



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 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



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

Service Manager

Location: Stornoway (Hybrid Working – regular attendance at Stornoway office required)

Salary: £31,664 - £35,798 per annum pro rata (£16.24 - £18.36 p/h equivalent)

Part time (18.75 hours p/w) – 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 Western Isles Nova Service you can start your day knowing what you do really does make a difference!

As a Service Manager you will manage, support, and supervise a diverse staff team to ensure the needs of individuals are met and the service provided is run effectively.

The Western Isles Nova service aims to equip people who access the services with the skills needed to live independently and meaningfully within the local community, and 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 Western Isles Nova Service, through working alongside people to deliver innovative, creative, and personalised interventions and opportunities.

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



✉ 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: Service Manager

Service:	Western Isles Nova
Responsible to:	Head of Services (West)
Salary:	£31,664 - £35,798 per annum pro rata (£16.24 - £18.36 p/h equivalent)
Working hours:	18.75 hours per week (possibility of an additional 3 hours per week dependant on available funding for a temporary period)
Location:	Stornoway (Hybrid working – regular attendance at Stornoway office required)
Closing:	Friday 10 th November 7pm
Interview:	Thursday 23 rd November
Special condition:	Local travel, occasional evening, weekend, and pager shift on a rota basis

Job summary:

Demonstrating a commitment to values-base practice and using your previous experience within a leadership role, the service manager will hold responsibility for the successful implementation and delivery of high-quality services that make a positive difference to people's lives.

Main duties and responsibilities

- ✧ Co-ordinate the delivery of support services across the Western Isles.
- ✧ Ensure development of outcome-based personal recovery plans for each person that promote personal safety, self-management and social inclusion.
- ✧ To assist with continued service development.
- ✧ Facilitating workshops, group activities, training and other events.
- ✧ Attending promotional events and networking with other professionals, stakeholder and potential service users.

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- 🔗 Delivering formal awareness raising sessions to school staff, other professionals and families/carers, and to be able to tailor the delivery as appropriate.
- 🔗 Deliver community-based well-being workshops that promote positive mental health, when required.
- 🔗 Provide practical support and supervision to Mental Health and Wellbeing Workers, Practitioners, Volunteers and/or Peer Workers as required.
- 🔗 Establish and maintain productive working relationships with other professionals involved and ensure clear communications and referral pathways.
- 🔗 Develop effective relationships with other groups and agencies in the area and take opportunities to promote mental health awareness in the wider community.
- 🔗 Be responsible for maintaining the relevant systems of documentation.
- 🔗 Provide accurate information and reports as required.
- 🔗 Be flexible and responsive to meet the changing needs of supported people and the organisation, within the agreed criteria.
- 🔗 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.
- 🔗 Register with the SSSC if appropriate (Supervisor) and maintain post-registration training and learning log to meet ongoing registration requirements.
- 🔗 Other duties, deemed appropriate to this grade, as and when 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.
Knowledge and Experience	Essential <ul style="list-style-type: none"> Previous management experience, preferably in a mental health setting.

	<ul style="list-style-type: none"> • Experience in supervising, leading and motivating a staff team. <p>Desirable</p> <ul style="list-style-type: none"> • Experience of delivering awareness sessions and educational programmes. • Experience of health and safety requirements. • Experience in recruitment and induction of staff. • Experience of managing budgets. • Experience managing or working within a Care Inspectorate registered service.
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 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.
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. • Contributes to an organisational culture which values reflective practice.
Communication	<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	Essential <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	Essential <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	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. 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.
Managing Services	Essential <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

£31,664 - £35,798 per annum pro rata (£16.24 - £18.36 p/h equivalent)

Holiday

33 days per annum including public holidays, rising to 38 after 5 years' service

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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
- ♾ Refer a friend scheme – earn up to £400

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: Isobel Murray (Head of Services) at Isobel.murray@penumbra.org.uk or on 07923132508

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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