



Head of Services Application Pack

Salary: £50,000 – £60,000 FTE (depending on experience)

Location: Brighton & Hove (with occasional travel)

Contract type: Permanent, Full Time

Hours: 37.5 hours

Application link: <https://tinyurl.com/3vdvb7yk>



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Introduction

Thank you for your interest in Oasis Project and the role of Head of Services. This pack will tell you a little about the organisation, the role, and how to apply.

- Please apply by sending a CV and covering letter via IRIS, our chosen recruitment platform, using this link: <https://tinyurl.com/3vdvb7yk>
- The closing date is Thursday 16thth April 2026 at 9am.
- Interviews will be held in person during the weeks commencing 20th and 27th April 2026.
- The interview process will involve a panel interview with a range of stakeholders and will include a presentation, a practical exercise, and competency-based interview questions

About Oasis Project

Oasis was founded in 1997 by a group of women with lived experience of drug and alcohol problems, who felt their needs were not met in mainstream treatment services. Over nearly 30 years we have built extensive experience of providing support for women in Brighton and Hove with a drug or alcohol problem and our adult services form part of the city's drug and alcohol treatment delivery system. Alongside this, we offer services for children and young people affected by parental substance use, including a creche and specialist therapy service.



Our services

The infographic features a stylized map of the Brighton and East Sussex area in yellow, with a dashed blue line representing a path. Red location pins are placed on the map, corresponding to the service locations listed in the text boxes. The background is green at the top and blue at the bottom, with decorative elements like a yellow handprint, a purple flower, and a pink leaf.

Brighton
Community Base, 113
Queens Road,
BN1 3XG

Young Oasis Therapy Service
Individual therapy for children/young people 5-18 affected by a parent or family member's substance misuse

Young Women's Therapy Service
Individual therapy for women 18-25 with experience of early trauma

Transitions Therapy Service
Individual therapy for young people 16-25 of all genders who are using drugs or alcohol

Partners in Change
Specialist case consultancy and input to benefit families affected by parental substance use delivered in partnership with children's services

Brighton
11 Richmond Place,
BN2 9NA

Adult Services
Structured substance misuse treatment for women 18+ seeking support around their drinking or drug use including 1-1 work, groups and specialist support for women with complex needs

Sex Worker's Outreach Project (SWOP)
Dedicated support service for women involved in the exchange of sex

Looking Forward
Specialist service for women who have had a child or children removed from their care

POCAR
Intensive 16-week program referred into by children's services to support parents around substance misuse and parenting

HOPE
Targeted keywork and group support including outreach for young people 18-25 who are new to drug/alcohol treatment

Brighton
Globe House,
3 Morely Street,
BN2 9RA

Creche
Free childcare for babies and children 0-11 whilst their parent/carer is accessing recovery treatment/support, plus 'stay and play' sessions

East Sussex
5 Harold Place, Hastings,
TN34 1JA

Oasis Family Recovery Service (OFRS)
Family friendly support for parents across East Sussex with current or historic experience of drug/alcohol misuse including groups and individual keywork

Young Oasis East Sussex
Individual therapy for children and young people in East Sussex 5-18 affected by a parent or family member's substance misuse

Brighton

St. Leonards

East Sussex

OASIS PROJECT
Help for women,
hope for everyone.

NB Oasis Project East Sussex Services are permanently closing on 31st March 2026

Working with Oasis Project

We value our staff and take their wellbeing seriously. Taking care of staff means remunerating them well for the work they do, and offering additional support and rewards alongside a monthly salary.

Employee Benefits



Employee Benefits

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Health and Wellbeing

- ▶ **Paid Time Off For Wellbeing**
 - A paid wellbeing hour per month to have some 'you time'.
 - An additional wellbeing hour in the month of your birthday.
- ▶ **Staff Lunches and Activities**
 - A yearly staff conference to learn, share and socialise.
 - Annual, paid festive celebration event.
 - Regular team treats such as wellbeing lunches and Summer picnics.
 - Free tea, coffee and refreshments.

