Penumbra
Mental Health

# Psychological Wellbeing Practitioner
## Intensive Housing Support Service

**Enquiries to: Kevin Hird at**
kevin.hird@penumbra.org.uk



*Your journey. Your way.*







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




**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 our colleagues feel 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

# Welcome

## Want to spark real change?

First of all, thank you for being interested in joining the Penumbra Mental Health team. We pride ourselves on being a great place to work where colleagues have space to grow and thrive. And we're always looking for kind people like you who share our values and who want to spark real change.

You might already be working in a supporting role and looking to expand your skills into mental health recovery, or you might be looking for a new challenge altogether. Maybe you're looking for a career where you can use your lived and living experience to support others on their journey (did you know 26% of our colleagues are employed in peer roles?).

Whatever your career or life experience, you're in the right place if you want to make a difference and build your working life around meaningful connections with people who will inspire you every single day. Our promise to you? We can offer you a salary above the living wage, a tonne of employee benefits, and space to grow your skills and qualifications in a supportive and creative team. Don't just take our word for it, click on the images below to hear from our colleagues, Jamie, Martin, Nick and Jodi.

We know that applying for a new role can be daunting. That's why we encourage applications from everyone even if you're not sure if you meet all the person specifications. What's important to us are your values, kindness, willingness to learn, and your passion for quality mental health support.

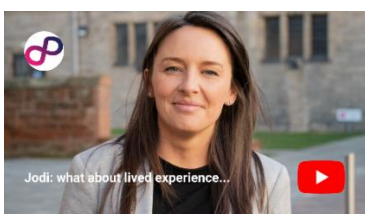
We hope you find everything you need in this application pack. If you have any questions, you might want to check out our careers page where you'll find some FAQs and interview tips.









# Advertisement

Psychological Wellbeing Practitioner

Location: Aberdeen

Salary: £30,828- £39,107 per annum (£15.81 - £20.05 p/h equivalent)

Full Time – 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 join a new team of Psychological Wellbeing Practitioners (PWPs) working to improve mental health and wellbeing for the people of Aberdeen.

In collaboration with the Integrated Drugs Team, our Intensive Housing Support Service provides recovery-focused support on an individual and family basis. PWPs will deliver a suite of evidence-based interventions for individuals experiencing co-occurring substance use and mild to moderate mental health challenges and also families affected through a relative's experience of same. With the aim of building resilience and upskilling self-management techniques, PWPs will seek to reduce feelings of stigma and support people to achieve their own identified outcomes.

With a focus on creating a seamless experience of accessing mental health support, PWPs will work in an integrated way to ensure people receive the most appropriate and effective support options.

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.
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.

# Job Description

## Psychological Wellbeing Practitioner

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| **Service:** | Intensive Housing Support Service |
| **Responsible to:** | Operations Manager |
| **Salary:** | £30,828- £39,107 per annum (£15.81 - £20.05 p/h equivalent) |
| **Working hours:** | 37.5 hours per week |
| **Location:** | Aberdeen |
| **Closing:** | Tuesday 24th November at 4pm. |
| **Interview:** | TBC |
| **Special condition:** | Lone working, local travel, evenings and weekends. Driving licence and access to car beneficial. |

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## Job summary:

PWPs will focus on creating a seamless experience of accessing same day support for persons who are at high risk of overdose through substance use and who may also be experiencing mild to moderate mental health. They will work in an integrated way to ensure these individuals receive the most appropriate and effective support options and, where required, include families affected in these options.

## Main duties and responsibilities

- Provide person-centred and outcomes focused support which is responsive to the needs of people who access the service.
- Create shared support plans which promote self-management, delivered via guided self-help, group work, telephone support and online methods.
- Deliver evidence based psychological interventions to improve health, wellbeing and build resilience.
- Provide input for people who are currently accessing computerised CBT, such as Beating the Blues, Silver Cloud CBT packages and other approved on-line mental health supports.
- Build connectedness across a wide range of community resources.

- Take a holistic approach to managing referrals and supportive signposting.
- Develop positive working relationships across primary care, specialist drug and alcohol services, mental health services and social care services.
- Attend multidisciplinary meetings where appropriate.
- Liaise with external agencies including housing, police, local authority, employers and employment support workers where necessary.
- Support the development of peer and mental health networks, recognising the person as an expert in their own experience.
- Establish an effective relationship with people who use the service, and their family members, in accordance with Penumbra's policies and procedures.
- 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 commit to continuous professional development.
- Uphold Penumbra's Code of Conduct.
- 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 as the role develops.

