



SERVICE MANAGER RECRUITMENT PACK

Welcome to Penumbra:

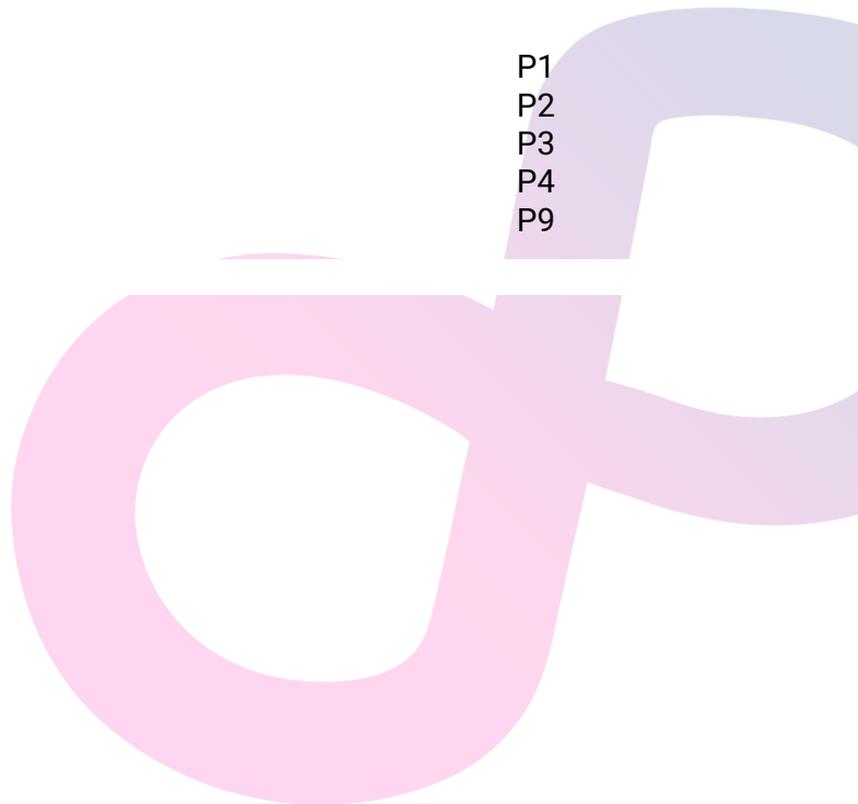
Thank you for wanting to join our team. At **Penumbra Mental Health**, we pride ourselves on being a great place to work where you can grow and thrive in a supportive team.

Penumbra is one of Scotland's largest mental health charities. We support around 1800 adults and young people every week and employ 450 staff across Scotland.

Founded in 1985, we work to promote mental health and wellbeing for all, prevent mental ill health for people who are 'at risk', and to support people with mental ill health to live fulfilling lives.

Contents

1. About Penumbra	P1
2. Mission, vision and values	P2
3. Advertisement	P3
4. Job description	P4
5. Conditions and remuneration	P9



About Us

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.

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.

The power of people's lived experience enables us to provide pioneering services which transform lives. Find out more here: penumbra.org.uk

Our vision is that people live with positive mental wellbeing and can easily access the best possible 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
- Courage
- Curiosity
- Collaboration

And we're looking for kind people like you who want to make a difference in people's lives. 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. So, good luck with your application!

Vision

Our vision is that people live with positive mental wellbeing and can easily access the best possible support when they need it.

Our vision is aspirational, ambitious and hopeful. It gives a view of what we aim to achieve

Mission

We will deliver exceptional mental health and wellbeing support and activities, guided by people's own lived experience, their recovery journeys and their hopes and aspirations.

Our mission explains how we aim to achieve our vision. It is the reason we exist.

Values

Our values set our behaviours and actions. These underpin everything we do.

Courage

We will do the right thing. Standing up for people, their rights, wellbeing and recovery

Compassion

We listen and respond with hope, kindness and respect

Curiosity

We 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

STRATEGIC AIMS

Our aims describe how we direct our activities towards delivering our Mission

To make a **positive** difference to people's **recovery** and mental wellbeing.

To value, support and involve **our people.**

To be **innovative** and creative in all that we do.

To continuously learn and **improve** our practice and processes.

To be thought and practice **leaders** in recovery and mental wellbeing.

Advertisement

Service Manager

Location: Edinburgh

Salary: £30,300 - £34,256

Permanent

Background to DBI Services: The Scottish Government (SG) is focused on improving responses to people in distress. The DBI programme emerged through direct engagement with people who have experienced distress, front-line service providers and literature review. The SG established the DBI programme, which is hosted and led by South & North Lanarkshire H&SCP's, via a DBI Central Team and has been tested, developed and continuously improved in Aberdeen, Inverness, North and South Lanarkshire and Scottish Borders. Many other parts of Scotland are engaged with DBI through the associate programmes, benefiting from the knowledge, infrastructure and tools developed including to support the effective delivery of the DBI NHS24 Pathway response programme.