Family Friendly Benefits

- ▶ **Life Assurance Cover**
 - Oasis works with YuLife to provide life assurance cover to the value of your annual salary. This means in the event of your death, your nominated individual will receive a one-off payment equivalent to your annual salary.
- ▶ **Flexible Working Patterns**
 - Flexible working hours.
 - Opportunities to work from home.
- ▶ **Maternity / shared parental leave**

Annual Leave

- ▶ **Incremental Annual Leave**
 - 28 days a year exclusive of bank holidays (pro-rated for part time staff).
 - Increasing by 1 day each year after 2 years' service

Employee Assistance Programme with YuLife

- ▶ **SmartHealth**

Δ free 24/7 virtual GP service available to you all as well as your immediate family. In addition to the core GP service, SmartHealth also provides:

 - A private prescription service
 - Online health check and fitness check
 - Access to a nutritionist
- ▶ **YuMatter**

A 24/7 clinician-led Employee Assistance Programme accessible via phone, SMS and chat. YuMatter offers access to face to face counselling, CBT and online mindfulness and lifestyle coaching sessions. The support will include things like:

 - Being able to speak with mental health experts
 - Structured clinical counselling
 - Financial advice and support
 - Legal advice
 - Career coaching
 - Bereavement counselling
- ▶ **Yulife app**

Where you can earn Yucoin, the currency of wellbeing, by taking part in healthy activities, such as walking and meditating, as well as compete against colleagues to top the leader-board. You can then exchange Yucoin for air miles and gift cards from brands like ASOS, Amazon, Tesco, Avios and many more.

Training and Development

- ▶ **Support and Supervision**
 - Supervision with your line manager.
 - Externally facilitated clinical supervision for all front line staff and managers.
 - Peer-facilitated reflective practice session.
- ▶ **Development Opportunities**
 - Secondment and study support policies.
 - Continuous professional development
 - Funding for external training.

Pension

- A contributory pension scheme with Evolve Pensions. Employees contribute a minimum of 5% of salary (you can opt out) and Oasis will contribute 3% of salary.

Staff Recognition

- Our online Kudos recognition scheme to celebrate and encourage your team.
- An annual staff awards ceremony.

PLUS:

- Relaxed dress code.
- We are a Brighton and Hove living wage employer.
- We hold an Investors in People Award and a Trauma-Informed Quality Marker in recognition of our support and development of staff.
- Menopause policies.
- Company sick pay scheme.

Length of service	Annual leave per year in hours (exclusive of bank holidays)	Equivalent in days
0-24 months	210	28
25-36 months	217.5	29
37-48 months	225	30
49+ months	232.5	31





The Recruitment Process

At Oasis Project we are committed to providing the best possible recruitment experience including working to remove barriers to equal opportunity at each stage of the recruitment process.

Our commitment to you is that:

- We will treat you in a polite, helpful and friendly manner at all times.
- Information that you provide will be treated as confidential and will be seen only by certain people involved in the recruitment process.
- We will ask you to complete an equal opportunities questionnaire – this information is only used for monitoring purposes.
- We will endeavor to make any reasonable adjustments to the interview process to enable you to fully participate
- We will communicate with you clearly, and as quickly as possible at each stage of the recruitment process
- As far as possible, we make it clear in the job advertisement when the interviews will be held.
- A decision will be made as soon as possible after interviews and you will be informed of the outcome
- Unsuccessful interviewees will be offered feedback.

Job Description

Role Summary	
Job Title:	Head of Services
Reports to:	Chief Executive Officer
Contract Type:	Permanent
Hours:	37.5 hours per week (Full time)
Salary range:	£50,000 - £60,000 FTE (depending on experience)
Team:	Senior Leadership Team
Location:	Oasis Project Brighton & Hove sites (with occasional national travel)
Span of responsibility:	Line management of up to six direct reports across Oasis Project Services; Recovery Team, Family Team, Partners in Change, SWOP, Looking Forward, Creche and Early Years and Young Oasis
Job Purpose	
<p>This is an exciting opportunity to make real impact in a leadership role for an established, award-winning, innovative voluntary sector organisation.</p> <p>The Head of Services plays a key role within Oasis Project's three-role Senior Leadership Team. As part of the leadership team, you will support Oasis Project's mission to deliver</p>	

safe, effective and compassionate drug and alcohol services for women, children and families: working within the wider context of trauma, safeguarding and recovery, and grounded in our trauma-informed, child-centred gender-responsive values.

