



*Your journey. Your way.*



## Our story

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. The power of people's lived experience enables us to deliver pioneering services which transform lives.

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.

Of course, **everyone's journey is different**, so we work with people to identify, believe in, and reach their goals, whatever they may be. Often, it's about hope, but we know that's not always easy for people to hold on to. And so, when times are tough, we hold it for them, keeping it safe - just until the time is right.

You see, Penumbra has always been about people; listening and learning, challenging, encouraging and enabling. It's why we're trusted to provide services across Scotland, supporting thousands of people every month, because when people need us, we're there.

**Our vision** is that people live with positive mental wellbeing and can easily access the best 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: we will listen and respond with hope, kindness and respect
- 🌀 Courage: we will do the right thing, standing up for people, their rights, wellbeing and recovery
- 🌀 Curiosity: we will 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

[penumbra.org.uk](https://penumbra.org.uk)

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Head Office | Norton Park | 57 Albion Road | Edinburgh | EH7 5QY

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With every conversation, you have the potential to spark real change for people

Jamie



12,649

The number of people we supported in 2022/23

579

Colleagues working across Scotland



26%

Of our colleagues are employed in peer support roles

92%

Of our colleagues feel proud to work for Penumbra

77

Services across



23

Health and Social Care Partnership areas



95%

Of people said that Penumbra had a positive impact on their lives

93%

Of people we asked agreed Penumbra treats people with respect and compassion

92%

Of our partners say our teams recognise equality and diversity

## Welcome

### Want to spark real change?

First of all, thank you for being interested in joining the Penumbra Mental Health team. We pride ourselves on being a great place to work where colleagues have space to grow and thrive. And we're always looking for kind people like you who share our values and who want to spark real change.

You might already be working in a supporting role and looking to expand your skills into mental health recovery, or you might be looking for a new challenge altogether. Maybe you're looking for a career where you can use your lived and living experience to support others on their journey (did you know 26% of our colleagues are employed in peer roles?).

Whatever your career or life experience, you're in the right place if you want to make a difference and build your working life around meaningful connections with people who will inspire you every single day. Our promise to you? We can offer you a salary above the living wage, a tonne of employee benefits, and space to grow your skills and qualifications in a supportive and creative team. Don't just take our word for it, click on the images below to hear from our colleagues, Jamie, Martin, Nick and Jodi.

We know that applying for a new role can be daunting. That's why we encourage applications from everyone even if you're not sure if you meet all the person specifications. What's important to us are your values, kindness, willingness to learn, and your passion for quality mental health support.

We hope you find everything you need in this application pack. If you have any questions, you might want to check out our [careers page](#) where you'll find some FAQs and interview tips.



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## Advertisement

Senior Practitioner (Live Chat)

Location: National across Scotland

Salary: £26,197 - £30,523 per annum (£13.43 - £15.65 p/h equivalent)

Full time (37.5 hours p/w) – Permanent

If you are looking for a rewarding career and to work within an epic team that will help you grow and thrive, then you have come to the right place. Working within our Self Harm Network you can start your day knowing what you do really does make a difference!

As a Live Chat Senior Practitioner, you will recruit and lead a nationally based team of Volunteers who support our online chat function. Working with the Service Manager, peer practitioners and your team of volunteers you will ensure our Live Chat function provides immediate access to support for people who Self-Harm. You will work to support the team with delivering remote, quick support for people who Self-Harm.

The Live Chat support people to manage their distress, discuss issues around their Self-Harm and explore alternative coping strategies. You will also play a key role in ensuring data and outcomes are measured and reported so that learning can be shared. You will have a key role in working with partners to further support the development and growth of the service. You will also ensure that all service-related records and systems are maintained accurately using proficient IT skills, and that information is gathered and provided so all reporting requirements of agreed key performance indicators are met in a timely manner.

As a mental health charity, we really value the wellbeing of our staff. That's why we want you to know that you'll be joining a friendly team, who will give you a supportive environment to help you thrive in your role, including all the training you need to feel confident and equipped.

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. 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.

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## Job Description

### Senior Practitioner (Live Chat)

<b>Service:</b>	Self-Harm Network
<b>Responsible to:</b>	Service Manager
<b>Supervisory Duties:</b>	Volunteers, and supporting team of Peer Practitioners
<b>Salary:</b>	£26,197 - £30,523 per annum (£13.43 - £15.65 p/h equivalent)
<b>Working hours:</b>	37.5 hours per week
<b>Location:</b>	National across Scotland
<b>Closing:</b>	Monday 22 <sup>nd</sup> July 7pm
<b>Interview:</b>	Thursday 1 <sup>st</sup> August
<b>Special condition:</b>	Lone working and local travel across Scotland – driving licence and access to car desirable Occasional evening and weekend working, pager service on a rota basis

### Job summary:

The Senior Practitioner will ensure that our live chat function provides immediate access to support for people who self-harm, by recruiting and leading the team who work on the chat function.

