safety, belonging and hope - creating the conditions in which healing and growth can happen.

Creativity and connection are central to our work. Alongside evidence-informed therapeutic practice and professional expertise, we use art, play and nature-based therapy to offer meaningful ways for people to express themselves, find their voice and connect with others.

We look beyond the individual, to understand the relationships and wider systems that influence wellbeing, including family, school, community and professional networks.

We work collaboratively. We recognise children, young people and families as experts in their own lives and support them to have choice and a voice.

By combining safe environments, relationships, creativity, choice and evidence-led practice, we support children, young people and families to increase safety and connection, strengthen the systems around them and move towards positive and lasting change.

Key Responsibilities

The Head of Services provides strategic and operational leadership for the Charity's specialist therapeutic services, ensuring children, young people and families affected by child sexual abuse (CSA) receive safe, effective and compassionate support. The postholder will lead the continued development and delivery of high-quality, trauma-responsive services that enable those we support to heal and grow.

This pivotal role requires passionate and determined leadership, with significant therapeutic and safeguarding expertise, excellent people-management skills, strong strategic judgement and rigorous attention to quality and detail.

Reporting to the CEO, the role sits on the Charity's Senior Leadership Team (SLT) and is responsible for:

1. Strategic and Cultural Leadership

- Supporting the design, development and implementation of the Charity-wide strategy and associated business plans.
- Maintaining an informed understanding of the local and national child sexual abuse (CSA) landscape, positioning the Charity as a leader in the field.
- Working collaboratively with the SLT, ensuring decisions support the interests of the whole Charity.
- Leading by example, fostering a culture of safety, therapeutic excellence, inclusion and operational efficiency.
- Providing clear, evidence-based advice to the CEO, Board and relevant committees.
- Deputising for the CEO as required.

2. Service Delivery and Development

- Ensuring services are developed and delivered in line with the Charity's strategy, therapeutic model and business plans.
- Ensuring services are designed, developed and reviewed in meaningful partnership with the children, young people and families who use them.
- Working collaboratively across the Charity to ensure services are robust, integrated and sustainable.
- Ensuring services meet all contractual, funding and regulatory requirements.
- Ensuring referral, assessment, waiting list and allocation processes are equitable, transparent and efficient, making effective use of available capacity and enabling children, young people and families to access timely support according to need and risk.
- Championing equality, equity, diversity and inclusion (EEDI) across service design, delivery and workforce practices, proactively identifying and removing barriers to access, participation and progression.
- Ensuring appropriate quantitative and qualitative outcome data is collected to demonstrate impact to commissioners, funders and the wider public.
- Working with the Impact, Data and Research team to use evidence and feedback to improve services continuously and identify opportunities for external evaluation.
- Working with researchers, academics and universities as required, to strengthen the evidence base for the Charity's therapeutic model and services.
- Identifying and responding to emerging needs, service gaps and opportunities for innovation.

3. Staff Leadership, Management and Performance

- Ensuring the recruitment, onboarding and induction of therapeutic staff strengthen the Charity's workforce, therapeutic model and service delivery.
- The line management of the therapeutic managers and leads responsible for one-to-one creative therapy, nature-based group therapy, outreach, professional services and the VOICE project.
- Setting, monitoring and reporting on performance, quality and delivery targets in line with contractual and organisational requirements.
- Ensuring managers fulfil their responsibilities with integrity, accountability and a commitment to inclusive and collaborative working.
- Supporting workforce planning, staff wellbeing, retention and succession across therapeutic services.
- Overseeing the consistent application of HR policies and procedures, working with the Head of Finance and Operations (HoFO) to manage complex matters appropriately.
- Addressing performance and capability concerns promptly and in accordance with the Charity's policies and procedures.

4. Quality, Governance and Risk Management

- Therapeutic quality and practice standards across all services.
- Developing and maintaining a robust clinical and service governance framework.
- Ensuring the consistent implementation of the Charity's policies and procedures.
- Contributing to the review and development of policies and procedures as required.
- Ensuring service-delivery risks are identified, assessed, managed, escalated and regularly reviewed.
- Ensuring incidents are reported appropriately and that learning is embedded in service improvement.
- Ensuring complaints are handled appropriately and that learning is used to improve service delivery.
- Ensuring personal and service data is handled in accordance with relevant legislation, regulation and Charity policies.
- Ensuring confidentiality and professional boundaries are maintained across all services.
- Providing clear and timely quality, risk and performance reports to the CEO, Board and relevant committees.

