

Recruitment pack

For the position of
Director of Service Delivery



Welcome...

And thank you for your interest in joining Catalyst Support!

As we enter the next phase of our journey, we're more committed than ever to improving health and wellbeing across Surrey—helping people build stability, resilience, and better lives. Grounded in kindness, integrity, and commitment, we offer non-judgmental support for mental health, substance use, and overall wellbeing. Our services are personalised, collaborative, and designed to make a real impact and difference for our community who use them.

Learn more at www.catalystsupport.org.uk.

With a turnover of nearly £5 million and a growing demand for our services, our role in the community has never been more vital.

It's an exciting time to get involved! If you share our vision and want to make a lasting difference, we'd love to hear from you. Thank you again,

Sue Murphy & Yvonne Rees

CEO & Chair of Trustees, Catalyst Support

Sue Murphy
CEO ✨



Yvonne Rees ✨
Chair of Trustees



Our story

Who we are

Catalyst Support is a Surrey-based non-profit charity, founded in 1989, dedicated to improving mental health and overall wellbeing. We provide support services that reduce harm, promote wellbeing and tackle health inequalities across the county.

Working with adults, we deliver a wide range of community-based services—many in partnership with other agencies—to improve lives and strengthen communities. Our services are co-designed with clients to ensure they truly meet individual needs.

Our work is co-funded by Surrey County Council, the NHS, Public Health, the Office of the Police and Crime Commissioner, the National Lottery, and others through the Surrey Heartlands and Frimley Health and Care systems.



Our vision



Providing confidential, free or heavily subsidised, accessible, and flexible services



Creating a holistic approach to health and wellbeing



Offering specialist knowledge and support



Ensuring no-one is left behind



Investing in our people



Bringing together the most appropriate services for individuals



Enabling individuals to be heard and understood.



It takes a community to support a community – *Sue Murphy, CEO*

Our values



Kindness

friendly, caring and considerate.



Integrity

honest and having strong moral principles.



Commitment

dedicated to the cause.

What People Say About Catalyst Support

“

I feel comfortable and feel a weight's lifted. I've got more of an appetite, I feel more relaxed, I feel more confident and I'm happy with where I am now. I've just started a new job; I've opened up more and I've been honest more.

Catalyst Counselling client

“

In the 2 years I have worked with them, I have seen how much the MHICS teams add to the service we offer to our clients. They are warm, kind, and generous with their time, not just with clients but with their colleagues too.

Surrey Heath PCN

“

A big thank you to the groups team. For me you have literally been one of my lifelines. The Friday group is a weekly milestone I know is there in my diary. In my bad times it's supportive and in better weeks I enjoy a social event.

*Community Connections Client,
2024*



Equality, Diversity, and Inclusion

At Catalyst Support, diversity, equality, and inclusion are at the heart of our values and operations. We believe that the varied backgrounds of our staff, clients, and partners are key to delivering inclusive, high-quality services.

We are committed to fair treatment in both service delivery and workforce practices, promoting a culture that values difference and fosters belonging.

We support flexible and part-time working to help staff balance personal and professional commitments.

We also collaborate with partners including the Surrey Minority Ethnic Forum, Surrey Coalition of Disabled People, and Surrey Disabled People's Partnership to champion inclusion across all we do.



I feel like me again. I have my identity again. I feel more confident... Anyone can be affected by mental health – *Client*

Meet Catalyst Support

Join us on a journey of a charity that started over 35 years ago to address drug and alcohol use in Surrey.

Follow us through the years as Catalyst Support grows to meet the needs of our community, addressing mental health challenges and providing outreach services where they are needed most.

Discover some of the 20+ services we provide, the impact of their work, and how our focus on trauma-informed, client-led care—combined with strong local partnerships—makes a meaningful difference in the lives of those we support.

Meet our clients to hear their stories.

[Click to watch
our film](#)





Benefits We Offer



Great working hours

- 35 hour working week (full time hours)
- Flexible working opportunities



Time Off

- 26 days holiday per year (pro rata)
- Holiday allowance increases at 3 years and 5 years
- Your birthday off each year- a little pressie from us!



We invest in you

- Regular 1-1 support
- Valuable training and support



Social events

- We hold an annual awards ceremony and recognise employee achievements



Help with your health

Membership to Simply Health:

- Medical/therapy appointments (up to 6 in any year)
- prescriptions
- dentist
- opticians



Financial benefits

- Access to an employment pension scheme
- Access to an employee benefit scheme such as retail discounts

At Catalyst Support , we have thought about benefits to help support the wellbeing of our employees. Look at the great benefits we offer all employees.

How to apply

Please find a copy of the job description here

Thank you for taking the time to read about our Charity and view the job description for the Director of Services.

If you feel inspired to join us, please follow the steps below to apply.



- Please send us your CV and a personal statement (maximum two sides of A4, standard margins, font size 11).
- In your statement, please highlight your skills and experience that demonstrate your suitability for the role.
- Please email both documents to our recruitment specialist, Louise: esift.recruitment@catalystsupport.org.uk
- If you require any adjustments to our process, please contact Louise.



Recruitment timetable

Closing date: Monday 29th September 2025

Interview date: Wednesday 08th October 2025

Location: Woking, Surrey

Meet the team date: Wednesday 08th October 2025