Since 2017 the programme has been building a large and far reaching national and regional distress collaboration between health and social care, emergency services (Primary Care, Police Scotland, Scottish Ambulance Service and Emergency Departments) and third sector, putting citizens at the centre, providing early intervention, reducing duplication, increasing efficiency and improving outcomes and experience for people experiencing distress and those providing support.

The role of the Service Manager is to manage, support and supervise a diverse Mental Health & Wellbeing Practitioner staff team to assist people who use the service to establish and maintain a meaningful and fulfilling life in the community; with a focus on distress management planning.

In the role, you will be expected to co-ordinate and take part in collaborative meetings with key DBI partners and also to support the co-ordination and facilitation of Distress Brief Intervention training with frontline and Penumbra staff.

A clear vision of *connected compassionate support* has cultivated an ethos of collaboration. The de-medicalisation of distress and focus on people as citizens enables a sense of ownership and inclusion with compassion defined as "a sensitivity to distress together with the commitment, courage and wisdom to do something about it". This underpins a shared commitment to collective action.

The overarching aim of the DBI programme is to provide a framework for improved inter-agency co-ordination, collaboration and co-operation across a wide range of care settings, interventions and community supports, towards the shared goal of providing a compassionate and effective response to people in distress improving experience and outcomes for those experiencing distress and those providing support.

penumbra.org.uk

✉ enquiries@penumbra.org.uk ☎ 0131 475 2380



Head Office | Norton Park | 57 Albion Road | Edinburgh | EH7 5QY

Penumbra is a charity (SC 010387) and a company limited by guarantee (SC 091542) registered in Scotland.

Edinburgh DBI Service: We will work in partnership with Edinburgh GPs to support people experiencing distress.

The Service is a two-tiered response; a Level 1 response from GP surgery staff and Level 2 supportive interventions delivered by Penumbra Mental Health. DBI responds to a referral made from a GP practice on behalf of a person experiencing distress, with the provision of time limited support within 24 hours. The Service then provides community-based problem-solving support, wellness and distress management planning, supported connections and signposting for a period of up to 14 days. Initially we will be providing a telephone/video support service for the people of Edinburgh and we aim to support people in person in the community in line with Health & Social Care infection control guidance.

As Service Manager you will ensure that Penumbra's core values and methodology are fully embedded within service provision, promoting a personalised and recovery focused approach to enable people with the skills needed to live independently and meaningfully within the local community. Using existing experience and knowledge of the social care environment, the postholder will seek to continually improve and develop the service including finding creative solutions to operational challenges. You will also play a lead role in working in partnership with GPs and other voluntary and statutory agencies to ensure the service meets the needs of the people who use the service. The current staff team consists of 5 WTE Mental Health and Wellbeing Practitioners but is planned to grow in line with the vision of the service. The staff team are located across Edinburgh and the Lothians and are currently working from home.

The service is part of a group of Edinburgh based crisis and distress support services operated by Penumbra including the Edinburgh Crisis Centre. It is envisaged that integrated working between the services and management team will grow as part of each services development.

This is an exciting new post which means the right person will have the opportunity to play a key role in leading our pioneering approach to crisis and distress support.

But we also want you to grow and thrive! We'll 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.

If you want to inspire and be inspired every day. If you share our passion for exceptional support through creativity and collaboration. If you want to build your working life around meaningful connections with a pioneering charity who will value your contribution to our unique approach, then we want to hear from you.

Job description for the post of: Service Manager

- Service:** Edinburgh Distress Brief Intervention Service
- Responsible to:** Senior Service Manager Crisis and Distress Services (Edinburgh)
- Supervisory duties:** Edinburgh DBI Practitioners
- Salary:** £30,300 - £34,256 (£15.54 - £17.57 ph)
- Working hours:** 37.5 hours per week
- Location:** Edinburgh (office and home working involved)
- Closing:** Monday 19th October 2022
- Interview:** Interviews will take place via Microsoft Teams. Date TBC.
- Special condition:** Local travel, and paging service on rota basis

Job summary:

If you're looking for a rewarding career and to work within an inspirational team that really does make a difference, this is your opportunity to join us in our Edinburgh Distress Brief Intervention (DBI) service in Edinburgh.

This is an exciting opportunity to take a lead role in the delivery of the DBI approach, which has widely been recognised as innovative and pioneering across Scotland.

We hope this pack gives you a good flavour of the role of Service Manager, but we really welcome informal enquiries and you'll see our contact for this role at the end of the pack.

Main duties and responsibilities

- Take a lead role in the managing referral and allocation process for people referred
- Ensure that all data collection/reporting requirements

of the DBI programme are met.

