



## MENTAL HEALTH & WELLBEING WORKER 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 12,649 adults and young people and employ over 570 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.

We're looking for kind people like you who want to make a difference. 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!

## 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.

### Vision

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



### Mission

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.

## Strategic Aims

- 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.

## Our 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 and their wellbeing



### 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



Learn more about us at [penumbra.org.uk](https://penumbra.org.uk)



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 colleagues reported reported feeling 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

## Advertisement

**Mental Health & Wellbeing Worker (Male Only)**

**Location: Edinburgh**

**Salary: £21,536 - £22,296 per annum (£11.04 - £11.43 p/h equivalent)**

**Full time – 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 Edinburgh Crisis Centre you can start your day knowing what you do really does make a difference!

**Please note this job is restricted to male applicants only. This is an occupational requirement as permitted in accordance with Schedule 9, part 1 of the Equality Act 2010.**

The Edinburgh Crisis Centre is a 24-hour service that provides short term, community-based, emotional and practical support at times of crisis. It is a service for people who are aged 16 and over who are experiencing mental health difficulties and are an Edinburgh resident. This service is also available to carers of people experiencing a mental health crisis.

As a Mental Health & Wellbeing Worker, you will give emotional support and work with people to find ways of dealing with difficult thoughts and feelings in order to reduce distress. You will provide callers to the Crisis Centre help line and visitors with short-term emotional and practical support whilst they are experiencing a mental health crisis.

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.

[penumbra.org.uk](http://penumbra.org.uk)



✉ [enquiries@penumbra.org.uk](mailto: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.

## Job Description: Mental Health & Wellbeing Worker

<b>Service:</b>	Edinburgh Crisis Centre
<b>Responsible to:</b>	Service Manager
<b>Salary:</b>	£21,536 - £22,296 per annum (£11.04 - £11.43 p/h equivalent)
<b>Working hours:</b>	37.5 hours per week
<b>Location:</b>	Edinburgh
<b>Closing:</b>	Sunday 28 <sup>th</sup> January 7pm
<b>Interview:</b>	Tuesday 6 <sup>th</sup> February
<b>Special condition:</b>	Male applicants only – as permitted in accordance with Schedule 9, part 1 of the Equality Act 2010. Evening, weekend and waking night shifts

### Job summary:

Mental Health & Wellbeing Workers work in small collaborative teams to provide people with recovery focused support to enhance their mental wellbeing. In line with Penumbra's values, Mental Health & Wellbeing Workers assist people who use the service to work towards their individual outcomes and identified goals, as detailed in their personal plan.

### Main duties and responsibilities

- To provide short-term emotional support advice and information to people using the crisis centre services.
- To provide support via the telephone help line/text/email and face to face including the opportunity to create safe/crisis plans.
- To provide information about relevant resources, to use information technology appropriately and to provide an educative role to callers and visitors with self-help resources.

- 🔗 Update and maintain relevant recording systems, including computer-based systems.
- 🔗 Work effectively with other members of the team, and liaise effectively with families, agencies, colleagues and other stakeholders.
- 🔗 Work collaboratively within Teams, led by a Recovery Practitioner.
- 🔗 Work in accordance to Penumbra’s policies and procedures.
- 🔗 Uphold Penumbra’s Code of Practice.
- 🔗 Keep up to date with sector and organisational developments.
- 🔗 Participate in training activities and meetings as required.
- 🔗 Other duties, deemed appropriate to this grade, as and when required.

## Person specification

<b>Qualifications</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Good level of educational attainment.</li> </ul> <b>Desirable</b> <ul style="list-style-type: none"> <li>• Working towards SVQ3 or equivalent as defined by the SSSC.</li> </ul>
<b>Knowledge and Experience</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Experience of being in a supportive and enabling role.</li> <li>• Core IT skills and ability to input data, basic word processing, manage emails and electronic diary.</li> </ul> <b>Desirable</b> <ul style="list-style-type: none"> <li>• Experience working with a person-centred approach.</li> <li>• Experience of working in the mental health field and or homelessness.</li> </ul>
<b>Core Competency – Working with Others</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Builds good working relationships with team members.</li> <li>• Works co-operatively with other professionals as required.</li> </ul>
<b>Core Competency – Learn and Apply</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Is aware of own strengths and development needs.</li> <li>• Demonstrates commitment to keeping knowledge, understanding and skills up to date.</li> </ul>
<b>Core Competency – Communication</b>	<b>Essential</b>

	<ul style="list-style-type: none"> <li>• Speaks and writes clearly and accurately and ensures the message is understood.</li> <li>• Explains clearly and accurately issues, policies, procedures and other pertinent information.</li> <li>• Conveys sensitive or contentious information tactfully.</li> </ul>
<b>Core Competency – Managing Self</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Is open to change and continually improving practice.</li> <li>• Has the awareness of when to ask for help and has the confidence to do so, where appropriate.</li> </ul>
<b>Core Competency – Professionalism</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Demonstrates a commitment to Penumbra’s values.</li> <li>• Works to policies, procedures and relevant legislation.</li> <li>• Maintains sound ethical and professional standards at all times.</li> <li>• Has a clear understanding of confidentiality, disclosing information only to those who have the right and need to know.</li> <li>• Projects a positive image of Penumbra at all times.</li> </ul>
<b>Role Specific Competency – Supporting People</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Supports individuals in line with organisational values, policies and procedures.</li> <li>• Understands recovery and works with a recovery focused approach.</li> <li>• Consistently works with a person-centred approach.</li> <li>• Supports supported peoples’ rights to control their lives and make informed choices about the services they receive.</li> <li>• Protects the rights and promote the interests of supported people.</li> </ul>

## Conditions and Remuneration

### Salary Package

£21,536 - £22,296 per annum (£11.04 - £11.43 p/h equivalent)

### 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.

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## 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 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: Claire Macleod (Assistant Service Manager) at [claire.macleod@penumbra.org.uk](mailto:claire.macleod@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).

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## 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?
- 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.