Penumbra
Mental Health

Link Worker - Redress Support Service

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penumbra.org.uk

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

Our story

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. The power of people's lived experience enables us to deliver pioneering services which transform lives.

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.

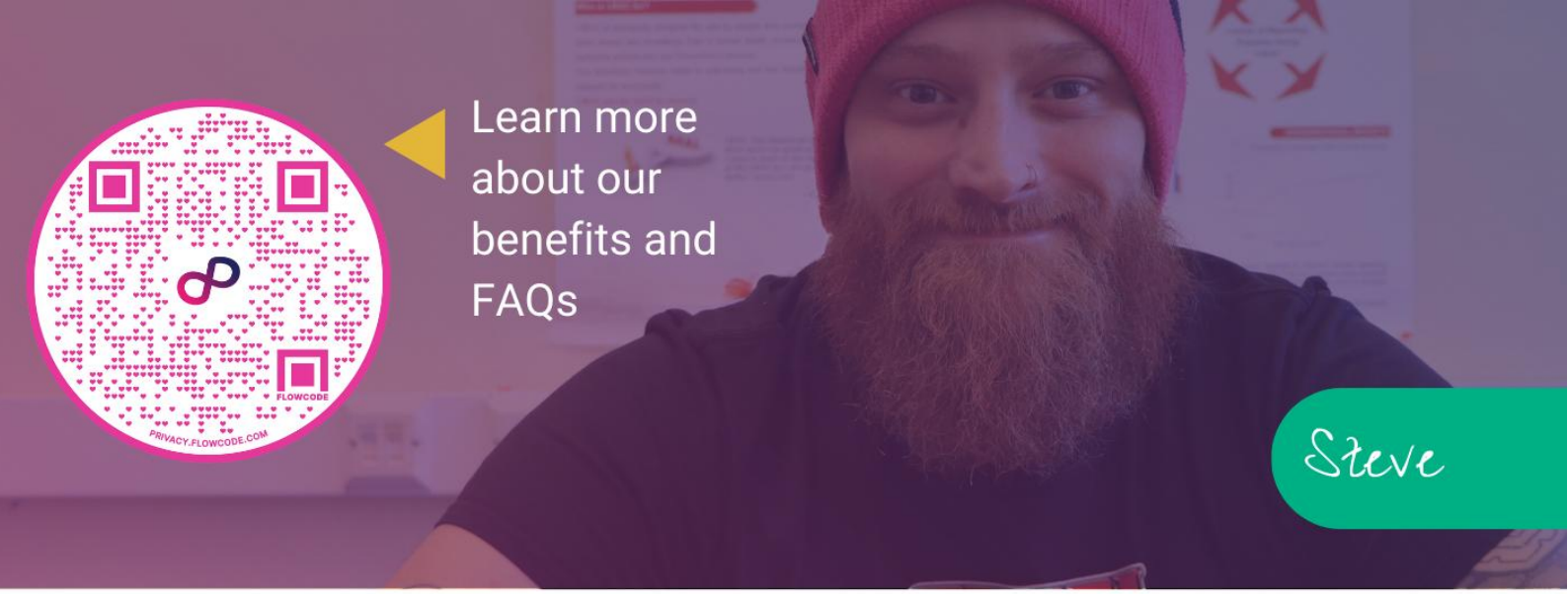
You see, Penumbra has always been about people; listening and learning, challenging, encouraging and enabling. It's why we're trusted to provide services across Scotland, supporting thousands of people every month, because when people need us, we're there.

Our vision is that people live with positive mental wellbeing and can easily access the best 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: we will listen and respond with hope, kindness and respect
- Courage: we will do the right thing, standing up got people, their rights, wellbeing and recovery
- Curiosity: we will 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



33 Days of annual leave each year	(increasing by 1 day for every year of service up to 5 years)
45p Mileage payment	(we pay 45p per mile up to 10,000 miles)
£126.75 Sleepover payment	(sleepover payments of £126.75 and time + 1/3 waking nights allowance, as well as double payment over Christmas and New Year)
Fully funded SVQ	(we will fully fund your SVQ and give you paid time to complete assignments)
24/7 Employee Assistance Programme	(with discounts, salary sacrifice, and 24/7 confidential telephone support)
Enhanced leave	(we will give you enhanced leave and pay for family leave and sickness)

Background

In 2010, the Scottish Government contracted the Scottish Human Rights Commission (SHRC) to develop a Framework for Justice and Remedies for Historic Abuse of Children in Care. This work led to an Action Plan to implement the recommendations of this framework.

Established in 2016, the In-Care Survivor Alliance was formed in support of a wider strategy developed by the Scottish Government to address the legacy of historic abuse in Scotland. Fully funded by the Scottish Government, the alliance is formed of three partners, the Glasgow Psychological Trauma Service (Glasgow Health and Social Care Partnership), Health in Mind and Penumbra. The Alliance's work is supported by a further network of delivery partners.

The In Care Survivors' Alliance hosts two initiatives that contribute to the Scottish Human Rights Commission's Action Plan on Justice for victims of Historic Abuse of Children in Care:

- Future Pathways, a national support fund for survivors of abuse or neglect in care in Scotland, and;
- Redress Support, which provides assistance to survivors who apply for financial redress.

