

*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

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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?

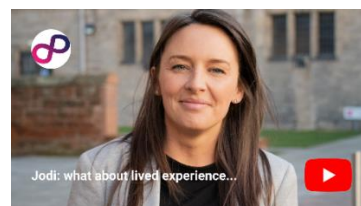
First of all, thank you for being interested in joining the Penumbra Mental Health team. We pride ourselves on being a great place to work where colleagues have space to grow and thrive. And we're always looking for kind people like you who share our values and who want to spark real change.

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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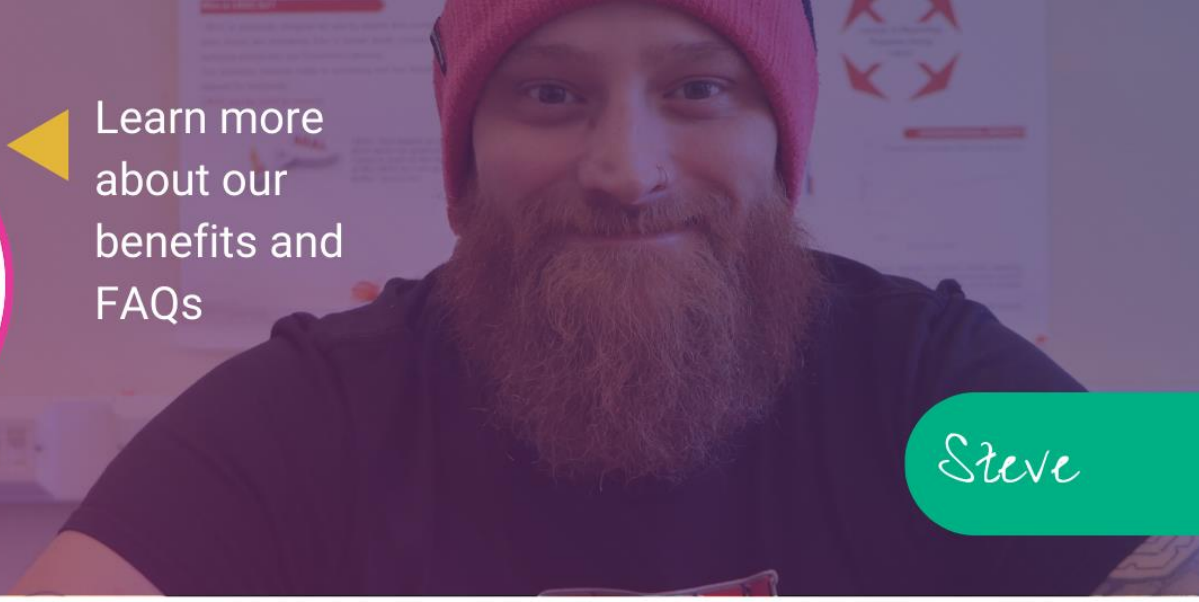
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Learn more  
about our  
benefits and  
FAQs



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

Service Manager

Location: Edinburgh

Salary: £32,614 - £36,872 per annum (£16.73 - £18.91 p/h equivalent)

Full Time – Fixed Term until March 2025

**Background to DBI Services:** The Scottish Government (SG) is focused on improving responses to people in distress. The DBI programme emerged through direct engagement with people who have experienced distress, front-line service providers and literature review. The SG established the DBI programme, which is hosted and led by South & North Lanarkshire H&SCP's, via a DBI Central Team and has been tested, developed and continuously improved in Aberdeen, Inverness, North and South Lanarkshire and Scottish Borders. Many other parts of Scotland are engaged with DBI through the associate programmes, benefiting from the knowledge, infrastructure and tools developed including to support the effective delivery of the DBI NHS24 Pathway response programme.

Since 2017 the programme has been building a large and far reaching national and regional distress collaboration between health and social care, emergency services (Primary Care, Police Scotland, Scottish Ambulance Service and Emergency Departments) and third sector, putting citizens at the centre, providing early intervention, reducing duplication, increasing efficiency and improving outcomes and experience for people experiencing distress and those providing support.

The role of the Service Manager is to manage, support and supervise a diverse Mental Health & Wellbeing Practitioner staff team to assist people who use the service to establish and maintain a meaningful and fulfilling life in the community; with a focus on distress management planning.

In the role, you will be expected to co-ordinate and take part in collaborative meetings with key DBI partners and also to support the co-ordination and facilitation of Distress Brief Intervention training with frontline and Penumbra staff.

A clear vision of *connected compassionate support* has cultivated an ethos of collaboration. The de-medicalisation of distress and focus on people as citizens enables a sense of ownership and inclusion with compassion defined as “a sensitivity to distress together with the commitment, courage and wisdom to do something about it”. This underpins a shared commitment to collective action.

