



# Recruitment Pack

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# Welcome

Thank you for taking an interest in this role at the Chrysalis Group.

We are a group of organisations, both commercial and not for profit, working in the specialist supported housing, specialist support and care sector. Chrysalis's expertise is recognised as a leader in the field. We have a tailored approach to scheme funding, investment, design, development, operational delivery, and robust viability, whilst meeting the Group's overall focus on social investment and charitable objectives.

This gives us a clear focus for the delivery of our objectives, that are captured within the design of our specialist services, simultaneously promoting and driving growth. We are able to deliver our charitable objectives through a 'not for profit' structure whilst ringfencing and creating separate investment opportunities through our commercial businesses.

The following pages contain a summary of life working at the Chrysalis Group, what we value and some of the great benefits that we offer. Please check you have downloaded everything you need to complete your application and return it electronically. Good luck with your application and I look forward to meeting you.

Best wishes,

Colin Mackell  
CEO, Chrysalis Group.

# About us

## Our Vision

To grow and diversify as an ethically leading, customer-focused provider of high-quality supported housing and innovative sector leading support services, leveraging our expertise and commercial activity, by attracting unique opportunities often alongside external investment. high-quality, sustainable products, services and homes.

## Our Mission

To blend our commercial expertise and commitment to deliver social good, to grow and diversify the group, while safeguarding and supporting our service users, reducing barriers to achieve the best life they can through providing high-quality, sustainable products, sector leading support services and homes in communities across the UK.

## Our Values



Respect, Compassion  
and Humility



Integrity and  
Honesty



Dependability and  
Commitment



Courage and  
Responsibility

# The Chrysalis Family



## Chrysalis Supported Association

Supporting individuals through high-quality, person-centred social care.



## Touchstone Developments & Investments

Providing tailored outreach and support for vulnerable adults in the community.



## The Compass Project

Empowering people to regain direction through mentoring and employment support.



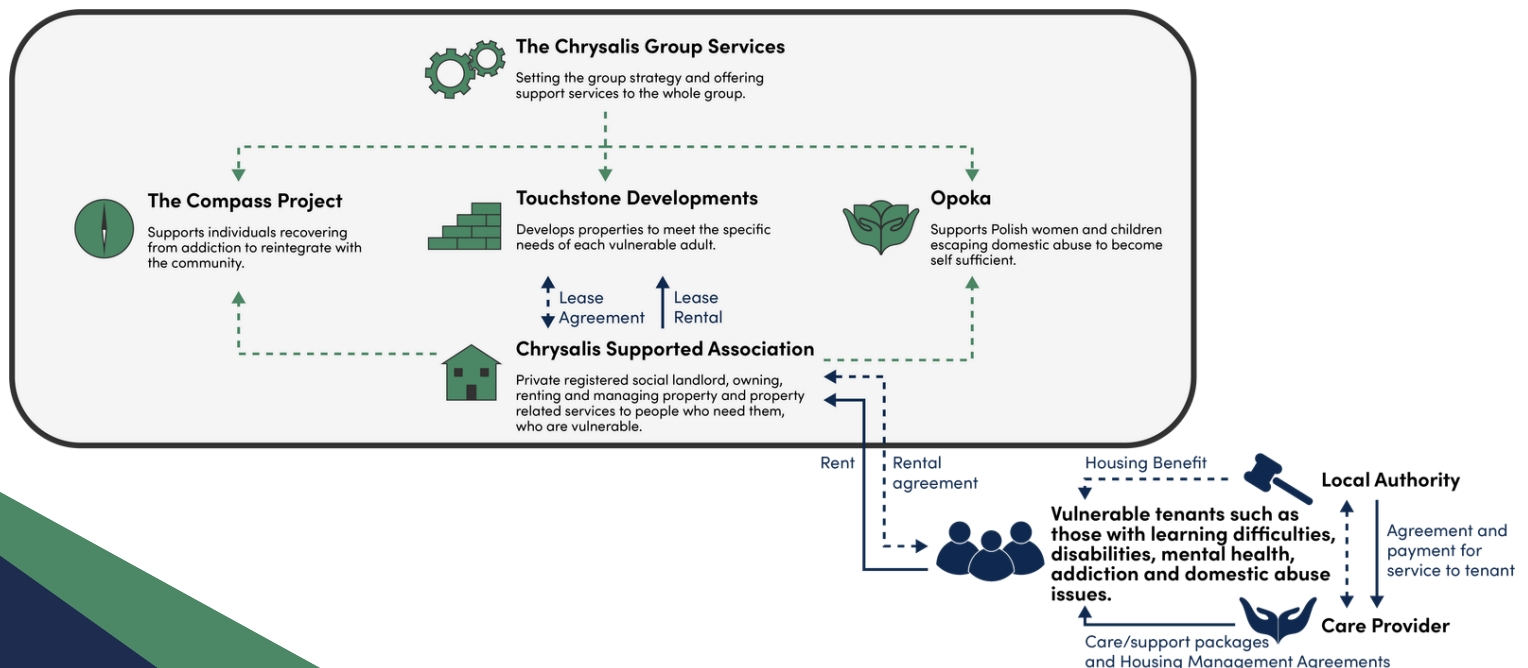
## OPOKA CIO

Working with survivors of domestic abuse to rebuild confidence and independence.



