



*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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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 volunteer, 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 an opportunity where you can use your lived and living experience to support others on their journey (did you know 26% of our colleagues are 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 an opportunity to be part of an amazing team, and support to gain experience and develop new skills. 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

### Self-Harm Network Volunteer

Location: National – Across Scotland (Home Based)

Voluntary Position

If you're looking for a rewarding experience and to be part of an inspirational team that really does make a difference, this is your opportunity to volunteer within our Self-Harm Network.

We are looking to expand our team with a network of volunteers who add value to the work that we do. Your unique knowledge and understanding gained from managing your own mental health challenges will all be called upon; we recognize and value how transferable and insightful learning from previous life experiences can be. With passion, and compassion, you will bring authenticity and positivity to finding ways to empower people.

Self-Harm is a very personal response to a complex range of factors which may include dealing with emotional pain, feeling disconnected, trauma or feeling stressed. We work closely with people who are struggling with their self-harm, as well as involving their personal networks. Through understanding the functions of self-harm, we explore coping strategies and build self-esteem.

As a volunteer, you will support our staff to operate an online web chat that is there to support people who self-harm. Helping to ensure the chat operates smoothly and offers a reassuring presence to people as they work through their experience of Self-Harm. The chat operates between 6pm-10pm, 7 days a week. This is a remote role, people across Scotland can apply.

You don't need to have any previous experience to volunteer; just a positive attitude and a desire to promote good mental health and wellbeing for people who self-harm.

We are particularly interested in volunteers who have lived experience of self-harm and can share and model their own experience of recovery and hope.

We welcome applications from black and minority ethnic, LGBT+, people with disabilities and any other historically marginalised communities.

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## Role Description

### Self-Harm Network Volunteer

<b>Service:</b>	Self-Harm Network
<b>Responsible to:</b>	Senior Practitioner
<b>Time Commitment:</b>	Flexible - evenings and weekend cover essential (live chat operational hours are 6pm-10pm 7 days per week). Ideally one 4-hour shift per week.
<b>Location:</b>	National – across Scotland (Home Based)
<b>Closing:</b>	Sunday 15th June at 7pm
<b>Training Dates</b>	Self-harm awareness – 16th July 6pm - 9pm Text-based support – 26th July 9:10am – 5pm Escalation and safeguarding – 30th July 6pm – 9pm
<b>Interview:</b>	Tuesday 1 <sup>st</sup> July & Thursday 3 <sup>rd</sup> July 2025

### Role summary:

The Self-Harm Network Volunteer will utilise their unique understanding gained from managing their own mental health to assist staff in the smooth delivery of our Self-Harm support web chat.

### Main duties and responsibilities

- ✎ Support our staff to deliver our online web-chat supporting people who self-harm.
- ✎ Contribute experience on the chat that will help to inform our approach, data, and the Scottish Government's self-harm strategy development.
- ✎ Attend promotional events with our team.
- ✎ Commit to putting Penumbra's values into practice.
- ✎ Be aware of boundaries and confidentiality.
- ✎ Uphold Penumbra's Code of Practice.
- ✎ Let us know of any changes in your circumstances that may affect your volunteering so we can find ways to best support you.

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## Person specification

### Essential:

- ✧ Aged 18 or over.
- ✧ Good communication and excellent listening skills
- ✧ Open to supporting a diverse range of people with a non-judgemental approach.
- ✧ A kind, caring and empathetic person with a positive and hopeful attitude.
- ✧ Reliable and respectful
- ✧ Ability to reflect and build on experience and ask for additional support of required.
- ✧ Confidence in working as part of a team.

### Desirable

<b>Knowledge and Experience</b>	✧ Experience of being in a supportive and enabling role
<b>Working with Others</b>	✧ Builds good working relationships with team members.
<b>Learn and Apply</b>	✧ Is aware of own strengths and development needs.
<b>Communication</b>	✧ Speaks and writes clearly and accurately and ensures the message is understood.
<b>Managing Self</b>	✧ Is open to change and continually improving practice.
<b>Professionalism</b>	✧ Demonstrates a commitment to Penumbra's values.
<b>Supporting People</b>	✧ Supports individuals in line with organisational values, policies and procedures.

### We can offer you:

- ✧ The latest information and thinking on Self-Harm.

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- ✧ Training on mental health approaches, tools
- ✧ A robust induction with 1:1 shadowing opportunities to build confidence and support your role.
- ✧ The opportunity to build and enhance your CV.
- ✧ A reference for future career choices

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: Adriana Vivas Zurita (Senior Practitioner) at [adriana.vivaszurita@penumbra.org.uk](mailto:adriana.vivaszurita@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 roles 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 personal life. Using the STAR method outlined below will help to structure your points.

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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.