The overarching aim of the DBI programme is to provide a framework for improved inter-agency co-ordination, collaboration and co-operation across a wide range of care settings, interventions and community supports, towards the shared goal of providing

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a compassionate and effective response to people in distress improving experience and outcomes for those experiencing distress and those providing support.

**Edinburgh DBI Service:** We will work in partnership with Edinburgh GPs to support people experiencing distress.

The Service is a two-tiered response; a Level 1 response from GP surgery staff and Level 2 supportive interventions delivered by Penumbra Mental Health. DBI responds to a referral made from a GP practice on behalf of a person experiencing distress, with the provision of time limited support within 24 hours. The Service then provides community-based problem-solving support, wellness and distress management planning, supported connections and signposting for a period of up to 14 days. We provide a telephone/video support service for the people of Edinburgh and where appropriate support people in person in the community in line with Health & Social Care infection control guidance.

As Service Manager you will ensure that Penumbra's core values and methodology are fully embedded within service provision, promoting a personalised and recovery focused approach to enable people with the skills needed to live independently and meaningfully within the local community. Using existing experience and knowledge of the social care environment, the postholder will seek to continually improve and develop the service including finding creative solutions to operational challenges. You will also play a lead role in working in partnership with GPs and other voluntary and statutory agencies to ensure the service meets the needs of the people who use the service. The current staff team consists of 6 WTE Mental Health and Wellbeing Practitioners and are located across Edinburgh, and the Lothians, with a hybrid model of working.

This is an exciting post which means the right person will have the opportunity to play a key role in leading our pioneering approach to crisis and distress support.

But we also want you to grow and thrive! We'll 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.

If you want to inspire and be inspired every day. If you share our passion for exceptional support through creativity and collaboration. If you want to build your working life around meaningful connections with a pioneering charity who will value your contribution to our unique approach, then we want to hear from you.

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## Job Description

### Service Managers

<b>Service:</b>	Edinburgh GP's DBI
<b>Responsible to:</b>	Head of Services
<b>Supervisory duties:</b>	Mental Health & Wellbeing Practitioners
<b>Salary:</b>	£32,614 - £36,872 per annum (£16.73 - £18.91 p/h equivalent)
<b>Working hours:</b>	37.5 hours per week
<b>Location:</b>	Edinburgh (Office and Home-working)
<b>Closing:</b>	Tuesday 19 <sup>th</sup> November at 7pm
<b>Interview:</b>	Friday 22 <sup>nd</sup> November via Teams
<b>Special condition:</b>	Local travel, and paging service on a rota basis

### Job summary:

As a Service Manager you will manage, support and supervise a diverse staff team to ensure the needs of individuals are met and the service provided is run effectively. With the aim of equipping people with the skills needed to live independently and meaningfully within the local community, a strengths-based coaching approach to recovery is used to build confidence, maintain motivation and promote resilience. Promoting participation and inclusion is a core value of the service, through working alongside people to deliver innovative, creative and personalised interventions and opportunities.

### Main duties and responsibilities

- ☞ Take a lead role in the managing referral and allocation process for people referred
- ☞ Ensure that all data collection/reporting requirements of the DBI programme are met.
- ☞ Manage the services effectively and in accordance with relevant specifications and protocols.

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- o Lead the team according to Penumbra values, promoting rights and recovery.
- o Ensure all people who use the service have appropriate support or distress management plans as required and ensure that users of the services are involved in decisions about their own support.
- o Establish productive working relationships with other professionals involved in the support of individuals as required.
- o Ensure effective recruitment, selection, and induction of new staff.
- o 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.
- o Ensure that staff are adequately deployed to meet the support needs of individuals.
- o Ensure that the financial management of the project meets the support needs of individuals who use the service according to agreed budgets.
- o Ensure that all financial and other records are maintained accurately, and that all reporting requirements are met in a timely manner.
- o Training local G.P in DBI referral process
- o Carry out any additional duties as required by the Senior Service manager.