### Main duties and responsibilities

- ✦ Provide a compassionate response to minimise risk to people who self-harm and respond effectively to the distress of people using our services.
- ✦ Responsible for leading, managing and supervising a team of Volunteers working across Scotland to deliver the service.
- ✦ Working in partnership with the Service Manager, and Peer Practitioners you will oversee the delivery of the live chat service – coordinating and supporting the practitioners and volunteers who work on the service.
- ✦ Ensure that people who use the service receive person-centred support that is led by them and is respectful of their rights and choices.
- ✦ Ensure that service delivery is congruent with Penumbra values.

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- ✧ Establish collaborative working relationships with multi-agency partners working and supporting the Service/Network Manager with engagement with wider local networks.
- ✧ Ensure the service meets all required quality standards.
- ✧ Ensure that you comply with all relevant legal and regulatory requirements and are compliant with Penumbra policies and procedures, effective supervision, and Health & Safety requirements.
- ✧ Respond and be open to change, amend service design in response to emerging need and change in provision.
- ✧ Updating service records and systems in line with Penumbra and SHNS operating procedures.
- ✧ Other duties deemed appropriate to this grade, as and when required by your line manager.

### Person specification

<b>Qualifications</b>	<b>Desirable</b> <ul style="list-style-type: none"> <li>• SVQ 3 In Health &amp; Social Care or equivalent, or willingness to work towards this.</li> </ul>
<b>Knowledge and Experience</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Experience supervising staff and/or volunteers to support a service in a Health &amp; Social Care or Mental Health setting.</li> <li>• Experience of personal recovery planning and providing person centred support to people in emotional distress.</li> <li>• Experience of assessing and prioritising need within a group of people accessing support from services.</li> <li>• Core IT skills and ability to input data, basic word processing, manage emails.</li> </ul> <b>Desirable</b> <ul style="list-style-type: none"> <li>• To have a lived experience of self-harm and of personal recovery</li> <li>• Experience of working in an autonomous role.</li> <li>• Knowledge of data management, performance monitoring and reporting.</li> </ul>
<b>Core competency - Working with Others</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Builds good working relationships with team members and colleagues throughout the organisation.</li> <li>• Facilitates co-operative and effective working whilst in a team.</li> </ul>

	<ul style="list-style-type: none"> <li>• Takes active steps to build good relationships with other professionals.</li> <li>• Is aware of and understands unspoken thoughts, concerns or feelings and is skilled at helping individuals to voice these safely.</li> <li>• Challenges practices or behaviours which may breach the principles of equality and diversity.</li> <li>• Challenges practices or behaviours of others which may breach the dignity at work policy.</li> </ul>
<b>Core competency - Learn and Apply</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Demonstrates commitment to keeping knowledge, understanding and skills up to date.</li> <li>• Identifies learning and development needs and seeks a range of formal and informal learning opportunities to meet them.</li> <li>• Makes best use of own strengths and finds ways to overcome personal challenges.</li> </ul>
<b>Core competency - Communication</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Can explain complex information in a way which makes it understandable.</li> <li>• Creates an environment where the opinions of others can be expressed.</li> <li>• Produces structured, accurate and concise written reports.</li> <li>• Uses the most appropriate means of communication, using content style and language to suit the audience and context.</li> <li>• Shares ideas, experiences and knowledge with others.</li> <li>• Actively listens and asks questions to check understanding.</li> </ul>
<b>Core competency - Managing Self</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Engages in open and reflective debate and provide constructive comments about proposed changes.</li> <li>• Is able to explain and account for their own practices and expects to have their thinking challenged appropriately.</li> <li>• Has awareness of own stress and ability to discuss and implement stress management techniques.</li> <li>• Sustains effort to overcome obstacles and feelings of frustration and is able to maintain a positive view.</li> </ul>



	<ul style="list-style-type: none"> <li>• Takes responsibility for ensuring own stress is at a manageable level.</li> </ul>
<b>Core competency - Professionalism</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Demonstrates a commitment to Penumbra’s values and shares understanding with others.</li> <li>• Maintains sound ethical and professional standards at all times.</li> <li>• Is proactive in identifying areas for improvement and implementing creative developments.</li> <li>• Acts as a role model by setting clear standards for service delivery.</li> <li>• Plans ahead for meetings and busy periods.</li> </ul>
<b>Core competency - Supporting People</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Consistently works with a person-centred approach.</li> <li>• Understands recovery and works with a recovery focused approach.</li> <li>• Strives to establish and maintain the trust and confidence of people using the service.</li> <li>• Protects the rights and promotes the interests of supported people.</li> </ul>
<b>Core competency - Managing People</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Leads by example and models organisational values.</li> <li>• Is approachable.</li> <li>• Builds trust and confidence in others.</li> <li>• Adapts style of working appropriately to suit different people and situations.</li> <li>• Identifies and supports the development of others.</li> <li>• Praises others for work well done.</li> <li>• Provides the right resources and information for the team to perform effectively.</li> </ul>

## Conditions and Remuneration

### Salary Package

£26,197 - £30,523 per annum (£13.43 - £15.65 p/h equivalent)

### Holiday

33 days per annum including public holidays, plus an extra day for each years’ service, rising up to 38 days after 5 years’ service.

