



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.

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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.

Recovery



10,599 people is the number of people we supported in 2021-2022



We have added 18 new services this year, including services for adults and young people with eating disorders, peer navigators, psychological wellbeing practitioners and Redress Support Service.



As per strategy we have increased the number of our distress services including 6 additional Distress Brief Intervention associate programmes.

Innovation



We have increased the number of people viewing our Facebook content by 57% compared to last year by focusing our communications on recovery and lived experience.



I.ROC Y.ROC

I.ROC and Y.ROC are used by organisations across 6 countries in the UK and the EU

People



92% of staff reported feeling proud to work for Penumbra and would recommend Penumbra as a good place to work.

Improvement



96.6% felt that Penumbra treated them with kindness and dignity 'all the time.'



Approximately **15%** of our workforce are peer workers



98% said that Penumbra had had a positive impact in their lives



93% felt Penumbra does what we say we will 'all the time.'

Leadership



ALLIANCE

Our ARDB Toolkit has won the 2021 Alliance Self-Management Resource of the Year award.



The number of users of our website has increased by **59.8%** compared to last year's baseline.

A pioneering charity supporting people on their journey to better mental health

Advertisement

Salary: £30,300 - £34,256 (£15.54 - £17.57 p/h)

Location: Edinburgh

Permanent

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 lead one of our Edinburgh Supported Living Teams in the city.

You will have a lead role in the day to day operational management for one of our teams of Mental Health and Wellbeing Practitioners and Workers. This will involve rota management, supporting and supervising staff to ensure the needs of them and the people we support are met. Ensuring staff are appropriately trained, and supported, to provide a high-quality service which is consistent across the Edinburgh Supported Living Service.

Your role will include working alongside the registered Manager for the service which will involve having an oversight of the quality, and all regulated areas, in accordance with Penumbra's values and strategic aims.

Service Description

Penumbra Mental Health offers a number of support services in the Edinburgh area including the Edinburgh Supported Living Services. Our Edinburgh Supported Living Services are registered with the Care Inspectorate and include Housing Support and Care at Home. The team works in partnership with the HSCP to provide support that meets the needs of Edinburgh citizens.

The Edinburgh Supported Living Service provides support to people in their own homes and in Housing of Multiple Occupancy (HMO), with various levels of need and is open 365 days of the year. The service provides tenancy management support, emotional, social and practical support to enable people to live in their own tenancies. We also support people to make links and feel part of their community through our one to one and group support.

We want you to grow and thrive! 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.

Job description for the post of: Service Manager

- Service:** Edinburgh Supported Living Service
- Responsible to:** Senior Service Manager
- Supervisory duties:** Mental Health and Wellbeing Practitioners and Workers
- Salary:** £30,300 - £34,256 (£15.54 - £17.57 ph)
- Working hours:** 37.5 hours per week
- Location:** Edinburgh
- Closing:** Wednesday 14th December 2022 at 7pm
- Interview:** Wednesday 21st December 2022
- Special condition:** Lone working, local travel, and paging service on rota basis

Job summary:

As Service Manager you will ensure that Penumbra's core values and methodology are fully embedded within service delivery, 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 services through promoting innovative ways of working and finding creative solutions to operational challenges. You will also play a lead role in working in partnership with other voluntary and statutory agencies to ensure our services meet the needs of the people who use our services.

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
- Employee Discount Scheme with Vivup
- Death in Service benefits
- Full training and professional development

And so much more!

Main duties and responsibilities

- Take a lead role in the referral/selection process for users of the service.
- Develop and implement appropriate personalised support plans for all users of the service ensuring that they are involved in decisions about their own support.
- Establish productive working relationships with other professionals involved in the support of individuals.
- 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.
- 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.
- Uphold Penumbra’s Code of Practice
- 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.
- Register with the SSSC as appropriate and maintain post-registration training and learning log to meet ongoing registration requirements.
- Carry out any additional duties as required.

Person specification

Qualifications	Essential
	<ul style="list-style-type: none"> • SVQ 3 in Health and Social Care or equivalent, as defined by the SSSC • 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

<p>Knowledge and Experience</p>	<p>Essential</p> <ul style="list-style-type: none"> • Previous management experience, preferably in a mental health setting • Experience in supervising, leading and motivating a staff team <p>Desirable</p> <ul style="list-style-type: none"> • Experience of health and safety requirements • Experience in recruitment and induction of staff. • Experience of managing budgets
<p>Working with Others</p>	<p>Essential</p> <ul style="list-style-type: none"> • Builds and maintains robust and co-operative relationships with team members and colleagues throughout the organisation. • Promotes and enables cooperative and effective team working throughout the organisation. • Builds co-operative relationships, develops networks and promotes partnership working with other professionals. • Supports a culture of empathy throughout the organisation. • Identifies and acts upon opportunities to enhance equality and diversity. • Supports an organisational culture in which individuals are treated with dignity and respect.
<p>Learn and Apply</p>	<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. • Contributes to an organisational culture which values reflective practice.
<p>Communication</p>	<p>Essential</p> <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. • Is skilled at creating an environment where individuals are comfortable to express and constructively debate their opinions openly.

	<ul style="list-style-type: none"> Ensures a high level of two-way communication with all stakeholders.
Managing Self	<p>Essential</p> <ul style="list-style-type: none"> Is skilled at remaining positive and finding solutions to overcome adversity. Uses research and evidence from practice to inform change within the organisation. Actively contributes to a culture which embraces change. Manages own work life balance, and assists other to do the same as appropriate. Manages own stress by employing appropriate coping strategies, and assists other to do the same as appropriate.
Professionalism	<p>Essential</p> <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. Critically evaluates policies and procedures and takes active steps to make improvements Supports a culture in which personal integrity thrives within the team Supports a culture where people can report wrongdoing, and are protected from victimisation Is able to bring fresh perspectives and think creatively about the options available in any situation. Develops clear, realistic, timely plans to produce desired results and ensures that action is taken to deal with any changes as they arise. Uses benchmarking and reviews best practices to ensure continual quality improvement. Works to support a culture in which service quality and customer satisfaction are an organisational priority.
Managing People	<p>Essential</p> <ul style="list-style-type: none"> Leads by example and models organisational values. Is approachable. Builds trust and confidence in others. Shows vision and inspires others towards objectives. Sets clear and understandable goals, and communicates these with individuals and the team. Delegates effectively and motivationally.

	<ul style="list-style-type: none"> • 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. • Praises others for work well done. • Takes prompt action with individuals who are underperforming. • Handles conflict confidently and effectively when it arises in the team. • Provides the right resources and information for the team to perform effectively.
<p>Managing Services</p>	<ul style="list-style-type: none"> • Manages using agreed organisational policies and procedures. • Consults and acts on ways to improve the delivery of services. • Collects, considers and acts appropriately on feedback from all stakeholders. • Completes required internal and external reports accurately and within the required timescales. • Understands importance of financial accountability. • Performs financial management processes accurately. • Continuously looks for new opportunities to obtain and save funds. • Understands and weighs up financial implications of propositions. • Creates realistic plans and integrates plans with overall organisational goals, in cooperation with relevant individuals. • Anticipates future demands for the service and prepares appropriately. • Takes responsibility for decisions within the service.

Conditions and Remuneration

Salary Package

£30,300 - £34,256 per annum (£15.54 - £17.57p/h)

Holiday

33 days per annum including public holidays, rising to 38 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
- 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: Debbie McLachlan at Debbie.mclachlan@penumbra.org.uk or 07919881280.

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

For more opportunities across our teams visit: penumbra.org.uk/careers