



SENIOR SERVICE MANAGER RECRUITMENT PACK

Welcome to Penumbra:

Thank you for wanting to join our team. At **Penumbra Mental Health**, we pride ourselves on being a great place to work where you can grow and thrive in a supportive team.

Penumbra is one of Scotland's largest mental health charities. We support around 1800 adults and young people every week and employ 450 staff across Scotland.

Founded in 1985, we work to promote mental health and wellbeing for all, prevent mental ill health for people who are 'at risk', and to support people with mental ill health to live fulfilling lives.

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About Us

We are **Penumbra Mental Health**, a pioneering charity providing dedicated services for people with mild to serious and enduring mental ill health.

We support people on their journey to better mental health, by working with each person to find their own way forward.

From being there for people in crisis to suicide prevention, supported living to self-harm management and peer support. We are with those we support every step of their journey to a better place. People's experiences are at the centre of everything that we do. We champion peer workers; they know that recovery is possible, because they've been there too.

The power of people's lived experience enables us to provide pioneering services which transform lives. Find out more here: penumbra.org.uk

Our vision is that people live with positive mental wellbeing and can easily access the best possible support when they need it.

Our mission is to provide exceptional mental health and wellbeing support and activities, guided by people's own lived experience, their recovery journeys and their hopes and aspirations.

We live and breathe our values



Compassion

Courage

Curiosity

Collaboration

And we're looking for kind people like you who want to make a difference in people's lives. We can offer you a tonne of employee benefits, and we can promise you'll be inspired by some pretty amazing humans every single day. So, good luck with your application!

Vision

Our vision is that people live with positive mental wellbeing and can easily access the best possible support when they need it.

Our vision is aspirational, ambitious and hopeful. It gives a view of what we aim to achieve

Mission

We will deliver exceptional mental health and wellbeing support and activities, guided by people's own lived experience, their recovery journeys and their hopes and aspirations.

Our mission explains how we aim to achieve our vision. It is the reason we exist.

Values

Our values set our behaviours and actions. These underpin everything we do.

Courage

We will do the right thing. Standing up for people, their rights, wellbeing and recovery

Compassion

We listen and respond with hope, kindness and respect

Curiosity

We explore, reflect, learn and adapt to create solutions that are best for people's wellbeing

Collaboration

We will work with those who share our vision and values

STRATEGIC AIMS

Our aims describe how we direct our activities towards delivering our Mission

To make a **positive** difference to people's **recovery** and mental wellbeing.

To value, support and involve **our people**.

To be **innovative** and creative in all that we do.

To continuously learn and **improve** our practice and processes.

To be thought and practice **leaders** in recovery and mental wellbeing.

Recovery



10,599 people is the number of people we supported in 2021-2022



We have added 18 new services this year, including services for adults and young people with eating disorders, peer navigators, psychological wellbeing practitioners and Redress Support Service.



As per strategy we have increased the number of our distress services including 6 additional Distress Brief Intervention associate programmes.

Innovation



We have increased the number of people viewing our Facebook content by 57% compared to last year by focusing our communications on recovery and lived experience.

I-ROC Y-ROC

I.ROC and Y.ROC are used by organisations across 6 countries in the UK and the EU



People



92% of staff reported feeling proud to work for Penumbra and would recommend Penumbra as a good place to work.



Approximately **15%** of our workforce are peer workers

Improvement



96.6% felt that Penumbra treated them with kindness and dignity 'all the time.'



98% said that Penumbra had had a positive impact in their lives



93% felt Penumbra does what we say we will 'all the time.'



ALLIANCE

Our ARDB Toolkit has won the 2021 Alliance Self-Management Resource of the Year award.



Leadership



The number of users of our website has increased by **59.8%** compared to last year's baseline.

Advertisement

Senior Service Manager

Location: Aberdeen

Salary: £39,114 - £42,508

Permanent

If you're looking for a rewarding career and to lead an inspirational team that really does make a difference, this is your opportunity to join us in a brand-new position in Aberdeen City.

We are looking for a dynamic and forward-thinking Senior Service Manager who is experienced in high quality service management and ambitious for a new challenge to shape and implement services.

Operating as part of the Granite Care Consortium, our Aberdeen Mental Health Service delivers Housing and Care at Home support across the City. Providing person-centred interventions for people living with ongoing mental health challenges, the team support people to gain the skills to live meaningfully within their local community and make informed choices.

In collaboration with the Integrated Drugs Team, our Intensive Housing Support Service provides recovery-focused support on an individual and family basis. Using a strengths-based approach to addressing barriers to recovery, we work to promote self-management, resilience building and connecting positively to community resources to promote ongoing wellbeing.

As a Senior Service Manager, your role will be to ensure compliance with the Local Authority contract, particularly the delivery of support hours and the standard of service. You will also manage, support and supervise staff to ensure the needs of service users are met and the service provided is run effectively.

We want you to grow and thrive! We will support you on your own career path; developing new skills, accessing formal and informal learning experiences and providing opportunities to put your continual progress into practice.

Job description for the post of: Housing Support Services - Senior Service Manager

Service: Portfolio of Aberdeen based housing support & care at home services; to include Aberdeen Mental Health Service and Intensive Housing Support Service



Funding for the Intensive Housing Support Service is contributed to by the Corra Foundation.