5. Safeguarding

- Acting as the Charity's Designated Safeguarding Lead (DSL), with overall responsibility for safeguarding practice across the organisation.
- Providing leadership, advice and support to staff on child and adult safeguarding concerns, including complex and high-risk cases.
- Ensuring appropriate and timely action is taken to minimise the risk of harm to children, young people and adults.
- Ensuring child and adult safeguarding is managed robustly and in accordance with legislation, statutory guidance, local safeguarding procedures and Charity policies.

- Working closely with the Family Support Manager and Therapy Manager to ensure effective operational safeguarding practice, appropriate cover and consistent decision-making across services.
- Ensuring suitable safeguarding arrangements and trained cover are maintained during periods of absence.
- Maintaining effective working relationships with statutory agencies, local safeguarding partnerships and other relevant professionals.
- Conducting regular audits of safeguarding records, decisions and practice, ensuring learning informs continuous improvement.
- Reporting on safeguarding activity, risks, themes and learning to the CEO, relevant committee and Board as required.
- Leading and participating in the safeguarding rota, ensuring adequate cover at all times.
- Escalating serious safeguarding concerns, organisational risks and potential serious incidents to the CEO and/or Board as required.
- Ensuring allegations or concerns relating to staff or volunteers are managed appropriately and referred to relevant external agencies where required.
- Maintaining up-to-date child and adult safeguarding knowledge and undertake all required training.

6. Budget Management and Income Generation

- Managing the budgets for the Charity's therapeutic services.
- Working with the CEO and HoFO to set, review and monitor annual budgets.
- Involving service managers in budget-setting and financial management as appropriate.
- Ensuring services operate within agreed budgets and deliver value for money.
- Working with the CEO and HoFO to identify and develop new commissioning and contractual opportunities.
- Working with the Head of Fundraising and Communications (HoFC) to support wider income generation.
- Contributing service expertise, impact evidence and delivery plans to funding bids and tenders.

7. Practice Excellence and Therapeutic Quality

- Maintaining appropriate registration and accreditation with the relevant professional body.
- Ensuring therapeutic staff hold and maintain the qualifications, registration and competencies required for their roles.
- Promoting continuous professional development through effective line management, support, guidance and formal and informal learning.
- Ensuring clinical supervision and reflective practice are delivered in accordance with the Charity's therapeutic model, policies and procedures.
- Auditing therapeutic service delivery to ensure required standards of practice are consistently met.
- Addressing promptly and robustly any practice that falls below required professional or organisational standards.
- Ensuring the Charity's therapeutic model remains evidence-informed, trauma-responsive and consistently applied.

8. Partnership and Relationship Management

- Developing and maintaining effective working relationships with colleagues across the Charity.
- Building respectful and appropriate relationships with the children, young people and families supported by the Charity.
- Participating fully in the SLT, contributing both as a senior leader and a collaborative colleague.
- Developing and maintaining productive relationships with commissioners, funders, statutory agencies and other external stakeholders.
- Representing the Charity at contractual meetings, professional forums and networking events as required.
- Acting as a credible ambassador for the Charity and its therapeutic model.

9. General

- Supporting the safe and efficient use of the Charity's therapeutic spaces at St Agnes Lodge, outreach and nature-based therapy sites and other locations as required.
- Attending internal and external meetings as required.
- Traveling across BNSSG, B&NES and elsewhere in the UK as required.
- Working flexibly to meet the reasonable needs of the Charity.
- Promoting equality, diversity, inclusion and accessibility in all areas of responsibility.
- Undertaking other duties commensurate with the seniority and scope of the role.

Person Specification

Qualifications and Professional Standing

Essential

- Recognised professional qualification in psychotherapy, counselling, psychology, arts therapy or another relevant therapeutic discipline.
- Current registration or accreditation with an appropriate professional body, such as HCPC, UKCP, BACP or an equivalent body.
- Evidence of relevant continuing professional development.
- Advanced safeguarding training, or a commitment to complete this promptly following appointment.

Desirable

- Qualification in a creative therapy.
- Leadership or management qualification.
- Qualification or training in clinical supervision.
- Postgraduate qualification in a relevant therapeutic, clinical or leadership discipline.
- Training in financial management, employment practice or people management.

Experience

Essential

- Significant experience of leading therapeutic or specialist support services for children, young people and/or families.
- Experience of working with people affected by trauma, abuse or sexual violence.
- Senior management experience, including contributing to organisational strategy and working collaboratively across different functions.
- Experience of acting as a Designated Safeguarding Lead or in an equivalent senior safeguarding role.
- Experience of managing complex child and adult safeguarding concerns, including referrals, escalation and multi-agency working.
- Experience of leading, managing and developing managers and multidisciplinary teams.
- Experience of workforce planning, recruitment, induction, supervision and staff development.
- Experience of managing complex employee matters, including performance, capability, conduct, absence and wellbeing, in accordance with organisational policies and good employment practice.
- Experience of applying HR policies fairly, consistently and sensitively, working with internal or external HR advisers where appropriate.
- Experience of clinical or practice governance, quality assurance, risk management and service improvement.

