



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 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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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

Learning and Practice Development Officer

Location: Edinburgh / Aberdeen / Dundee

Salary: £32,614 - £36,827 per annum

Full Time (37.5 hrs) – Permanent (2x full time positions)

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 People and Culture team you can start your day knowing what you do really does make a difference! As Learning and Practice Development Officer you will make a difference.

In this exciting role, you'll deliver engaging, and purpose driven training on key topics including Safeguarding, Mental Health, the Penumbra Approach (featuring the HOPE Toolkit and IROC), and Trauma-Informed Practice. Using a blend of facilitation techniques, therapeutic coaching, and reflective practice tools, you'll inspire individuals and teams to embed recovery-focused and trauma-informed practices in their approach to supporting people accessing Penumbra services.

You'll also design and develop creative, meaningful learning interventions for both face-to-face and our online learning platform that meet the evolving needs of our staff and supported people.

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

Learning and Practice Development Officer

Service:	People and Culture
Responsible to:	Learning & Practice Development Manager
Salary:	£32,614 - £36,827 per annum
Working hours:	37.5 hours per week
Location:	Edinburgh / Aberdeen / Dundee
Closing:	Friday 20 th June at 7pm
Interview:	Friday 27 th June

JOB SUMMARY

The Learning and Practice Development Officer will support the delivery of a comprehensive learning and practice development programme across Penumbra and contribute to the delivery of externally focused learning and consultancy work. This role is central to embedding Penumbra's core values and approaches across the organisation. The role also places a strong focus on trauma-informed practice and promoting best practice in supporting people living with mental ill health and the impacts of trauma.

The postholder will bring a strong understanding of the social wellbeing model of recovery and be able to facilitate learning that supports an understanding of how to provide meaningful, person-led support. A key focus will be on delivering training that aligns with Phase One Trauma Informed Recovery, Penumbra's core training framework, and promoting trauma-informed approaches that support safety, trust, and empowerment.

SKILL

The level of education, experience, and expertise needed to perform the job.

Education

- A relevant professional qualification at SCQF level 7 or above in Health and Social Care, Mental Health or similar related area.

Experience

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- Experience in training delivery face to face and on virtual settings across Penumbra's core training approaches including the Recovery model of mental health and trauma-informed practice
- Experience of delivering training in best practice and compliance areas, such as safeguarding and medication.
- Demonstrative experience in skilled facilitation and coaching abilities, to support reflective practice and influence good practice
- Experience of developing a range of e-learning packages to meet service and organisational need.

Knowledge

- In-depth working knowledge of recovery-focused mental health support tools and approaches and ability to adapt to meet the differing needs of supported people with a range of needs.
- Knowledge of training design using relevant legislation, policies, procedures and theories
- Experience of delivering workshop training, coaching and mentoring to groups and individuals (Take ownership)
- Knowledge to create eLearning and blended learning objects using PowerPoint, software packages and online media

RESPONSIBILITY

The extent of decision-making authority, supervisory duties, and fiscal responsibility.

Fiscal responsibility

- Ensure that all training expenditure is within existing budgets and that records are maintained.
- Ensure that all invoices for training expenditure are raised and approved.

Supervisory responsibility

- Provide line management support to direct reports within your sphere of responsibility and other services/programmes where necessary.
- Provide guidance and support employees to enable reflective practice and improve performance.
- To guide and support staff in Penumbra's approaches.
- Work to embed a coaching culture within your area of responsibility that upholds the values of Penumbra.
- Demonstrate positive leadership within your role.

Decision-making

- Decide on the most suitable intervention and training, while ensuring these align with Penumbra's approaches.
- Resolving issues that arise during training and practice delivery, such as managing conflicts within a group session.

- Maintain within penumbra's approaches and organisational policies

Compliance

- Ensure compliance with all external regulatory and contractual responsibilities; provide timeous information on activity and achievements to identified stakeholders and ensure
- Act within Penumbra's confidentiality and data protection policies, particularly when dealing with sensitive information.
- Deliver practice and training interventions that mitigate risks and maintain service delivery

EFFORT

The physical and mental effort required, as well as emotional resilience and focus.

