

*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**

✉ **enquiries@penumbra.org.uk** ☎ **0131 475 2380**



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

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A pioneering charity supporting people on their journey to better mental health



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?

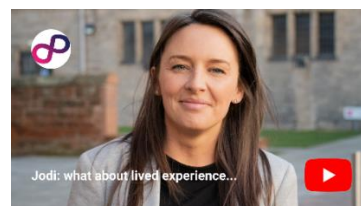
First of all, thank you for being interested in joining the Penumbra Mental Health team. We pride ourselves on being a great place to work where colleagues have space to grow and thrive. And we're always looking for kind people like you who share our values and who want to spark real change.

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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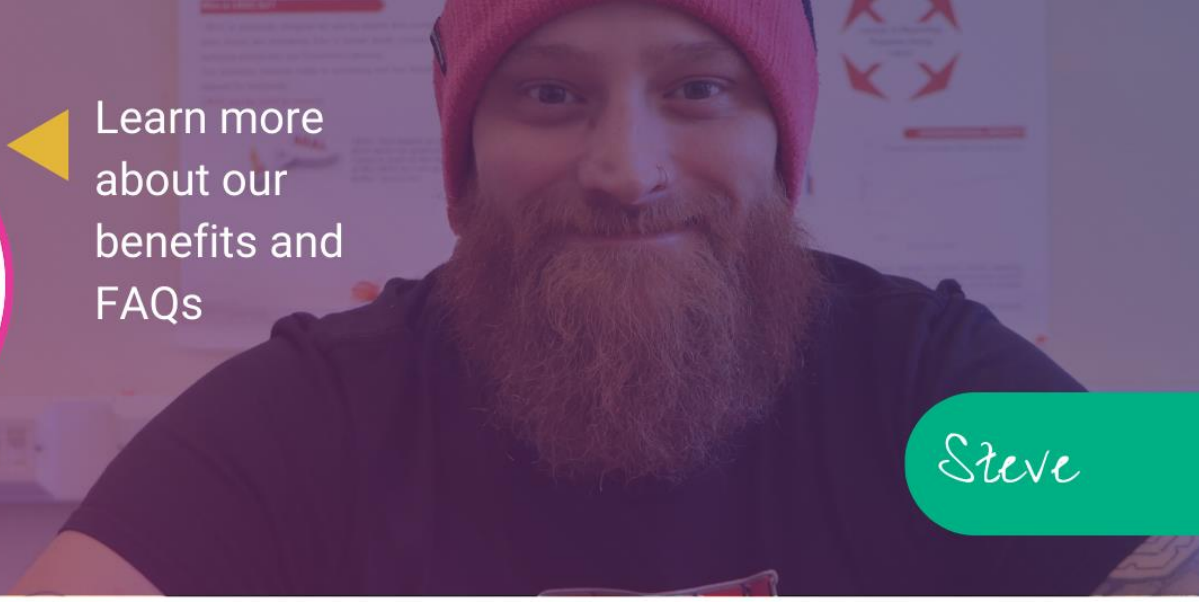
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Learn more  
about our  
benefits and  
FAQs



Steve

**33**

Days of annual leave each year

(increasing by 1 day for every year of service up to 5 years)

**45p**

Mileage payment

(we pay 45p per mile up to 10,000 miles)

**£126.75**

Sleepover payment

(sleepover payments of £126.75 and time + 1/3 waking nights allowance, as well as double payment over Christmas and New Year)

**Fully funded**  
SVQ

(we will fully fund your SVQ and give you paid time to complete assignments)

**24/7**

Employee Assistance Programme

(with discounts, salary sacrifice, and 24/7 confidential telephone support)

**Enhanced leave**



(we will give you enhanced leave and pay for family leave and sickness)

## Advertisement

Administrator

Location: Hybrid

Salary: £23,650 - £24,374 per annum pro rata (£12.13 - £12.50 p/h equivalent)

22.5 hours per week – 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 National DBI Pathway service you can start your day knowing what you do really does make a difference!

DBI is a two-tiered response; a Level 1 response from frontline partnership agencies and Level 2 supportive interventions delivered by Penumbra. A Mental Health and Wellbeing Practitioner will respond to a referral made on behalf of a person experiencing distress within 24 hours, with the provision of time limited support. The Practitioner will then deliver problem-solving support, wellness and distress management planning, supported connections and signposting for a period of up to 14 days.

Your administrative support within the DBI National Service will help facilitate the delivery of consistent and effective administrative processes, and to work collaboratively to support the DBI Practitioner team.

Your attention to detail, administrative experience and accurate record keeping will help you to produce delivery statistics for the management team and inform future plans. As a confident and competent administrator with amazing organisational skills, you will be integral to the service and the people we support.

