



*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

Mental Health & Wellbeing Practitioner (Peer)

Location: Aberdeen

Salary: £24,618 - £25,944 per annum (£12.62 - £13.30 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 Penumbra 365 service you can start your day knowing what you do really does make a difference!

Our brand-new Penumbra 365 Service in Aberdeen will be a single point of access for people aged over 18 who are seeking mental health, wellbeing or distress support. From reaching out to our Welcome Team, people will be given the time and space to explore options that best fit their needs; there is no wrong door.

Working within a vibrant team, you will deliver a range of supportive interventions, including relational signposting, 1:1 coaching, specialized distress management planning, and Workshops on Wellbeing. Drawing on your local knowledge, strong communication skills and flexibility, you will actively seek opportunities to promote the service to all communities across the city.

Your unique knowledge and understanding gained from managing your own mental health challenges will be integral to the role. Through sharing learning from your own lived/living experience, you will inspire hope and belief that recovery is possible. Within a relationship of mutuality and information sharing, you will promote self-management and opportunities for improved health and wellbeing. With passion, and compassion, you will bring creativity and positivity to finding ways to empower 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

### Mental Health & Wellbeing Practitioner (Peer)

<b>Service:</b>	Penumbra 365
<b>Responsible to:</b>	Service Manager
<b>Salary:</b>	£24,618 - £25,944 per annum (£12.62 - £13.30 p/h equivalent)
<b>Working hours:</b>	37.5 hours per week
<b>Location:</b>	Aberdeen (office based & community settings)
<b>Closing:</b>	Sunday 17 <sup>th</sup> August at 7pm
<b>Interview:</b>	Monday 25 <sup>th</sup> August
<b>Special condition:</b>	Lone working and local travel. Evening and weekend working – rota operates 9am-10pm 7 days per week. Postholder may be required to successfully complete additional Police Scotland vetting.

### Job summary:

As a Mental Health & Wellbeing Practitioner (Peer), you truly will have the ability to make a difference to people's lives every day. Through sharing your unique knowledge and understanding from your own lived experience of managing your own mental health challenges, you will inspire hope that recovery is possible.

### Main duties and responsibilities

- ✎ To develop relationships with people based on the principles of peer support, which include mutuality, empathy and a focus on strengths which inspires hope.
- ✎ To share ideas about ways of achieving recovery goals, drawing on personal experiences and a range of coping, self-help and self-management techniques.
- ✎ To assist people to create their own outcomes focused recovery plans.
- ✎ To model personal responsibility, self-awareness, self-belief, self-advocacy and hopefulness.

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- ✧ To signpost to various resources, opportunities and activities within communities to promote choice and informed decision making.
- ✧ Co-facilitate groups and Workshops on Wellbeing.
- ✧ Maintain a working knowledge of current trends in mental health, recovery and peer support by reading books, journals and accessing peer support networks.
- ✧ To align with Penumbra's strategic objectives.
- ✧ To uphold Penumbra's Code of Practice.
- ✧ To uphold SSSC Codes of Practice.
- ✧ Coordinate delivery of recovery focused support.
- ✧ Develop effective relationships with other groups and agencies in your area and take opportunities to promote mental health awareness in the wider community.
- ✧ Be responsible for maintaining the relevant systems of documentation.
- ✧ Provide accurate information and reports as required.
- ✧ Provide formal input to Care Management reviews as required.
- ✧ Be flexible and responsive to meet the changing needs of people who use the service and the organisation, within the agreed criteria.
- ✧ Work effectively with other members of the team, and liaise effectively with families, agencies, colleagues and other stakeholders.
- ✧ Participate in training activities and meetings as required.