## Blackfields Furniture

Sustainable social enterprise offering training and employment opportunities in furniture restoration.



Chrysalis Supported Association Limited (CSA), as a Registered Social Landlord (Housing Association), continues to pride itself on delivering effective and appropriate intensive housing management services to all of its vulnerable tenants. These intensive services not only ensure that tenants are living in safe and well-maintained homes with the right support, but also promote tenancy sustainment and independence regardless of the tenants needs.

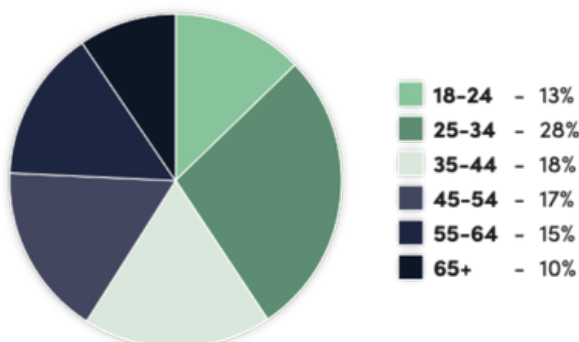
“

When I first moved in after being in hospital for such a long time it was a very difficult and stressful time for me because of the transition but I am now in a good place. I am so independent and before I didn't even go out alone and my confidence was institutionalised. I love my home and I am treated with respect and kindness. I am very grateful to all the people that support me and have a positive impact in my life.

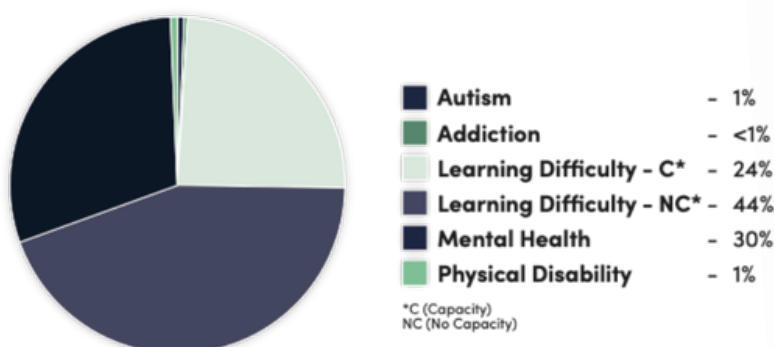
- Tenant

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**Client Age Groups**



**Client Disabilities**



Touchstone Development & Investments Ltd is an expert developer and property services company that delivers bespoke developments, including specialist adaptations and works, to the highest standards both in-house and for external clients.

It has specialist knowledge in meeting the unique needs of the vulnerable tenants we serve, along with years of project management experience, ensuring all parties' needs are met while delivering schemes within tight timelines. Additionally, it provides maintenance support for Chrysalis homes, offering audited, reactive, and responsive repairs, as well as emergency and out-of-hours maintenance services.

We are happy to report within 2024 we responded to 100% of repairs in their timeframe.



Before



After

Touchstone Developments and Investments transforms underperforming properties into modern, high-quality homes through a meticulous renovation process. The before-and-after images illustrate Touchstone's commitment to thoughtful design and showcasing how targeted renovations can dramatically elevate both the appearance and usability of a property.

The company's mission is to be able to deliver bespoke property solutions that put people and partnerships at the centre. Touchstone cares deeply about those that we work with, taking the time to understand individual needs, their priorities and the outcomes.

By nurturing strong, long-term relationships, Touchstone works collaboratively with its partners to raise standards, deliver quality outcomes and ensure shared success at every stage of the journey.



Before



After

## Common repairs that Touchstone complete:

- Plumbing
- Doors
- Electrical
- Walls
- Fixed Furniture
- Heating
- White Goods



The Compass Project CIC (2012) was set up for and informed by people in recovery from addiction to help others recovering from addiction and mental health issues to return to mainstream society and live independent lives.