- Experience of setting, monitoring and reporting on service targets, outcomes and contractual performance.
- Significant experience of setting, managing and monitoring service budgets, including forecasting, variance analysis, financial control and value for money.
- Experience of making informed decisions where service quality, workforce capacity and financial resources must be balanced.

Desirable

- Experience of working specifically with children and young people affected by child sexual abuse.
- Experience of using creative approaches (art, play, nature etc) with children in a trauma informed environment
- Experience within a charity, voluntary-sector or commissioned-service environment.
- Experience of service redesign, organisational change or restructuring.
- Experience of service design or evaluation involving children, young people and families.
- Experience of developing business cases, commissioning proposals, tenders or funding applications.
- Experience of working with researchers, academic institutions or external evaluators.
- Experience of reporting financial, workforce and service-performance information to trustees, Boards or governance committees.

Knowledge

Essential

- Comprehensive knowledge of child and adult safeguarding legislation, statutory guidance and good practice.
- Strong understanding of trauma-responsive, survivor-centred and evidence-informed practice.
- Knowledge of the professional, ethical and legal frameworks governing therapeutic services.
- Understanding of clinical supervision, reflective practice and professional boundaries.
- Sound knowledge of effective people management, safer recruitment, employee wellbeing and workforce development.
- Working knowledge of relevant employment legislation and good practice, including performance, capability, conduct, absence, grievance and disciplinary processes.
- Understanding of the importance of confidentiality, appropriate record-keeping and procedural fairness when managing employee matters.
- Understanding of budget-setting, financial monitoring, forecasting, variance management and value for money.
- Understanding of how staffing models, service capacity, contractual requirements and income affect financial sustainability.
- Understanding of data protection, confidentiality, consent and information-sharing requirements.
- Understanding of equality, diversity, inclusion and accessibility in service design, employment and therapeutic practice.
- Understanding of outcomes measurement and the use of qualitative and quantitative evidence to improve services.

Desirable

- Knowledge of the local and national child sexual abuse landscape.
- Understanding of commissioning, contract management and funding within the charity or public sector.
- Knowledge of the statutory and voluntary services operating across BNSSG and B&NES.
- Understanding of research and evaluation methods relevant to therapeutic services.
- Understanding of charity governance and the financial responsibilities associated with restricted and unrestricted funding.

Skills and Abilities

Essential

- Ability to provide credible, compassionate and decisive leadership.
- Ability to make sound, timely decisions in complex, sensitive or high-risk situations.
- Strong safeguarding judgement, with the confidence to challenge, escalate and act where necessary.
- Ability to translate strategy into clear operational, workforce and financial plans.
- Ability to lead, motivate and develop managers and multidisciplinary teams.
- Ability to set clear expectations, hold managers accountable and address performance or conduct concerns promptly and fairly.
- Ability to handle sensitive and complex employee matters with integrity, consistency and sound judgement.
- Ability to plan workforce capacity, identify skills gaps and support recruitment, retention and succession.
- Ability to prepare, manage and monitor budgets, interpret financial information and take corrective action when required.
- Ability to assess the financial implications of service decisions and deploy people and resources effectively.
- Ability to balance therapeutic quality, safeguarding, staff wellbeing, contractual delivery and financial sustainability.
- Strong analytical skills and the ability to use financial, workforce, performance and outcome data to inform decisions.
- Excellent written and verbal communication skills, including the ability to present complex information clearly.
- Ability to produce clear reports for the CEO, SLT, Board, commissioners and funders.
- Ability to build effective relationships with children, young people, families, colleagues, commissioners and external partners.
- Ability to manage competing priorities, work under pressure and maintain effective professional boundaries.
- Confidence in using digital systems for case management, budget monitoring, reporting and communication.

Other Information

This post is subject to:

- Satisfactory enhanced DBS check and any other checks required for the role.
- Right to work in the UK.

We currently offer the following staff benefits:

- 25 days holiday per year, plus bank holidays (pro rata for part-time staff)
- Christmas closure: The week between Christmas and New Year's Day gifted as additional annual leave days each year.
- Access to our Employee Assistance Programme
- Comprehensive wellbeing support including group reflective spaces, whole team away days, clinical supervision (role dependent) and peer support.
- Flexible working arrangements