Responsible to: Head of Services

Salary: £39,114 - £42,508 (£20.06 - £21.80/hr equivalent)

Working hours: 37.5 hours per week

Location: North Area Office, Aberdeen

Closing: Monday 10th October at 19:00

Interview: Thursday 27th October via Zoom

Special condition: May include local travel.
Will include out of hours pager responsibilities on rota basis.

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Courage
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Job summary:

As a Senior Service Manager, your role will be to ensure compliance with the Local Authority contract, particularly the delivery of support hours and the standard of service. You will also manage, support and supervise staff to ensure the needs of service users are met and the service provided is run effectively.

We can offer you:

- A living wage
- Up to 38 days per annum including public holidays
- 5% employer pension contribution (salary sacrifice). Also offer auto-enrolment pension scheme.
- Flexible working
- Cycle to work scheme
- Confidential Employee Assistance Programme, offering free counselling for you and your family
- Employee Discount Scheme
- Death in Service benefits
- Full training and professional development

And so much more!

Main duties and responsibilities

- Develop services in accordance with stated aims and objectives.
- Authorise information leading to the invoice to the local authority
- Proactively market the service to Care Managers and Service Users with budgets

- Take a lead role in the referral/selection process of service users
- Ensure that services comply with all relevant legal and regulatory requirements e.g. Penumbra policies and procedures, Health and Safety requirements, National Care Standards, SSSC and Service Contract standards and reporting requirements.
- Ensure the development and implementation of support plans for all service users ensuring that they are involved in decisions about their own support.
- Establish productive working relationships with other professionals involved in the support of service users
- Ensure effective recruitment, selection, and induction of new staff.
- Ensure the effective management of existing staff including the management of work practice, conduct and absence along with regular supervision, support and the identification of training needs.
- Support, supervise and manage Service Managers and recovery teams as required and ensure that staff have the necessary skills, resources and training to deliver recovery services.
- Ensure that the financial management of the project meets the support needs of service users according to agreed budgets.
- Ensure that all financial and other records are maintained accurately, and that all reporting requirements are met in a timely manner.
- Carry out any additional duties as required by Head of Services.

Person specification

Qualifications	Essential: <ul style="list-style-type: none"> • A relevant professional qualification e.g. Social Work, Nursing, Occupational Therapy, Social Care, Community Education or equivalent. • A Management qualification satisfying SSSC requirements or ability to work towards this.
Knowledge and Experience	Essential: <ul style="list-style-type: none"> • Experience in the recruitment management, motivation and supervision of staff. • A commitment to service user led services and effective service user and carer involvement. • Experience of managing person centred services. • An excellent understanding of the voluntary sector.

<p>Core Competency – Working with Others</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Builds and maintains robust and co-operative relationships with team members and colleagues. • Supports a culture in which individuals are treated with dignity and respect. • Builds co-operative relationships, develops networks and promotes partnership working with other professionals.
<p>Core Competency – Learn and Apply</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Contributes to an organisational culture which values continuous professional development. • Demonstrates on-going positive and constructive self-reflection and resulting improvements. • Is open to positive and constructive feedback from others
<p>Core Competency – Communication</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Uses the most appropriate means of communication, using content style and language to suit the audience and context. • Ensures a high level of two-way communication with all stakeholders. • Is skilled at producing structured, accurate and concise written reports that inform and persuade others to take action.
<p>Core Competency – Managing Self</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Actively contributes to a culture which embraces change. • Is skilled at remaining positive and finding solutions to overcome adversity. • Is able to explain and account for their own practices and expects to have their thinking challenged appropriately.
<p>Core Competency – Professionalism</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Upholds the SSSC code of practice for social care employees.

	<ul style="list-style-type: none"> • Ensures the delivery of efficient, effective, high quality services. • Develops clear, realistic, timely plans to produce desired results and ensures that action is taken to deal with any changes as they arise.
Role Specific Competency – Managing People	<p>Essential:</p> <ul style="list-style-type: none"> • Shows vision and inspires others towards objectives. • Delegates effectively and motivationally. • Provides the right resources and information for the team to perform effectively.
Role Specific Competency – Managing Services	<p>Essential:</p> <ul style="list-style-type: none"> • Consults and acts on ways to improve the delivery of services. • Takes responsibility of, and effectively manages finances • Creates realistic plans and integrates plans with overall organisational goals, in co-operation with relevant individuals.
Role Specific Competency – Supporting People	<p>Essential:</p> <ul style="list-style-type: none"> • Consistently works with a person-centred approach. • Strives to establish and maintain the trust and confidence of service users. • Protects the rights and promote the interests of service users.

Conditions and Remuneration

Salary Package

£39,114 - £42,508 (£20.06 - £21.80/hr equivalent)

Holiday

33 days per annum including public holidays, rising to 38 after 5 years' service

Pension

5% employer pension contribution (salary sacrifice). Also offer auto-enrolment pension scheme.

Benefits

- Flexible working
- Cycle to work scheme
- Confidential Employee Assistance Programme, offering free counselling for you and your family
- Employee Discount Scheme
- Death in Service benefits
- Full training and professional development

And so much more!

Get in touch

If you'd like an informal chat about this role and working for Penumbra Mental Health, please contact: **Suzanne Bain, Head of Services** (North) on **0771730159** or **suzanne.bain@penumbra.org.uk**

For more on our who we are visit: penumbra.org.uk

For more opportunities across our teams visit: penumbra.org.uk/careers