## What we do:

- ✓ Provide flexible but structured and supervised **recovery support options** for individuals recovering from addiction, including rehabilitation, treatment and holistic support.
- ✓ **Reduce offending and anti-social behaviours** by promoting positive self-image enhancing strong recovery connections and creating meaning and purpose through the recovery programme.
- ✓ **Improve mental and physical health** for those recovering from addiction and transitioning toward independent living.
- ✓ Provide specialist structured, supervised, and non-supervised, supported living **accommodation** for participants.
- ✓ **Supporting service** users to acquire a landlord reference, help and support to gain where necessary a deposit, including an essential items furniture grant when people are ready to move on, into independent accommodation.
- ✓ **Progress our participants into paid work** when ready, through the permitted to work scheme, apprenticeships, or work training placements.
- ✓ **Offer on-the-job social and interpersonal skills support and training** to participants, in order to increase their future employability and ability to retain employment.
- ✓ **Offer life skills training**, such as assisting service users to learn to drive, open bank accounts, apply for passports and manage personal finances, regain family connections and enable our participants' access to **full-time employment**.



OPOKA is a national and multi award winning charity, providing comprehensive, high-quality specialist bilingual domestic abuse services for Polish women and children in the UK. It has opened up the UK's first Safe Structured Supported Accommodation service, providing safe-homes in the UK for Polish Women with or without children, delivered alongside Chrysalis Supported Association as a registered Social Landlord, and Touchstone as developer and investor.

### The service is for Polish women and children who:

- Are survivors of domestic abuse.
- Have up to two children.
- Find it difficult to find support and suitable housing.
- Struggle to access services because of language barriers or knowledge.
- Are isolated, vulnerable and have limited financial independence.
- Who are unable to access safety and culturally sensitive support in Polish elsewhere.

### The difference and outcomes that Opoka is making:

- Improving the immediate safety, health, and wellbeing of women and children and help them to feel safe and more empowered to seek help.
- Reducing disadvantage and inequality by helping women to improve their financial and economic security by supporting them to develop life and employment skills and helping them to access work.
- Raising community awareness and reach the most vulnerable, isolated, and marginalised families who need support.
- Strengthening local capacity to support women and children by training and working with local professionals in the field.
- Reducing domestic abuse, sexual and physical violence within Polish community and improving the lives of women and children by improving early interventions
- Reducing depression and suicide among Polish families in the UK by improving access to mental health support for Polish families and overcoming stigma and other barriers to seeking help.



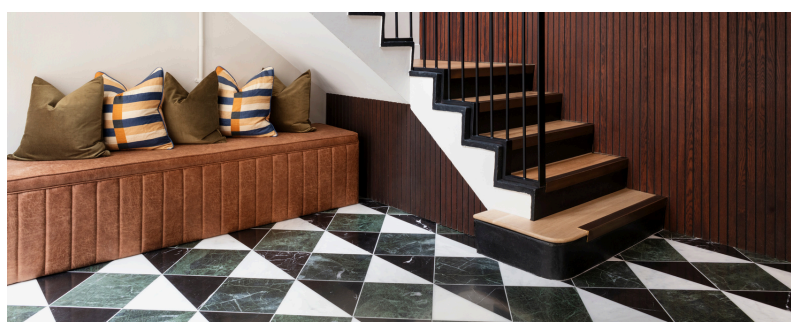
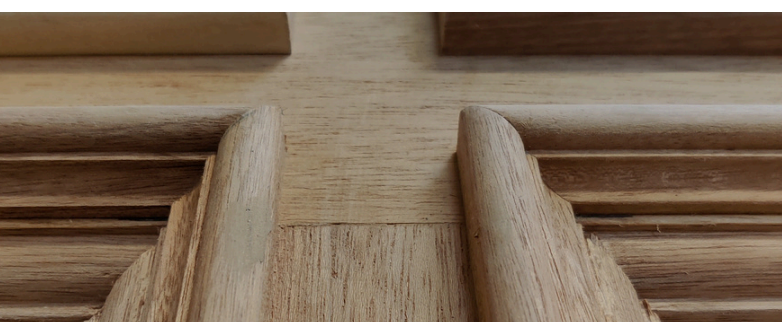
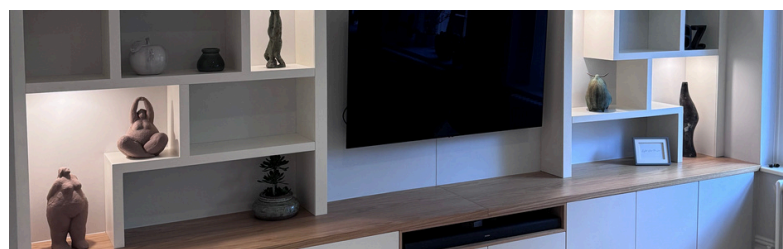
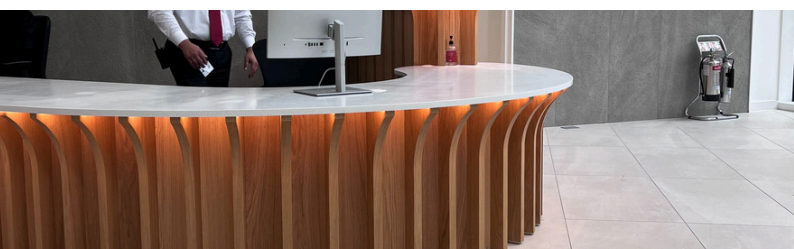
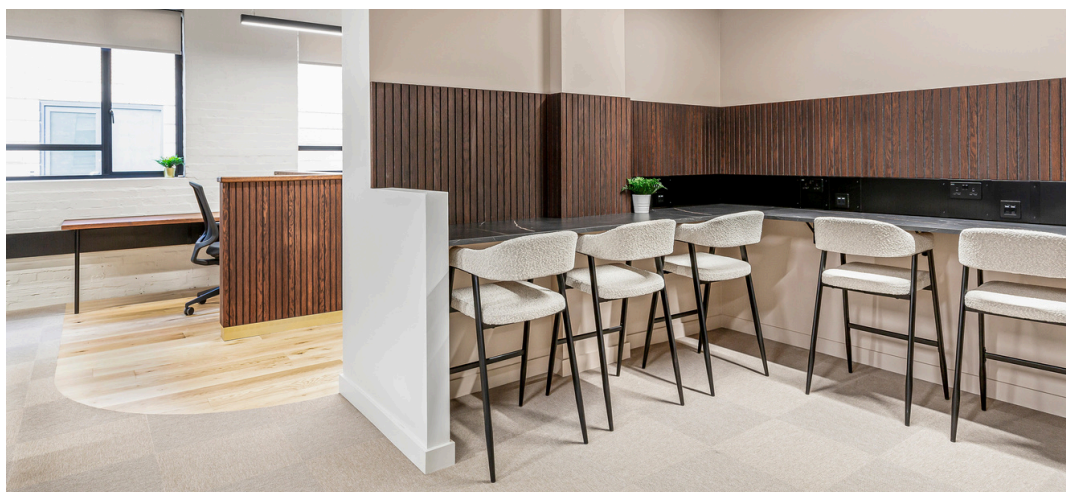