- Manage the services effectively and in accordance with relevant specifications and protocols.
- Lead the team according to Penumbra values, promoting rights and recovery.
- Ensure all people who use the service have appropriate support or distress management plans as required and ensure that users of the services are involved in decisions about their own support.
- Establish productive working relationships with other professionals involved in the support of individuals as required.
- Ensure effective recruitment, selection, and induction of new staff.
- Ensure the effective management of existing staff including the management of work practice, conduct and absence along with regular supervision, support and the identification of training needs.
- Ensure that staff are adequately deployed to meet the support needs of individuals.
- Ensure that the financial management of the project meets the support needs of individuals who use the service according to agreed budgets.
- Ensure that all financial and other records are maintained accurately, and that all reporting requirements are met in a timely manner.
- Carry out any additional duties as required by the Senior Service manager.

Person specification

Qualifications	Essential: <ul style="list-style-type: none"> • SVQ 4 in Health and Social Care or equivalent, as defined by the SSSC, or willingness and ability to achieve within a specified period • SVQ 4 in Leadership and Management for Care Services or equivalent, as defined by the SSSC, or willingness and ability to achieve within a specified period Desirable: <ul style="list-style-type: none"> • A relevant professional qualification e.g. Social Work, Nursing, Occupational Therapy, Health & Social Care, Community Education or equivalent. •
Knowledge and Experience	Essential: <ul style="list-style-type: none"> • Previous management experience, preferably in a mental health or addiction setting. • Experience in supervising, leading and motivating a staff team • Experience of health and safety requirements

	<ul style="list-style-type: none"> • Experience in recruitment and induction of staff. • Experience of managing budgets
Core Competency – Working with Others	<p>Essential:</p> <ul style="list-style-type: none"> • Builds and maintains robust and co-operative relationships with team members and colleagues. • Supports a culture in which individuals are treated with dignity and respect. • Builds co-operative relationships, develops networks and promotes partnership working with other professionals.
Core Competency – Learn and Apply	<p>Essential:</p> <ul style="list-style-type: none"> • Contributes to an organisational culture which values continuous professional development. • Demonstrates on-going positive and constructive self-reflection and resulting improvements. • Is open to positive and constructive feedback from others
Core Competency – Communication	<p>Essential:</p> <ul style="list-style-type: none"> • Uses the most appropriate means of communication, using content style and language to suit the audience and context. • Is skilled at producing structured, accurate and concise written reports that inform and persuade others to act. • Is skilled at explaining complex information concisely, clearly and accurately to inform and persuade others to act. • Is skilled at creating an environment where individuals are comfortable to express and constructively debate their opinions openly. • Ensures a high level of two-way communication with all stakeholders. • Is skilled at creating an environment where individuals are comfortable to express and constructively debate their opinions openly.
Core Competency – Managing Self	<p>Essential:</p> <ul style="list-style-type: none"> • Actively contributes to a culture which embraces change. • Is skilled at remaining positive and finding solutions to overcome adversity. • Is able to explain and account for their own practices and expects to have their thinking challenged appropriately.

<p>Core Competency – Professionalism</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Upholds the SSSC code of practice for social care employees. • Ensures the delivery of efficient, effective, high quality services. • Develops clear, realistic, timely plans to produce desired results and ensures that action is taken to deal with any changes as they arise. • Actively contributes to an organisational culture in which the values of Penumbra underpin all work. • Supports a culture in which personal integrity thrives within the team • Supports a culture where people can report wrongdoing, and are protected from victimisation
<p>Role Specific Competency – Managing People</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Shows vision and inspires others towards objectives. • Delegates effectively and motivationally. • Provides the right resources and information for the team to perform effectively. • Leads by example and models’ organisational values. • Sets clear and understandable goals, and communicates these with individuals and the team. • Adapts style of working appropriately to suit different people and situations. • Collaborates with the team on decisions when appropriate. • Leads or participates in meetings professionally and confidently. • Identifies and supports the development of others.

<p>Role Specific Competency – Managing Services</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Collects, considers and acts appropriately on feedback from all stakeholders on ways to improve the delivery of services. • Takes responsibility of, and effectively manages finances • Creates realistic plans and integrates plans with overall organisational goals, in co-operation with relevant individuals. • Manages using agreed organisational policies and procedures. • Completes required internal and external reports accurately and within the required timescales. • Anticipates future demands for the service and prepares appropriately. • Takes responsibility for decisions within the service.
<p>Role Specific Competency – Supporting People</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Consistently works with a person-centred approach. • Strives to establish and maintain the trust and confidence of service users. • Protects the rights and promote the interests of service users.

We can offer you:

- A salary above the living wage
- Up to 38 days per annum including public holidays
- 5% employer pension contribution (salary sacrifice). Also offer auto-enrolment pension scheme.
- Flexible working
- Cycle to work scheme
- Confidential Employee Assistance Programme, offering free counselling for you and your family
- Employee Discount Scheme
- Death in Service benefits
- Full training and professional development

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: barrie.hunter@penumbra.org.uk

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

Don't forget to check out our team films: penumbra.org.uk/careers