### Person specification

<b>Qualifications</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• SVQ 3 in Health and Social Care or equivalent, as defined by the SSSC</li> <li>• SVQ 4 in Health and Social Care or equivalent, as defined by the SSSC, or willingness and ability to achieve within a specified period</li> <li>• SVQ 4 in Leadership and Management for Care Services or equivalent, as defined by the SSSC, or willingness and ability to achieve within a specified period</li> </ul>
<b>Knowledge and Experience</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Previous management experience, preferably in a mental health setting</li> <li>• Experience in supervising, leading and motivating a staff team</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Experience of health and safety requirements</li> <li>• Experience in recruitment and induction of staff.</li> <li>• Experience of managing budgets</li> </ul>
<b>Working with Others</b>	<p><b>Essential</b></p>

	<ul style="list-style-type: none"> <li>• Builds and maintains robust and co-operative relationships with team members and colleagues throughout the organisation.</li> <li>• Promotes and enables cooperative and effective team working throughout the organisation.</li> <li>• Builds co-operative relationships, develops networks and promotes partnership working with other professionals.</li> <li>• Supports a culture of empathy throughout the organisation.</li> <li>• Identifies and acts upon opportunities to enhance equality and diversity.</li> <li>• Supports an organisational culture in which individuals are treated with dignity and respect.</li> </ul>
<b>Learn and Apply</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Contributes to an organisational culture which values continuous professional development.</li> <li>• Demonstrates on-going positive and constructive self-reflection and resulting improvements.</li> <li>• Contributes to an organisational culture which values reflective practice.</li> </ul>
<b>Communication</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Is skilled at producing structured, accurate and concise written reports that inform and persuade others to take action.</li> <li>• Is skilled at explaining complex information concisely, clearly and accurately to inform and persuade others to take action.</li> <li>• Is skilled at creating an environment where individuals are comfortable to express and constructively debate their opinions openly.</li> <li>• Ensures a high level of two-way communication with all stakeholders.</li> </ul>
<b>Managing Self</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Is skilled at remaining positive and finding solutions to overcome adversity.</li> <li>• Uses research and evidence from practice to inform change within the organisation.</li> <li>• Actively contributes to a culture which embraces change.</li> <li>• Manages own work life balance, and assists other to do the same as appropriate.</li> </ul>

	<ul style="list-style-type: none"> <li>• Manages own stress by employing appropriate coping strategies, and assists other to do the same as appropriate.</li> </ul>
<b>Professionalism</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Actively contributes to an organisational culture in which the values of Penumbra underpin all work.</li> <li>• Is able to consider the underlying challenges, tensions and opportunities affecting Penumbra.</li> <li>• Critically evaluates policies and procedures and takes active steps to make improvements</li> <li>• Supports a culture in which personal integrity thrives within the team</li> <li>• Supports a culture where people can report wrongdoing, and are protected from victimisation</li> <li>• Is able to bring fresh perspectives and think creatively about the options available in any situation.</li> <li>• Develops clear, realistic, timely plans to produce desired results and ensures that action is taken to deal with any changes as they arise.</li> <li>• Uses benchmarking and reviews best practices to ensure continual quality improvement.</li> <li>• Works to support a culture in which service quality and customer satisfaction are an organisational priority.</li> </ul>
<b>Managing People</b>	<p><b>Essential</b></p> <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>• Shows vision and inspires others towards objectives.</li> <li>• Sets clear and understandable goals, and communicates these with individuals and the team.</li> <li>• Delegates effectively and motivationally.</li> <li>• Adapts style of working appropriately to suit different people and situations.</li> <li>• Collaborates with the team on decisions when appropriate.</li> <li>• Leads or participates in meetings professionally and confidently.</li> <li>• Identifies and supports the development of others.</li> <li>• Praises others for work well done.</li> <li>• Takes prompt action with individuals who are underperforming.</li> <li>• Handles conflict confidently and effectively when it arises in the team.</li> </ul>

	<ul style="list-style-type: none"> <li>• Provides the right resources and information for the team to perform effectively.</li> </ul>
<b>Managing Services</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Manages using agreed organisational policies and procedures.</li> <li>• Consults and acts on ways to improve the delivery of services.</li> <li>• Collects, considers and acts appropriately on feedback from all stakeholders.</li> <li>• Completes required internal and external reports accurately and within the required timescales.</li> <li>• Understands importance of financial accountability.</li> <li>• Performs financial management processes accurately.</li> <li>• Continuously looks for new opportunities to obtain and save funds.</li> <li>• Understands and weighs up financial implications of propositions.</li> <li>• Creates realistic plans and integrates plans with overall organisational goals, in cooperation with relevant individuals.</li> <li>• Anticipates future demands for the service and prepares appropriately.</li> <li>• Takes responsibility for decisions within the service.</li> </ul>

## Conditions and Remuneration

### Salary Package

£32,614 - £36,872 per annum (£16.73 - £18.91 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.

### Pension

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

### Benefits

- Flexible working.
- Cycle to work scheme.
- Confidential Employee Assistance Programme.

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- 🔗 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: Debbie McLachlan at [debbie.mclachlan@penumbra.org.uk](mailto:debbie.mclachlan@penumbra.org.uk)

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

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

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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.