**We’re recruiting an Assistant Service Manager in Edinburgh**

First of all, a huge **thank you** for finding your way to this application pack.

We are **Penumbra Mental Health**,a pioneering charity supporting people on their journey to better mental health.

And we’re going through a period of growth. Which means we’re currently looking for a compassionate and forward-thinking leader who can join us as our new Service Manager to lead our Edinburgh Distress Brief Intervention team.

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.

What makes **Penumbra Mental Health** stand out as a great place to work?

At Penumbra, we never stand still. We’re always looking for new ways of working to offer exceptional mental health support. Our focus on quality of support means we’re continually developing creative ways of working in collaboration with our colleagues and people who access our support to inform and shape the mental health and wellbeing support we offer. The power of people’s lived experience enables us to provide pioneering services that transforms lives (did you know we’re the largest employer of mental health peer colleagues in Scotland?).

We know this can only happen when teams are fully supported. That’s why we 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 provide opportunities to showcase your talents and skills.

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: Assistant Service Manager**

**Service:**  Edinburgh Crisis Centre

**Responsible to**: Service Manager Edinburgh Crisis Centre (Edinburgh)

**Supervisory duties:** MHWB Practitioners

**Salary:** £24,221 - £28,220 (£12.42 - £14.47 ph)

**Working hours:** 37.5 hours per week flexible according to contract terms. The usual working hours would be Monday to Friday 9am-5pm but may also include some evening/weekend unsocial hours shifts.

**Location:** Edinburgh

**Closing:** 03/10/2022

**Interview:** Interviews will take place in person at Edinburgh Crisis Centre.

**Special condition:** Local travel, (and paging service on rota basis if required)

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**Our story**

We are **Penumbra Mental Health**, a pioneering charity providing dedicated services for people with mild to serious, enduring mental ill health. 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 adults and young 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 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

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##### **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 Crisis Centre service in Edinburgh.

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

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

***Service Description***

**The Edinburgh Crisis Centre**

The Edinburgh Crisis Centre provides short term, emotional and practical support at times of mental health crisis or distress for people who are aged 16 and over and a resident in the City of Edinburgh. This is provided via telephone. e-mail or in person appointments and can include extended face to face support, from its building in Leith. The service is registered with the Care Inspectorate as an ‘Adult Support Service not care at home’. The Edinburgh Crisis Centre operates 24 hours per day, 365 days a year, with the Management team working mainly office hours.

The service is part of a group of Edinburgh based crisis and distress support services that are operated by Penumbra including the Edinburgh (GP referral) Distress Brief Intervention Service. It is envisaged that integrated working between the services and management team will grow as part of each service’s development.

**The Edinburgh Crisis Centre (ECC) Group**

The service is developed and provided according to a philosophy that reflects Centre Users and Carers’ needs and aspirations. These arrangements enable Centre Users and Carers to contribute to decision-making and influence the service along with other partners in key decisions. The group meets regularly to review and monitor service delivery and discuss service planning and development. The partners are Penumbra (service provider), and representatives from Edinburgh Users Forum, Edinburgh Carers Council, Police Scotland and The Edinburgh Health and Social Care Partnership.

As Assistant 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 that enables people 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.

The current staff team consists of 11 WTE Mental Health and Wellbeing Practitioners and Workers. This is expected to increase to 14 WTE including 3 MHW Practitioners as part of a developing aspect of the centre providing off site support.

This is an exciting opportunity for you to play a key role in leading our pioneering approach to crisis and distress support.

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.

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**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!

**Main duties and responsibilities**

* Contribute to managing the service effectively and in accordance with relevant specifications and protocols.
* Lead the team according to Penumbra values, promoting rights and recovery.
* To be a role model reflecting the ethos of the Centre to staff, visitors and all those in contact with the Centre.
* Promote the service, to potential Centre Users including Carers and also to relevant agencies and groups.
* Contribute to the effective recruitment, selection, and induction of new staff.
* Contribute to the effective management of existing staff and volunteers, including the management of work practice, conduct and absence along with regular supervision, support and the identification of training needs.
* Contribute to the ongoing development of procedure and practice at the centre.
* To plan, and contribute to, the delivery of the service so that the service meets its stated aims and objectives.
* With support from the Service Manager, ensure the effective staffing of the centre through a rota of planned shifts.
* Establish collaborative working relationships with multi-agency partners and support the Service Manager with engagement with wider local networks.
* Contribute to ensuring the service meets all required quality standards.
* Contribute to ensuring that the service complies with all relevant legal and regulatory requirements e.g. Penumbra policies and procedures, Health and Safety requirements, National Care Standards, SSSC, Service Contract standards and reporting requirements.
* Assist in the monitoring and reporting of delivered support.
* Where required, provide direct support to service users, including on occasions on a shift rota basis.
* Carry out any additional duties as required by the Service Manager, including, in their absence, any management responsibilities/tasks as agreed.

##### **Person specification**

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| **Qualifications**  | **Essential:*** SVQ 3 in Health and Social Care or equivalent, as defined by the SSSC, or willingness and ability to achieve within a specified period.
* Professional Development Award (PDA) in Health & Social Care, or willingness and ability to achieve within a specific period.

**Desirable:*** A relevant professional qualification e.g. Social Work, Nursing, Occupational Therapy, Health & Social Care, Community Education or equivalent.
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| **Knowledge and Experience**  | **Essential:*** Experience of assessing and prioritising need with people in mental health crisis.
* Experience of supporting people in emotional distress
* Experience of multi-agency liaison
* Relevant experience of working in the care field
* Experience of team-working
* Experience of working in a supervisory role

**Desirable:*** Experience in leading and motivating a team
* Experience of health and safety requirements
* Experience in recruitment and induction of staff
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| **Core Competency – Working with Others**  | **Essential:*** 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.
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| **Core Competency – Learn and Apply**  | **Essential:*** 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
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| **Core Competency – Communication**  | **Essential:*** Uses the most appropriate means of communication, using content style and language to suit the audience and context.
* 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.
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| **Core Competency – Managing Self** | **Essential:** * 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.
* Manages own work life balance, and assists others to do the same as appropriate
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| **Core Competency – Professionalism**  | **Essential:*** Upholds the SSSC code of practice for social care employees.
* Actively contributes to the delivery of efficient, effective, high quality services.
* 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
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| **Role Specific Competency – Managing People**  | **Essential:*** 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.
* When required leads or participates in meetings professionally and confidently.
* Identifies and supports the development of others.
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| **Role Specific Competency – Supporting People**  | **Essential:*** Experience of working with people in mental health crisis
* Consistently works with a person-centred approach.
* Strives to establish and maintain the trust and confidence of centre users.
* Protects the rights and promote the interests of centre users.
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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: barrie.hunter@penumbra.org.uk or nick.bell@penumbra.org.uk

For more on our who we are visit: [penumbra.org.uk/journeys](http://www.penumbra.org.uk/journeys)

Don’t forget to check out our team films: [penumbra.org.uk/careers](http://www.penumbra.org.uk/careers)