Blackfields Furniture is a specialist furniture design and manufacturing company dedicated to creating high-quality, bespoke pieces tailored to meet diverse needs. From concept to completion, Blackfields combines craftsmanship, innovation, and attention to detail to deliver functional and beautifully designed furniture solutions for residential, commercial, and supported living spaces.

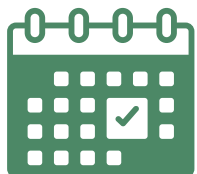
Our team has a variety of skills allowing us to design, build and manufacture all in house. Our workshops, alongside our skilled team of cabinet makers and joiners, allow us to offer a wide range of services including CNC cutting and an in-house finishing shop with spray booth capacity. We have a passionate, dedicated workforce who pride themselves on making sure the whole process from surveying to fitting and snagging is professional & executed to the highest standards we uphold.

Working in the commercial & private sectors for many years has developed our company to meet a wide range of requests, from a high-end commercial joinery contract for offices, hospitals or schools to working with designers, architects & construction companies on higher end home renovations and interior joinery fitouts in private houses. We are passionate about our work and it shines through with each of our projects that we deliver.

## Our Projects:



# Why Work With Us



28 Days holiday + bank holidays



Westfield Health cash plan



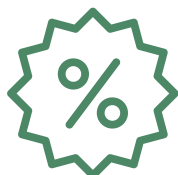
Westfield Health private medical insurance



Learning and development opportunities



Aviva (AIG) life insurance



Perks at work – discounts offered for travel, cinema, electronics and more

Our benefits are offered after a successful probation period.

# Application process

## Completing your application

Alongside this recruitment pack, an application form will be provided for you to fill out and list all relevant skills and experience relating to the post you have applied for. A copy of the job description is also provided.

Please complete your application and return the information by the deadline stated in your email.

## Shortlisting

Following the closing date for the post advertised, all applications will be sent to the selected recruitment panel who make their preferred selection based on the requirements that meet the personal specification. Candidates who meet the criteria are shortlisted for an interview.

## Interviews

The interview panel will normally be formed of 2-3 staff members who will ask questions based on the values and competency required for the role. For some roles you may also be asked to participate in a task or presentation. The applicants will be informed of this ahead of their interview date.

If you are unable to attend a scheduled interview date, please email [hr@chrysalisgroupservices.co.uk](mailto:hr@chrysalisgroupservices.co.uk) to arrange a new time slot.

