



ASSISTANT 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 10,599 adults and young people and employ 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

penumbra.org.uk

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



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

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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.



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

Improvement



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



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



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



ALLIANCE

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



Leadership



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

Assistant Service Manager

Location: Midlothian

Salary: £25,311 - £29,490 per annum (£12.98 - £15.12p/h)

Fixed Term until 31st March 2024

If you're looking for a rewarding career and to work within inspirational teams that really does make a difference, this is your opportunity to join our Midlothian Services. You will work across two services - Mental Health & Resilience Service and Park Cottage Service in Midlothian.

Mental Health & Resilience Service (MHARS)

You will be working as part of a multi-disciplinary team, alongside Midlothian's Community Mental Health Team, providing a distress/crisis line, a single point of access to MHARS for residents of Midlothian. You will respond to calls in a manner guided by the service principles, being inclusive, sensitive, and respectful.

From the moment you answer the telephone, you will listen and ensure that you understand the issues that has led to the person's crisis or distress and provide an immediate response along with the support of the Community Mental Health Team establishing which is the best and most appropriate support for that person. By understanding each person's unique situation, enables a fast, tailored support and assists them to identify ways to successfully resolve their crisis and or distress and assists each individual to plan for their future.

Once the initial period of crisis has been addressed, you will support connections to additional statutory or community support and/or deliver a Distress Brief Intervention (DBI) response to those in distress. This will involve community-based problem-solving support, wellness and distress management planning, supporting connections and signposting for a period of up to 14 days. You will be flexible and responsive, offering the mode of support that the supported person feels most comfortable with. You will assist people using this service, to establish and maintain a meaningful and fulfilling life in their community.

Midlothian Park Cottage

Park Cottage is a community based mental health rehabilitation service for eight people with complex mental health needs. We offer 24 hour tailored person centred support, supported living and community rehabilitation. Support can be practical and emotional to help individuals lead an ordinary and fulfilling life in the community. The time, length and areas of activity covered are different for everyone, but structured support can include help with budgeting, life skills, confidence building and social inclusion for approximately 12-18 months. You will work alongside the Community

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Mental Health Team as part of the Wayfinder Model, to work collaboratively to support each individual and their needs. You will be flexible and responsive, offering the mode of support that the supported person feels most comfortable with. You will assist people using this service, to establish and maintain a meaningful and fulfilling life in their community.

As an Assistant Service Manager, you will manage, support and supervise two diverse staff teams, alongside the Service Manager to ensure the needs of individuals are met and the service provided is run effectively. You will support individuals by delivering frontline work, to support you in understanding and promoting the service delivery requirements and the quality of service provided.

With the aim of equipping people with the skills needed to live independently and meaningfully within their local community, a strengths-based coaching approach to recovery is used to build confidence, maintain motivation, and promote resilience.

Promoting participation and inclusion is a core value of the service, through working alongside people to deliver innovative, creative, and personalised interventions and opportunities.

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: Assistant Service Manager

Service:	Mental Health & Resilience Service and Park Cottage Service
Responsible to:	Service Manager
Salary:	£25,311 - £29,490 per annum (£12.98 - £15.12p/h)
Working hours:	37.5 hours per week
Location:	Both Services are based in Midlothian. Dalkeith, EH22 1AL and Newtongrange, EH22 4LS
Closing:	Monday 28 th August 7pm
Interview:	Wednesday 6 th September
Special condition:	Lone working, local travel, evenings, weekends and sleepovers

Job summary:

To assist the Service Manager in the management of the service, including supporting and supervising two diverse teams of staff, working directly with service users to establish and maintain a meaningful and fulfilling life in their community and budget management.

Main duties and responsibilities

- ✎ Collaborate with the Support Manager in the referral/selection process of users of the service.
- ✎ Assist in the development, implementation and monitoring of support plans for all users of the service ensuring that they are involved in decisions about their own support.
- ✎ Establish and maintain productive working relationships with other professionals involved in the support of service users.
- ✎ Assist service users to be involved in decisions affecting them in relation to their own support and the running of the project.
- ✎ Assist service users to participate in occupational and leisure activities.

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- 🔗 Assist in the management of the support team in relation to work, practice, conduct, absence, supervision, support and the identification of training needs.
- 🔗 Assist in the induction of new employees and in the recruitment process where required.
- 🔗 Assist the Service Manager to adequately deploy staff to meet the support needs of clients.
- 🔗 Assist in the monitoring and administration of the project budget and accounts.
- 🔗 Ensure that all financial and other records are maintained accurately, and that all reporting requirements are met in a timely manner.
- 🔗 Provide direct support to service users.
- 🔗 Assist with any further tasks or projects 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. Desirable <ul style="list-style-type: none"> Supervisory or management qualification as defined by the SSSC.
Knowledge and Experience	Essential <ul style="list-style-type: none"> Relevant experience of working in the mental health field. Experience of team-working. Experience of multi-agency working. Desirable <ul style="list-style-type: none"> Experience in leading and motivating a team. Experience of health and safety requirements. Experience in recruitment and induction of staff. Experience of working in a supervisory role. Experience of managing budgets.
Working with Others	Essential <ul style="list-style-type: none"> Builds good working relationships with team members and colleagues throughout the organisation. Facilitates co-operative and effective working whilst in a team. Takes active steps to build good relationships with other professionals.
Learn and Apply	Essential <ul style="list-style-type: none"> Identifies learning and development needs and seeks a range of formal and informal learning opportunities to meet them.

	<ul style="list-style-type: none"> • Makes best use of own strengths and finds ways to overcome personal challenges.
Communication	Essential <ul style="list-style-type: none"> • Is skilled at producing structured, accurate and concise written reports. • Is skilled at explaining complex information in a way which makes it understandable. • Can use the most appropriate means of communication, using content style and language to suit the audience and context. • Is skilled at creating an environment where individuals are comfortable to express and constructively debate their opinions openly. • Shares ideas, experiences and knowledge with others.
Managing Self	Essential <ul style="list-style-type: none"> • Sustains effort to overcome obstacles and feelings of frustration, and is able to maintain a positive view. • Engages in open and reflective debate and provide constructive comments about proposed changes.
Professionalism	Essential <ul style="list-style-type: none"> • Demonstrates a commitment to Penumbra's values and shares understanding with others. • Maintains sound ethical and professional standards at all times, reporting wrongdoing and encouraging others to do the same. • Is proactive in identifying areas for improvement and implements creative developments. • Manages time effectively to ensure tasks are completed and deadlines are met. • Plans ahead for meetings and busy periods. • Ensures the delivery of efficient, effective, high quality services. • Acts as a role model by setting clear standards for service delivery.
Managing People	Essential <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

	<ul style="list-style-type: none"> Leads or participates in meetings professionally and confidently.
Managing Services	<ul style="list-style-type: none"> Supports individuals in line with organisational values, policies and procedures. Understands recovery and works with a recovery focused approach. Consistently works with a person-centred approach.

Conditions and Remuneration

Salary Package

£25,311 - £29,490 per annum (£12.98 - £15.12p/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!

Interview Guidance

We want your interview to be a success! For hints and tips on our interview process, and for guidance on using the STAR model, please visit

penumbra.org.uk/preparingforinterview

Get in touch

If you'd like an informal chat about this role and working for Penumbra Mental Health, please contact: Cheryl Jarron at Cheryl.jarron@penumbra.org.uk

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

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

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