If you thrive in a fast-paced office environment, enjoy connecting with the public, have a passion for promoting positive mental wellbeing and have comprehensive IT skills then this is the role for you!

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

### Administrator

|                        |   |
|------------------------|---|
| <b>Service:</b>        | National DBI Pathway  |
| <b>Responsible to:</b> | Service Manager   |
| <b>Salary:</b>         | £23,650 - £24,374 per annum <b>pro rata</b> (£12.13 - £12.50 p/h) |
| <b>Working hours:</b>  | 22.5 hours per week (8am to 12.30pm)                              |
| <b>Location:</b>       | Hybrid  |
| <b>Closing:</b>        | 3 <sup>rd</sup> of November 2024 at 7pm                           |
| <b>Interview:</b>      | 11 <sup>th</sup> of November 2024                                 |

### Job summary:

If you are looking for a rewarding career and to work within an inspirational team that really does make a difference, this is your opportunity to join us. This is an exciting opportunity to join our Distress Brief Intervention National Pathways Service which has widely been recognized as innovative and pioneering across Scotland.

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If you thrive in a fast paced office environment, enjoy connecting with the public, have a passion for promoting positive mental wellbeing and have comprehensive IT skills then this is the role for you!

As a mental health charity, we really value team wellbeing. 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 in your role, including all the training you need to feel confident and equipped.

### Main duties and responsibilities

- 🔗 Process and monitor referrals to the service.
- 🔗 Ensure all communications are accessible and engaging.
- 🔗 General secretarial and administrative support including word processing, spreadsheets, database, photocopying, distributing documents and electronic filing.
- 🔗 Create and update support records.
- 🔗 Maintain systems of information related to service provision as required.
- 🔗 Prepare service delivery statistics.
- 🔗 Maintain accurate and comprehensive signposting resources.
- 🔗 Contribute to the efficiency of service standard operating procedures.
- 🔗 Contribute to the organisation of workshops, events, meetings and travel arrangements as required.
- 🔗 To maintain systems of recording information related to:
  - finance
  - staffing
  - health and safety
  - contract monitoring
- 🔗 Attend service meetings to take minutes and update records as required.
- 🔗 Undertake research tasks as required.
- 🔗 Undertake other duties as may be require by your line manager

### Person specification

|                                 |  |
|---------------------------------|--|
| <b>Qualifications</b>           | <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>🔗 Good secondary level education.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Administration qualification</li> </ul> |
| <b>Knowledge and Experience</b> | <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>🔗 Experience of reception/telephone work.</li> <li>🔗 Experience of working in an office environment.</li> </ul>                                       |



|  |   |
|--|---|
|  | <ul style="list-style-type: none"> <li>☞ Experience using a range of software packages including Excel, Outlook, Word and Access.</li> <li>☞ Experience of creating and managing spread sheets &amp; databases.</li> <li>☞ Ability to maintain accurate records and prepare complex statistical information.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>☞ Experience of working in a Social Care Organisation.</li> <li>☞ Experience of working without limited supervision.</li> <li>☞ Experience of desktop publishing and presentation packages.</li> </ul> |
| <b>Core Competency – Working with Others</b> | <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>☞ Builds good working relationships with team members.</li> <li>☞ Is reliable and flexible within the team</li> <li>☞ Is approachable, open, polite and helpful to others at all times.</li> </ul>   |
| <b>Core Competency – Learn and Apply</b>     | <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>☞ Is aware of own strengths and development needs.</li> <li>☞ Demonstrates commitment to keeping knowledge, understanding and skills up to date.</li> <li>☞ Is open to positive and constructive feedback from others.</li> </ul>  |
| <b>Core Competency – Communication</b>       | <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>☞ Speaks and writes clearly and accurately and ensures the message is understood.</li> <li>☞ Explains clearly and accurately issues, policies, procedures and other pertinent information.</li> <li>☞ Conveys sensitive or contentious information tactfully.</li> </ul>   |
| <b>Core Competency – Managing Self</b>       | <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>☞ Is open to change and continually improving practice.</li> <li>☞ Has the awareness of when to ask for help and has the confidence to do so, where appropriate.</li> </ul>  |
| <b>Core Competency – Professionalism</b>     | <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>☞ Demonstrates a commitment to Penumbra’s values.</li> <li>☞ Takes responsibility for own work.</li> <li>☞ Strives to provide efficient, effective, high quality services.</li> </ul>  |

## Conditions and Remuneration

### Salary Package

£23,650 - £24,374 per annum pro rata (£12.13 - £12.50 p/h equivalent)

### Holiday

33 days per annum, **pro rata**, 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 – 2x annual salary.
- ♻ 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: Vicky Hean at [Vicky.Hean@penumbra.org.uk](mailto:Vicky.Hean@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.