The Head of Services reports to the CEO and holds responsibility for operational safeguarding, service quality and performance management, acting on behalf of the organisation.

They are responsible for leading high-quality drug and alcohol service delivery for women, children and families across Oasis Project, ensuring services are safe, effective and aligned with organisational strategy, values and client need.

The Head of Services translates organisational strategy into effective delivery, providing clear leadership to managers and teams and ensuring continuous improvement shaped by lived experience, best practice and learning.

The post holder holds Designated Safeguarding Lead (DSL) responsibilities and acts as CQC Registered Manager, ensuring safeguarding practice and regulatory compliance are embedded consistently across all services.

Key Relationships

Internal

- Chief Executive Officer
- Senior Leadership Team colleagues
- Service Managers and Team Leaders
- Service delivery staff, students and volunteers
- Support services (HR, Finance, Administration, Communications)
- Trustees

External

- Clients, their families, and support networks
- Statutory and voluntary sector commissioners
- Strategic and operational partners
- Regulators and inspectors

This list is not exhaustive

Key Responsibilities

1. People Leadership, Management and Culture

- Provide line management, supervision and coaching to support Service Managers and Team Leaders, ensuring appropriate support, reflection and oversight in the context of emotionally demanding work

- Set clear expectations and provide regular feedback to support performance and development.
- Foster a psychologically safe culture that supports learning, reflection and accountability.
- Identify training needs, model and support professional development across teams.
- Work with HR colleagues on recruitment, induction, performance management, staff wellbeing and retention.
- Champion and maintain Investors in People accreditation, embedding its principles into people management, leadership practice and organisational culture.
- Promote diversity, equity and inclusion, ensuring inequality of access and outcomes are actively addressed.

2. Quality Assurance, Standards & Continuous Improvement

- Lead quality assurance systems, including audits, incident reviews and improvement plans.
- Act as CQC Registered Manager, ensuring compliance with CQC, Ofsted and other relevant regulatory frameworks.
- Ensure continuous improvement is informed by lived experience, research, best practice and innovation.
- Maintain up-to-date knowledge of relevant legislation, guidance and sector standards.
- Lead the delivery of trauma-informed practice and maintain Oasis Project's Trauma Informed Quality Mark.

3. Service Delivery and Performance

- Lead delivery of high-quality drug and alcohol services across Oasis Project, actively modelling best practice and engaging directly with clients where appropriate to strengthen delivery and learning.
- Ensure services meet contractual requirements and agreed performance indicators.
- Oversee service performance monitoring and improvement in partnership with managers and Team Leaders.
- Ensure accurate, high-quality client data recording and timely reporting.
- Contribute to Senior Leadership Team meetings and Board Sub-Group meetings, providing assurance on service quality and performance.
- Represent Oasis Project in relevant partnership forums and multi-agency systems.

- Manage service delivery budgets, in collaboration with the Finance Manager, ensuring effective and efficient use of resources.

4. Safeguarding, Health & Safety and Operational Risk

- Act as Designated Safeguarding Lead, providing leadership on safeguarding decision-making and escalation.
- Lead operational safeguarding practice in line with legislation, policy and protocol.
- Maintain high standards of health and safety across all services.
- Lead operational risk management within services, ensuring risks are identified, managed and escalated appropriately.

5. Compliance & Regulatory Responsibilities

- Ensure services comply with regulatory requirements (including CQC and Ofsted).
- Ensure compliance with relevant legislation and organisational policies, contributing to policy development as required (e.g. safeguarding, equality, health & safety, data protection).
- Ensure readiness for inspection, audit and assurance activity.

6. Other Responsibilities

- Attend training and comply with organisational policies.
- Contribute to organisational leadership and change activity.
- Attend Board sub-groups as agreed with the CEO, providing service-level assurance and insight.
- Provide occasional cover for colleagues, including deputising for the CEO as requested.
- Undertake any other duties reasonably required by the CEO, commensurate with the role.