Redress Support Service

The Redress support service is a new initiative that aims to remove barriers that individuals might face in their application for financial redress. The service delivers emotional and practical support to applicants as required during their application process. You can find out more about our service here: redress-support.scot

About the Role

Penumbra employs the Link Workers who work with the Alliance. Penumbra is committed to the values of the Alliance and is a leading provider of person-centred, trauma-informed services that provide compassionate responses to people in distress.

Link Workers provide the support to those who contact, or are referred, to the service. The aim is to provide short-term support, and to arrange supports, from a pre-defined menu of options where support requirements appear to require more than the initial support conversations.

Recruitment Pack:
Link Worker
Redress Support Service

Link Worker Job Description

Service:	Redress Support Service
Responsible to:	Operations Manager
Salary:	£28,069-£30,828 pro rata per annum (£14.39-£15.81p/h equivalent)
Working hours:	37.5 hours per week
Location:	Hybrid working
Closing:	Wednesday 25th November at 4pm
Interview:	Wednesday 9th December
Special condition:	Hybrid working. In person appointments with survivors will be required. Evenings and weekends may be required.

Role Summary

The post-holder will work within a team to deliver trauma-informed, emotional support to applicants to the financial redress scheme for survivors of historical childhood abuse in care in Scotland.

Helpline

The Link Worker team will provide, on a rota-basis, a responsive, high quality, trauma-informed helpline for those engaged in, or registered with, the Redress Scheme. The helpline will be operational Monday – Friday, 10am -6pm.

Link Worker Coordination

Link Workers receive requests from applicants for emotional support whilst their applications are being progressed. Link Workers arrange the supports required by each person, based on a pre-defined menu of options, and will also signpost people to other supports, including but not limited to statutory services, delivery partners, and others. Link Workers liaise as required to ensure the menu of options meets the needs of people who access the support service.

Key Responsibilities

- Provide empathetic emotional support to people who contact, or are referred to the service.
- Provide short-term ongoing support to people who need an additional service.
- Arrange supports as required by the applicant.
- Assess priorities and provide accurate information to inform menu of available options.
- Link with a wide range of other providers including Alliance delivery partners, Psychological Supports, Primary Care, specialist mental health services, social care services and the wider range of community resources.
- Be responsible for maintaining the relevant systems of documentation and 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.
- Participate in training activities and meetings as required.
- Uphold Alliance values and Penumbra's Code of Practice.
- Other duties, deemed appropriate to this grade, as and when required.

Person Specification

Qualifications	**Essential** • SVQ 3 In Health & Social Care or equivalent. • And/or relevant experience in a similar role. **Desirable** • Educated to degree level in a relevant field e.g. health sciences/health & social care/public health.
Knowledge and Experience	**Essential** • Knowledge of and experience of evidence based, solution focused approaches. • Illustrate experience of assessing and prioritising need within a group of people using services. • Experience of supporting people in emotional distress • Knowledge of principles of trauma-informed practice and previous experience of such. • Experience of supporting people with multiple health needs. • Core IT skills and ability to input data, basic word processing, manage emails.

	• Experience of multi-agency liaison. **Desirable** • Experience of working in an autonomous role • Knowledge of data management, performance monitoring and reporting.
Working with Others	**Essential** • Ability to build and maintains robust and co-operative relationships with team members and colleagues throughout the organisation. • Ability to develop networks and promote partnership working with other professionals and agencies. • Aware of unspoken thoughts, concerns or feelings and is skilled at helping people to voice these safely. **Desirable** • Actively participates and provides valuable contributions to the project work of other organisations, professionals and the sector.
Learn and Apply	**Essential** • Can contribute to an organisational culture which values continuous professional development. • Demonstrates on-going positive and constructive self-reflection and resulting improvements. • Makes best use of own strengths and finds ways to overcome personal challenges.
Communication	**Essential** • Is skilled at explaining complex information concisely, clearly and accurately. • Produces structured, accurate and concise written reports. • Ensures a high level of two-way communication with all stakeholders. • Adheres to and actively promotes the core values of Penumbra.
Managing Self	**Essential**

	• Manages own work life balance, and assists others to do the same as appropriate. • Uses research and evidence from practice to inform change. • Is skilled at remaining positive and finding solutions to overcome adversity. • Engages in open and reflective debate and provides constructive comments about proposed changes.
Professionalism	**Essential** • Develops clear, realistic, timely plans to produce desired results and ensures that action is taken to deal with any changes as they arise. • Works to support a culture in which service quality and customer satisfaction are an organisational priority. • Maintains sound ethical and professional standards at all times, reporting wrongdoing and encouraging others to do the same. • Manages time effectively to ensure tasks are completed and deadlines are met.
Supporting People	**Essential** • Consistently works with a rights-based approach. • Is kind and compassionate in all interactions. • Strives to establish and maintain the trust and confidence of people using the service. • Promotes organisational values, policies and procedures. • Supports people to exercise their rights, independence, and choice whilst ensuring people are as far as possible protected from danger or harm.

Conditions and Remuneration

Salary Package

£28,069-£30,828 pro rata per annum (£14.39-£15.81p/h equivalent)

Holiday

33 days per annum including public holidays, with one additional day per year rising to 38 days 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 – 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 – 2x annual salary.
- Eligibility to join Blue Light Card Scheme.
- 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: Deborah.clark@penumbra.org.uk or Kyle Cuthbert at Kyle.cuthbert@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

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.

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.