Penumbra
Mental Health

Mental Health & Wellbeing Practitioner
Asylum Seeker & Refugee Support

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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.

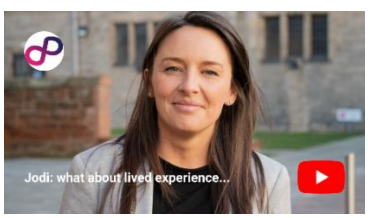
We know that applying for a new role can be daunting. That's why we encourage applications from everyone even if you're not sure if you meet all the person specifications. What's important to us are your values, kindness, willingness to learn, and your passion for quality mental health support.

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

Mental Health & Wellbeing Practitioner

Location: Tayside

Salary: £26,227 per annum (£13.45 p/h equivalent)

Full time – Fixed Term until 31/03/2027

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 our Asylum Seekers and Refugee Wellbeing Programme.

Penumbra are taking forward the new Asylum Seekers and Refugee Wellbeing Programme delivering a community-anchored wellbeing pathway in Dundee City and the surrounding area of Perth & Kinross. This two-tiered wellbeing programme provides an infrastructure and practice framework; delivery is led by and with asylum seekers and refugees.

Tier one is a direct support pathway utilising Penumbra's HOPE approaches and tools and Penumbra's I.ROC a recovery outcomes measure providing a framework to support wellbeing.

Tier two will explore and design, with communities, a peer-delivered wellbeing education programme. This two-tier service aims to improve access to targeted mental health support; improve information and referral pathways; reduce social isolation and improve wellbeing; strengthen social connections and peer support; provide early intervention and build community capacity; generate learning on effectiveness, sustainability and scalability.

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

Mental Health & Wellbeing Practitioner

Service:	Asylum Seeker & Refugee Wellbeing Support
Responsible to:	Operations Manager
Salary:	£26,227 per annum (£13.45 p/h equivalent)
Working hours:	37.5 hours per week
Location:	Tayside
Closing:	16th November at 4pm
Interview:	19th & 20th November
Special condition:	Lone working, local travel, evening and weekend working, hybrid working.

Job summary:

As a Mental Health & Wellbeing Practitioner, you will play a central role in the planning and provision of quality, recovery focused support to people who use the service. A Mental Health & Wellbeing Practitioner is someone who supports and enables people to achieve their goals and maximise their potential. Practitioners will promote self-management and opportunities for improved health and wellbeing. You will act as a recovery champion within the team and an ambassador of recovery with external agencies and partner organisations.

Main duties and responsibilities

- Establish an effective relationship with people who use the service in accordance with Penumbra's policies and procedures.
- Develop outcome-based personal recovery plans for each supported person that promote self–management and social inclusion.
- Plan and co-ordinate the journey of supported people through the Service.
- Develop effective relationships with relevant groups and agencies in your 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 contribute to reports as required.
- Provide formal input to Care Management reviews 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 as appropriate 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** • Working towards SVQ 3 or equivalent as defined by the SSSC, or commitment to achieve within a specified period of time. **Desirable** • SVQ3 or equivalent as defined by the SSSC
Knowledge and Experience	**Essential** • Experience of being in a supportive and enabling role • Demonstrate understanding of mental health and recovery • Experience of working in the mental health and recovery field • Experience of taking a lead role in the planning and delivery of support. • Experience of a person-centred approach to recovery • Core IT skills and ability to input data, basic word processing, manage emails.
Working with Others	**Essential** • Builds good working relationships with team members and colleagues throughout the organisation. • Is aware of and understands unspoken thoughts, concerns or feelings and is skilled at helping individuals to voice these safely. **Desirable** • Builds co-operative relationships, develops networks and promotes partnership working with other professionals.
Learn and Apply	**Essential** • Makes best use of own strengths and finds ways to overcome personal challenges.

	• Demonstrates commitment to keeping knowledge, understanding and skills up to date • Commit to being fully involved in your own development plan.
Communication	**Essential** • Contributes to providing accurate and concise reports. • Can explain complex information in a way which makes it understandable. Communicate with the management team, and or relevant external agency timeously, to escalate any identified risks.
Managing Self	**Essential** • Sustains effort to overcome obstacles and is able to maintain a positive view. • Engages in open and reflective debate and provide constructive comments about proposed changes. • Take responsibility for managing own work life balance. • Engage and demonstrate the principles of reflective practice.
Professionalism	**Essential** • Maintains sound ethical and professional standards at all times, and raise concerns when standards fall below what is expected. • 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.
Supporting People	**Essential** • 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. • Supports supported peoples' rights to control their lives and make informed choices about the services they receive. • Promotes the independence of supported people while protecting them as far as possible from danger or harm. • Protects the rights and promote the interests of supported people.

Conditions and Remuneration

Salary Package

£26,227 per annum (£13.45 p/h equivalent)

Holiday

33 days per annum including public holidays, plus an extra day for each years' service, rising up 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.
- Full training and professional development.
- Refer a friend scheme – earn up to £400.
- Salary sacrifice pension.
- Additional day of annual leave for each year of service, up to 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: Mary Gibson at mary.gibson@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.