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## Pension

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

## Benefits

- ✦ Flexible working.
- ✦ Cycle to work scheme.
- ✦ Confidential Employee Assistance Programme.
- ✦ Employee Discount Scheme with Vivup – 100's of lifestyle savings.
- ✦ Payroll Pay with Vivup – pay monthly available across a variety of options including home & electronics, discounted gym memberships and more.
- ✦ Death in Service benefits.
- ✦ Full training and professional development.
- ✦ Refer a friend scheme – earn up to £400.
- ✦ Salary sacrifice pension.
- ✦ Additional day of annual leave for each year of service, up to 5 days of annual leave after 5 years of service.

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: Meghan Drysdale (Service Manager) at [Meghan.Drysdale@penumbra.org.uk](mailto:Meghan.Drysdale@penumbra.org.uk)

For more on our who we are visit: [penumbra.org.uk](http://penumbra.org.uk)

For more opportunities across our teams visit: [penumbra.org.uk/careers](http://penumbra.org.uk/careers)

## Application & Interview Guidance

We know applying for jobs and preparing for interviews can be daunting – but we really want you to enjoy the process. It's a chance for you to showcase all of your skills and learn more about what we do at Penumbra. Everyone is really friendly, and we want your application to be a success!

That's why we have put together these tips, so you know what to include in your application and what to expect at interview.

Penumbra is committed to supporting candidates with disabilities, neurodiverse candidates, and candidates with mental health conditions throughout the recruitment process. We will make any reasonable adjustments required to ensure a

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fair and inclusive process for all. If you think you require reasonable adjustments, please don't hesitate to contact us at [recruitment@penumbra.org.uk](mailto:recruitment@penumbra.org.uk).

### Application

The application stage allows you tell us about all the great skills and experience you've got to offer, and how they'll help you in the role you have applied for.

In your personal statement, we are looking for the skills outlined in the competencies in the person specification section of this pack. Tell us about a time when you've developed or demonstrated these skills – this could be from your work life or personal life. Using the STAR method outlined below will help to structure your points.

This is also a great opportunity to tell us about your passion for mental health, and remember if you're applying for a peer role, tell us about your lived experience and how you think you could utilise it in the role!

### Interview

The interview stage is a chance for us to meet you, and for you to learn more about Penumbra or ask any questions you might have. What will be included in the interview might vary between roles and services (for example, some may include written questions) but this will be explained to you ahead of time.

All of our interviews include competency-based questions. Competency Based questions aim to find out how you have used specific skills in your previous experience and how you approach problems, tasks and challenges.

The competency based questions will be on each of the competencies outlined in the person specification of this pack. We would recommend preparing a few examples of times you have demonstrated each of these competencies in advance. When answering the questions, you should try to stick to the STAR method, outlined below.

### STAR Method

The STAR method can be used to structure your answer to the competency-based questions you'll be asked – it helps you to make sure you get all of the important points across. It breaks an answer down into 4 parts:

- Situation** – What was the situation you had to deal with?
- Task** – What task were you presented with as a result of the situation?
- Action** – What action did you take?
- Result** – What was the result of this action, what did you learn from the result?

Here's an example of the STAR method in use:

### Question

Tell me about a time you had to deal with a conflict. How did you handle it?

### Answer

**Situation** I was part of a team where one colleague was regularly late for our scheduled meetings, which was causing a lot of frustration amongst the rest of the team.

**Task** I knew it was important someone raised the issue with him in order to keep the team working well, so I took responsibility for handling it.

**Action** At the end of one of our regular meetings, I asked if he had a minute to catch up. I mentioned to him that he seemed stressed, and that he had been late to quite a few of our meetings and explained the impact it was having on the team. I expressed that we all really valued his input at the meetings, and asked if there was anything causing the lateness or if there was anything the team could do to support him. He shared that he was overwhelmed with his workload, and it was impacting his ability to manage his time.

**Result** By handling this conflict sensitively and in a supportive manner, we were able to identify what was causing the issue, and distribute some of our colleague's extra workload amongst the team. This took the pressure off him and enabled him to manage his time more effectively. This in turn meant the team was able to work together more efficiently and we didn't miss out on anyone's input.