



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 | Orchard Brae House | 30 Queensferry Road | Edinburgh | EH4 2HS

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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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Advertisement

Impact & Evaluation Lead

Location: Flexible/Hybrid

Salary: £32,940 - £37,241 per annum (£16.89 - £19.10 p/h equivalent)

Full Time – Permanent

The Redress Support Service provides support for people who are applying to Scotland's Redress Scheme. The Scheme has been set up for survivors of historical child abuse in care in Scotland. It was set up to recognise and acknowledge what happened to them, and the harm which this caused. At the end of the process, survivors may receive a payment, an apology for the abuse they suffered, and emotional support.

The In Care Survivors Alliance was commissioned to provide support alongside this process. In December 2021, the Alliance established its second service to provide this: the Redress Support Service. You may read more about the service here: <https://www.redress-support.scot/>

Our partnership approach is rooted in understanding that the impact of childhood trauma is individual and lifelong. We recognise that the experience of abuse in care often means people may face significant barriers to accessing much needed help. As importantly, everyone we support will have different needs and have insight about what will work best for them. We provide a safe and trusted space for people to explore what is most important to them and to access tailored help toward their goals.

As Impact & Evaluation Lead, you'll be responsible to plan, design and complete evaluation activity that can assess RSS progress towards its strategic objectives.

You'll work closely with our Innovation and Improvement team, and other Impact & Evaluation Leads to ensure consistency of approach to evaluation across the organisation, ensuring that Penumbra's experience and insight from other programmes is applied in Redress Support Service. You will manage data gathering and report writing activities within the Programmes team, to inform service improvement and programme development in collaboration with our partners.

As a mental health charity, we 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 range of employee benefits, and we can promise you'll be inspired by some amazing humans every single day. We will support you on your own career

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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

Impact & Evaluation Lead

Service:	Redress Support
Responsible to:	Programmes Manager
Salary:	£32,940 - £37,241 per annum (£16.89 - £19.10 p/h equivalent)
Working hours:	37.5 hours per week
Location:	Flexible/Hybrid working
Closing:	Sunday 10 th May at 7pm
Interview:	Wednesday 20 th May
Special condition:	Occasional travel across Scotland may be required.

Job summary:

The Impact and Evaluation Lead is responsible for implementing and overseeing the monitoring and evaluation framework for the Redress Support Service. You will ensure that evaluation approaches are ethical, trauma informed, and sensitive to the experiences of survivors engaging with the Redress Support Service.

You will work collaboratively with our Innovation and Improvement team, and other Impact & Evaluation Leads to ensure consistency of approach to evaluation across the organisation, ensuring that Redress Support Service benefits from experience and insight from other Penumbra programmes. You will manage data gathering and report writing activities within the Programmes team, to inform service improvement and programme development in collaboration with our partners.

Main duties and responsibilities

- Support teams within Redress Support Service to gather accurate, meaningful data aligned with their work, promoting evidence-informed practice.
- Ensure existing monitoring and reporting processes are used effectively to generate robust, accurate, meaningful and regular reports that are visually

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engaging, and accessible. Reflecting outcomes and impacts that and are tailored to the needs of all stakeholders including funders and survivors.

- 🔗 Lead a programme of evaluations across both individual services and broader service methodologies (e.g., peer support, suicide prevention), from design through to reporting and learning integration.
- 🔗 Ensure meaningful engagement with people with lived experience, embedding their voices into evaluations and using their insights to inform future strategy and service design.
- 🔗 Collaborate with the Quality & Improvement Manager, Evaluation Lead, Future Pathways team, and other colleagues to align evaluation activities and drive consistency in approach.
- 🔗 Support the wider culture of evaluation and improvement by working with staff at all levels to develop knowledge and skills in evaluation and impact reporting.
- 🔗 Work closely with external partners, including The Alliance, to understand information needs and develop relationships that support effective, impactful reporting and learning dissemination.
- 🔗 Analyse, interpret, and communicate evaluation and monitoring data to The Alliance Leadership Team, Delivery Team, the Penumbra Board, and external funders to support evidence-based decision-making.
- 🔗 Support the development of evaluation knowledge and skills at all levels of the organisation, contributing to a strong culture of learning, reflection, and continuous improvement.
- 🔗 Develop strong working relationships with local services, delivery partners and relevant stakeholders to ensure evaluation activity is effective, relevant, and contributes to shared learning and good practice.
- 🔗 Work with the Innovation and Improvement, and Programme teams to embed a culture focused on delivering the best possible recovery-focused support across all areas of service delivery.
- 🔗 Facilitate internal learning by sharing insights and findings from evaluations, including through contribution to internal working groups.
- 🔗 Support organisational decision-making by providing evidence-based insights and contributing to the organisational risk register where relevant.

Person specification

Qualifications	Essential <ul style="list-style-type: none"> • Educated to SCQF Level 9 or above, or equivalent experience.
Knowledge and Experience	Essential <ul style="list-style-type: none"> • Knowledge and experience of evaluation methodologies • Excellent evaluation technical skills (including IT) including quantitative and qualitative analysis. • Excellent verbal and written communication skills

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Working with Others	Essential <ul style="list-style-type: none"> • Builds and maintains robust and co-operative relationships with team members, colleagues and stakeholders for effective team building. • Identifies and acts upon opportunities to enhance equality and diversity. • Supports an organisational culture in which individuals are treated with dignity and respect.
Learn and Apply	Essential <ul style="list-style-type: none"> • Demonstrates on-going positive and constructive self-reflection and resulting improvements. • Contributes to an organisational culture which values reflective practice.
Communication	Essential <ul style="list-style-type: none"> • Is skilled at producing structured, accurate and concise written reports that inform and persuade others to take action. • Is skilled at explaining complex information concisely, clearly and accurately to inform and persuade others to take action. • Ensures a high level of two-way communication with all stakeholders.
Managing Self	Essential <ul style="list-style-type: none"> • Uses research and evidence from practice to inform change within the organisation. • Actively contributes to a culture which embraces change. • Is skilled at remaining positive and finding solutions to overcome adversity.
Professionalism	Essential <ul style="list-style-type: none"> • Actively contributes to an organisational culture in which the values of Penumbra underpin all work. • Is able to consider the underlying challenges, tensions and opportunities affecting Penumbra. • Develops clear, realistic, timely plans to produce desired results and ensures that action is taken to deal with any changes as they arise.

Conditions and Remuneration

Salary Package

£32,940 - £37,241 per annum (£16.89- £19.10 p/h equivalent)

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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.
- ♻ 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: Sara Zielinska at sara.zielinska@penumbra.org.uk.

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.

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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.

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?

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- 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.