



*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](https://penumbra.org.uk)

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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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## Advertisement

Team Leader

Location: Aberdeen

Salary: £26,459 - £30,828 per annum (£13.57 - £15.81 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 Penumbra 365 Service in Aberdeen is 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.

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

### Team Leader

<b>Service:</b>	Penumbra 365
<b>Responsible to:</b>	Operations Manager
<b>Salary:</b>	£26,459 - £30,828 per annum (£13.57 - £15.81 p/h equivalent)
<b>Working hours:</b>	37.5 hours per week
<b>Location:</b>	Aberdeen
<b>Closing:</b>	Wednesday 20 <sup>th</sup> May 7pm
<b>Interview:</b>	Thursday 11 <sup>th</sup> and Friday 12 <sup>th</sup> June
<b>Special condition:</b>	Lone Working

### Job summary:

To assist the Operations Manager in the day-to-day delivery of services within your area. This will include supporting and at times taking operational leadership and direction to frontline staff whilst ensuring the compliant and safe delivery of high-quality services. Working in partnership with the management team you will help build a culture that aligns with our values whilst demonstrating a positive leadership approach. As part of the management team, you will support the implementation of the delivery plan for your allocated services and the delivery of the overarching organisational strategy. Integral to this is the development of person-centred and recovery-focused services that support people to achieve their personal outcomes and live a satisfying, hopeful and contributing life.

### Competencies

#### Skill

#### Education

- A relevant professional qualification at Social Services and Health Care SCQF level 7 and a PDA in Health and Social Care Supervision or a qualification that

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contains at least 15 credits at SCQF level 7 of supervision or management theory and practice specifically for a supervisor of a care service.

### **Experience**

- Experience in delivering recovery-focused services that support people with complex mental health issues.
- Experience of participating in multi-disciplinary teams/approaches.
- Experience of managing or supporting the management of a diverse team.
- Experience of supporting and supervising colleagues.
- Experience of effectively assessing and allocating available resources i.e. rota management.
- Experience of engaging with management and colleagues to innovate and improve service delivery and to ensure quality approaches and drive continuous improvement across your area.
- Core I.T skills and ability to input data.

### **Knowledge**

- Knowledge of health and social care sector, including an awareness of the National Care Standards and SSSC Codes of Practice and how they inform the work we do
- A good understanding of local and an awareness of national strategies relevant to your area of work.
- A good understanding of and connection to local stakeholders and networks.
- A good understanding of internal policies and procedures, and the ability to translate these to improve service delivery and the outcomes for the people we support.
- Knowledge of mental health support tools, such as recovery models and structured intervention techniques, with the ability to adapt these to the differing needs of supported people.
- To understand and to be able to clearly and confidently verbally articulate core aspects of Penumbra's approaches and values – e.g. recovery models, personal outcomes, trauma informed practices, use of I.ROC.

### **Responsibility**

#### **Financial responsibility**

- Awareness of service budget requirements and the ability to support the Operations Manager to manage and report on these effectively.

#### **Supervisory responsibility**

- Provide support and supervision to staff within your area and team which will include identifying learning and development needs and ensure these are met.

- Participate in the on-call support to frontline staff across Penumbra on a rota basis.
- Work to embed a coaching culture within your area of responsibility and the broader organisation, that upholds the values of Penumbra.
- Demonstrate positive leadership and provide appropriate direction to people in service.

### **Decision-making**

- Set targets and delegate tasks to ensure the effective delivery of high-quality support within your area.
- Advise, inform and influence the decision-making process relevant to your area.
- With sound judgement, decide about the use of resources in order to deliver key objectives within the required timescale and achievement of quality.
- Ensure the delivery of services is based on recognised good practice and in line with Penumbra's recovery-focused approaches.
- Contribute to the design, delivery and implementation of bespoke interventions to drive positive change for individuals.

### **Compliance**

- Work with the Operations Manager to ensure compliance with all external regulatory and contractual responsibilities; provide timeous information on activity and achievements to identified stakeholders and ensure action is taken to address areas of concern.
- Work with the Operations Manager to use effective methods to review and improve service performance, with a specific focus upon achieving contractual and operational obligations (Local Authority, Care Inspectorate, Health and safety etc.) within existing services.
- Support the Operations Manager and team to ensure all services and programmes within your area are fully engaged with Penumbra's Quality Assurance Framework and meeting reporting requirements and deadlines.
- Set and monitor risks associated with the delivery of services in your area and take the appropriate action when needed.

### **Effort**

#### **Mental effort**

- Often working under pressure and balancing multiple demands in complex/changing environments.

- Lead staff through complex and challenging cases adjusting your approach when needed.

### **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 and environments within their area of responsibility to provide supervision and attend meetings.

### **Focus and concentration**

- The ability to make sound judgements, deal with interruptions and meet tight deadlines.
- Balance the needs of meeting the delivery plan, staff supervision and meeting the everchanging needs of the services within your area of responsibility.
- Leading and participating in internal and on occasion external meetings.
- Have an awareness of local networks relevant to your area and Penumbra's strategy.

### **Emotional effort**

- Maintaining positive leadership and resilience when dealing with colleagues and stakeholders whilst maintaining professionalism and compassion.
- Support the Operational Manager in providing support to staff teams during organisational change or significant crisis.

### **Flexibility and adaptability**

- Support staff 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 relationships with key stakeholders.

## **Working Conditions**

### **Environmental conditions**

- 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 will involve a regular schedule though may require a degree of flexibility that extends work outside standard business hours. This may include managing the on call pager.

### Stress

- Lead team meetings providing emotional support to colleagues and staff after stressful events.
- Monitoring the stress levels of the staff to improve their wellbeing offering support when needed.
- Maintain resilience whilst under pressure to maintain a calm presence for the team during crisis situations.

### Travel requirements

- Regular travel within the area of responsibility attending internal and external meetings.
- May be required to attend meetings at different Penumbra locations.

## 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.

<b>Taking Responsibility</b>	<b>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.</b>
<b>Building Trust and Respect</b>	<b>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.</b>
<b>Working Together</b>	<b>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.</b>
<b>Excellence</b>	<b>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</b>

	<b>feedback to improve services. Demonstrate a can-do and professional attitude.</b>
<b>Keeping it Simple</b>	<b>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.</b>

## Conditions and Remuneration

### Salary Package

£26,459 - £30,828 per annum (£13.57 - £15.81 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.
- ☞ 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!

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## Get in touch

If you'd like an informal chat about this role and working for Penumbra Mental Health, please contact: Lesley Nicolson Senior Operations Manager at [Lesley.nicolson@penumbra.org.uk](mailto:Lesley.nicolson@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.

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

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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.