### Person specification

<b>Qualifications</b>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>SVQ 3 or equivalent as defined by the SSSC, or commitment to achieve within specified time period.</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>Completion of the PDA in Mental Health Peer Work or a relevant course in Peer Work.</li> </ul>
<b>Knowledge and Experience</b>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>To have a lived experience of mental health problems and of recovering a meaningful life.</li> <li>Demonstrate understanding of mental health and recovery.</li> <li>To have experience of being in a supportive and enabling role.</li> <li>Understanding of the issues and concerns of people accessing mental health services.</li> </ul>



<b>Core Competency – Working with Others</b>	<b>Essential:</b> <ul style="list-style-type: none"> <li>• To work co-operatively and effectively with people who use our services, carers, professionals and all other agencies.</li> <li>• Builds co-operative relationships, develops networks and promotes partnership working with other professionals.</li> <li>• Be an active member of the team and contribute in a positive and solution focused manner.</li> <li>• Ability to work in an enabling and creative way.</li> </ul>
<b>Core Competency – Learn and Apply</b>	<b>Essential:</b> <ul style="list-style-type: none"> <li>• Willingness to reflect on work practice and be open to constructive feedback.</li> <li>• To identify personal development needs through recovery focused supervision facilitated by the line management structure.</li> </ul> <b>Attendance at:</b> <ul style="list-style-type: none"> <li>• Local and national Penumbra peer network meetings and events.</li> <li>• Penumbra and multi-disciplinary meetings</li> <li>• Peer networking groups.</li> </ul>
<b>Core Competency – Communication</b>	<b>Essential:</b> <ul style="list-style-type: none"> <li>• Ability and willingness to share personal story of recovery in a professional manner.</li> <li>• Speaks and writes clearly and accurately and ensures the message is understood.</li> <li>• Conveys sensitive or contentious information tactfully.</li> <li>• Explains clearly and accurately issues, policies, procedure and other pertinent information.</li> <li>• To be responsible for maintaining the relevant systems of paper-based and electronic documentation.</li> </ul>
<b>Core Competency – Managing Self</b>	<b>Essential:</b> <ul style="list-style-type: none"> <li>• Ability to manage stress and to plan and prioritise workload.</li> </ul>

	<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> <li>• Awareness of self-help and self-management resources.</li> <li>• Sustains effort to overcome obstacles and feelings of frustration, and is able to maintain a positive view.</li> <li>• Engages in open and reflective debate and provides constructive comments about proposed changes.</li> <li>• Takes responsibility for managing own work life balance.</li> </ul>
<b>Core Competency – Professionalism</b>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Demonstrate a commitment to both Penumbra and Peer principles and values.</li> <li>• Work to policies, procedures and relevant legislation.</li> <li>• Maintain sound ethical and professional standards at all times.</li> <li>• Understanding and maintaining professional boundaries at all times.</li> <li>• Has a clear understanding of confidentiality, disclosing information only to those who have the right and need to know.</li> <li>• Project a positive image of Penumbra at all times.</li> <li>• Is proactive in identifying areas for improvement and implements creative developments.</li> <li>• Manages time effectively to ensure tasks are completed and deadlines are met.</li> <li>• Plans ahead for meetings and busy periods.</li> <li>• Ensures the delivery of efficient, effective, high quality services.</li> <li>• Acts as a role model by setting clear standards for service delivery.</li> <li>• Register with the Scottish Social Services Council (SSSC) as appropriate, or other relevant professional body as required.</li> </ul>
<b>Core Competency – Supporting People</b>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• To work alongside people to encourage and enable them to achieve self identified goals, to exercise</li> </ul>

	<p>choice and develop greater control in their lives, resulting in increased self-belief and self-esteem</p> <ul style="list-style-type: none"> <li>• Willingness to train in and use the Hope framework (I.ROC® and the Hope Toolkit) to facilitate a person-centred recovery approach</li> <li>• Support peoples rights to control their lives and make informed choices about the services they receive</li> <li>• Supports people in line with organisational values, policies and procedures</li> <li>• Understands recovery and works with a recovery focused approach</li> <li>• Promotes the right to self-determination, while protecting people, as far as possible, from danger or harm</li> <li>• Protects the rights and promotes the interests of people who use the service</li> </ul>
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## Conditions and Remuneration

### Salary Package

£24,618 - £25,944 per annum (£12.62 - £13.30 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.
- ♻ 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.
- ♻ Eligibility to join Blue Light Card Scheme
- ♻ Death in Service benefits – 2x annual salary.

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- ✧ 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: Ini Esu (Operations Manager) at [Ini.esu@penumbra.org.uk](mailto:Ini.esu@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 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.