## Person specification

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| **Qualifications** | **Essential**<br>• Relevant Psychology, Mental Health, Social Work, OT, or equivalent qualification or:<br>• SVQ 3 In Health & Social Care or equivalent, as defined by the SSSC and Educated to degree level preferably in a relevant field e.g. health sciences/health & social care/public health. |

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| **Knowledge and Experience** | **Essential**<br>• Knowledge of and experience of evidence based, solution focused approaches.<br>• Illustrate experience of assessing and prioritising need within a group of people using services.<br>• Experience of assessing, planning and delivering support to people with co-occurring substance use and mental health issues.<br>• Experience of supporting people in emotional distress.<br>• Experience of supporting people with multiple health needs.<br>• Experience of a holistic, person-centred approach to recovery.<br>• Core IT skills and ability to input data, basic word processing, manage emails.<br>• Experience of multi-agency liaison.<br><br>**Desirable**<br>• Experience of working in an autonomous role.<br>• Experience of facilitating groups.<br>• Knowledge of data management, performance monitoring and reporting. |
| **Basic Assessment & Therapeutic Skills** | **Desirable**<br>• Knowledge of resources for substance use/anxiety/depression/bereavement/stress management, assisted self-help.<br>• Ability to understand and assist people in a range of psychological approaches.<br>• Mental Health first aid skills.<br>• Trained in the administration of Naloxone.<br>• A basic understanding of the principals of cognitive behavioural approaches.<br>• Skills in risk assessment and management. |
| **Supporting People** | **Essential**<br>• Able to rapidly establish a working supportive relationship.<br>• To be able to multitask; this involves listening, assessment, planning, and giving feedback.<br>• Consistently works with a person-centred approach.<br>• Is kind and compassionate in all interactions.<br>• Strives to establish and maintain the trust and confidence of people using the service.<br>• Promotes organisational values, policies and procedures.<br>• Support people to exercise their rights, independence, and choice whilst ensuring people are as far as possible protected from danger or harm. |
| **Working with Others** | **Essential**<br>• Ability to build and maintains robust and co-operative relationships with team members and colleagues throughout the organisation. |

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| | • Builds co-productive relationships, develops networks and promotes partnership working with other professionals and agencies.<br>• Is aware of unspoken thoughts, concerns or feelings and is skilled at helping people to voice these safely.<br>**Desirable**<br>• Actively participates and provides valuable contributions to the project work of partner organisations. |
| **Learn and Apply** | **Essential**<br>• Able to use practice and clinical supervision to reflect on strengths and weaknesses in order to improve clinical practice.<br>• Can contribute to an organisational culture which values continuous professional development.<br>• Demonstrates on-going positive and constructive self-reflection and resulting improvements.<br>• Makes best use of own strengths and finds ways to overcome personal challenges. |
| **Communication** | **Essential**<br>• Is skilled at explaining complex information concisely, clearly and accurately to inform and persuade others to take action.<br>• Produces structured, accurate and concise written reports.<br>• Ensures a high level of two-way communication with all stakeholders.<br>• Adheres to and actively promotes the core values of Penumbra. |
| **Managing Self** | **Essential**<br>• Manages own work life balance and assists others to do the same as appropriate.<br>• Uses research and evidence from practice to inform change within the organisation.<br>• Is skilled at remaining positive and finding solutions to overcome adversity.<br>• Engages in open and reflective debate and provides constructive comments about proposed changes. |
| **Professionalism** | **Essential**<br>• Develops clear, realistic, timely plans to produce desired results and ensures that action is taken to deal with any changes as they arise.<br>• Works to support a culture in which service quality and customer satisfaction are an organisational priority.<br>• Maintains sound ethical and professional standards at all times, reporting wrongdoing and encouraging others to do the same.<br>• Manages time effectively to ensure tasks are completed and deadlines are met. |

## Conditions and Remuneration

### Salary Package
£30,828- £39,107 per annum (£15.81 - £20.05 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.

### 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: Kevin Hird (Operations Manager) at kevin.hird@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:

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| **S**ituation | – | What was the situation you had to deal with? |
| **T**ask | – | What task were you presented with as a result of the situation? |
| **A**ction | – | What action did you take? |
| **R**esult | – | 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

**S**ituation — 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.

**T**ask — 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.

**A**ction — 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.

**R**esult — 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.