Mental effort

- Often working under pressure and balancing multiple demands in complex/changing environments.
- Developing and implementing practice and training solutions to meet service delivery, such as adjusting the session to meet supported people's needs.
- Analysing support data and feedback to adapt support plans or interventions, ensuring they align with Penumbra approaches.

Physical effort

- Daily requirement for sitting/inputting at keyboard for a significant part of the working day, with appropriate breaks from VDU when required.
- Move between different locations across the organisation and environments.

Focus and concentration

- The ability to make sound judgements, deal with interruptions and meet tight deadlines.
- Prolonged concentration and attention to detail required whilst facilitating and training groups.
- Maintaining focus while balancing the needs of various employees, such as managing one-on-one sessions while coordinating group activities.

Emotional effort

- Maintain positive leadership and resilience when dealing with colleagues and stakeholders whilst maintaining professionalism and compassion.
- Provide training and practice support to managers and staff teams during periods of change or significant crisis.

Flexibility and adaptability

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- Support teams to adapt and change approach to meet the changing needs of their services, teams, stakeholders and supported people.
- Adjust workload to meet the ever changing demands placed on the role ensuring the approach remains effective and appropriate.
- Maintain good and proactive internal relationships within Penumbra.

WORKING CONDITIONS

The environment(s) in which the role operates, including any hazards, stress, and travel requirements.

Environmental conditions

- Performing tasks in diverse environments in Penumbra and external offices with key stakeholders.
- Environments may vary in terms of noise and lighting.

Hazards

- May involve hazards navigating public spaces when working outside of the office.
- May involve unexpected situations when working in co-located spaces such as spills and fire alarms.

Work schedule

- The work may require a high degree of flexibility and may extend beyond standard business hours.
- The work will involve a regular schedule and travel across the organisation nationally.

Stress

- Balance conflicting priorities
- Maintain resilience whilst under pressure to maintain a calm presence for the group when facilitating and training.

Travel requirements

- Regular travel within the area of responsibility delivering training, attending internal and external meetings.
- Will be required to attend meetings at Penumbra's head office in Edinburgh.

PERSON SPECIFICATION

Qualifications	Essential
	<ul style="list-style-type: none"> • Qualification in social care, mental health or similar related area at SCQF level 7 or above (SVQ 3).
	Desirable
	<ul style="list-style-type: none"> • Qualification in training delivery. • Membership of CIPD. • Coaching and facilitation qualification.

Knowledge and Experience	<p>Essential</p> <ul style="list-style-type: none"> • Significant experience of both in person and online training delivery. • Knowledge of recovery and trauma informed approaches to mental health. • Strong knowledge of the Health and Social Care sector. <p>Desirable</p> <ul style="list-style-type: none"> • Experience of content creation and design of learning and development offerings. • Strong knowledge of recovery and trauma informed approaches to mental health.
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BEHAVIOURS

The attitude and approach we all bring to our work and encompass how we do things, what we say and how we say it, how we treat others and how we expect to be treated.

Taking Responsibility	Take ownership of your work and use your initiative to deliver your objectives and role expectations. Be accountable for your own performance and development by taking responsibility for your actions and decisions.
Building Trust and Respect	Recognise the importance of self awareness and the impact you have on others. Value difference, diversity and inclusion, ensuring fairness and opportunity for all. Be open and listen carefully to the views and opinions of others. Build relationships based on trust, respect, compassion and kindness.
Working Together	Form effective partnerships and relationships with people internally and externally from a range of diverse backgrounds. Work with others to reach a common goal; sharing information, supporting colleagues and seeking expertise, ideas and solutions from others where needed. Actively listen and take on board the views and opinions of others.
Excellence	Seek out opportunities to harness diverse views, talents and ways of thinking among staff and stakeholder groups to create effective change and suggest innovative ideas for improvement. Review ways of working, including seeking and providing feedback to improve services. Demonstrate a can-do and professional attitude.
Keeping it Simple	

	Communicate clearly and concisely, to ensure the message is understood by all. Actively work to prevent overcomplication or confusion, demonstrating a clear, simple, non-bureaucratic approach to work.
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Conditions and Remuneration

Salary Package

£32,614 - £36,827 per annum

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.
- ✧ 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: Stephen Finlayson on Stephen.Finlayson@penumbra.org.uk or on 07717 541968.

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

For more opportunities across our teams visit: 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.

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.

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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.