Role Boundaries (Explicit)

The Head of Services is not accountable for:

- Organisational income strategy or bid ownership

- Impact framework ownership or organisational reporting systems
- Board relationship management or final strategic sign-off

Person Specification

Qualifications & Professional Requirements	Essential or Desirable (E/D)
Educated to degree level or equivalent professional or leadership experience	E
Relevant professional qualification (e.g. social work, nursing or similar)	D
Skills, Knowledge, Experience	
Leadership & Management Experience	
Proven experience of senior operational leadership and management within health, social care or comparable statutory or voluntary and community sector organisation.	E
Experience of fostering psychologically safe, reflective and accountable team cultures.	E
Demonstrable experience of leading, developing and supporting managers and multidisciplinary teams to deliver high quality, trauma informed services	E
Proven ability to set direction, manage performance, drive continuous service improvement and change management	E
Safeguarding, Service Quality & Regulation	
Strong knowledge of child and adult safeguarding legislation and practice, with experience of providing senior safeguarding leadership; experience as a Designated Safeguarding Lead or equivalent is desirable.	E
Experience of leading services for women, children and families affected by substance use or comparable client groups in related sectors (e.g. mental health, domestic abuse, homelessness or criminal justice).	E
Direct experience of drug and alcohol services is desirable but not essential.	D
Demonstrable experience of service quality assurance, audit, risk management and improvement planning.	E
Working knowledge of the CQC Regulatory Framework and experience supporting inspection readiness, compliance and regulatory assurance.	E
Direct experience of CQC is desirable but not essential	D

<p>Knowledge, Skills & Expertise</p> <p>Strong understanding of trauma-informed, gender-responsive and child-centred practice.</p> <p>Experience of contract management and delivering services against key performance indicators and contractual requirements.</p> <p>Experience of strategic and operational partnership working within multi-agency and multi-disciplinary systems.</p> <p>Confident use of digital systems and tools to support service quality, performance and effective reporting. This includes a willingness to embrace new technologies, including AI</p> <p>Excellent written and verbal communication skills, including quality report writing for a range of audiences.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
<p>Values, Behaviours & Personal Attributes</p>	
<p>Strong commitment to safeguarding, equality, diversity and reducing barriers to access and outcomes for women, children and families.</p> <p>Willingness and ability to engage directly with services and clients where appropriate, modelling good practice and supporting service quality.</p> <p>Resilient, reflective and adaptable leadership style, with the ability to manage complexity and make sound decisions under pressure.</p> <p>Acts with integrity, empathy and professionalism, aligned with Oasis Project's values and ethos.</p> <p>Demonstrates warmth, emotional intelligence and an appropriate sense of humour, using these qualities to build trust, support staff wellbeing and foster positive working relationships.</p> <p>Commitment to confidentiality and best practice in line with data protection requirements.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
<p>Additional Information</p>	
<p>This post is subject to satisfactory completion of an enhanced DBS check.</p> <p>This role is restricted to female applicants as being female is a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.</p> <p>This Person Specification may be reviewed and amended following consultation.</p>	

Completing your application

To apply for this role, please submit your CV and a covering letter of no more than two sides (font size 11) via IRIS – our chosen recruitment platform. The link to apply is:

<https://tinyurl.com/3vdvb7yk>. In your covering letter, please explain how your skills, experience and knowledge meet the requirements of the role. We encourage you to read the job description and person specification carefully and to structure your supporting statement clearly against the stated criteria.

Candidates will have the opportunity to request an informal conversation with the CEO about the role, which can be arranged via the IRIS platform after 31st March.

Recruitment checks

References

We require two references. Referees will not be contacted without your prior consent, but two satisfactory references must be received before any offer of employment can be confirmed.

Where possible, please provide an email address for each referee, as this helps us to process references efficiently.

Eligibility to work in the UK

We require you to provide appropriate ID documentation that proves your eligibility to work in the UK or the appropriate share code to demonstrate settled status.

Occupational health check

You will be asked to complete an online medical questionnaire, via our occupational health providers. Our occupational health experts will confirm to Oasis Project your fitness to undertake the role, including if adjustments may be required, based on the information that you have disclosed.

Ex-offenders / Disclosure and Barring Service (DBS) Checks

All applicants are required to disclose details of any unspent convictions in accordance with the Rehabilitation of Offenders Act 1974. Any disclosure of an unspent conviction will not automatically disqualify your application unless the nature of the offence renders you unsuitable for the role. All such disclosures will be considered on an individual basis.

Please consider this in your covering letter.

As your employment at Oasis will include working with children and vulnerable adults you will be required to undertake a DBS check.

We wish you success with your application.

