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.

And we’re looking for kind people like you who want to make a difference in people’s lives. We can offer you a living wage, 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!

**Job description for the post of: Support Practitioner**

**Service:**  Practitioner (Suicide Bereavement Support)

**Responsible to**: Service Manager

**Salary:** £22,426 - £23,635 per annum (£11.50 - £12.12 p/h equivalent)

**Working hours:** 37.5 hours per week

**Location:** West

**Closing:** The deadline for applications is 12 June 2022 at 7pm.

**Interview:** Interviews will take place online in week commencing 20 June 2022.

**Special condition:** Local travel, evenings, weekends.

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**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.

The power of people’s lived experience enables us to provide pioneering services

which transform lives. Find out more here: [**penumbra.org.uk**](http://www.penumbra.org.uk/journeys)

**Our vision** is that people live with positive mental wellbeing and can easily access the best possible 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
* Courage
* Curiosity
* Collaboration

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##### **Job summary:**

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 Suicide Bereavement Support Service in Ayrshire & Arran.

This service will provide a rapid-response for people who have been bereaved by suicide. The post-holder will work within a team of Practitioners that will provide early advice and assistance to bereaved families in Ayrshire and Arran.

This is a unique role where empathy, good listening skills, the ability to gain trust quickly and build a therapeutic relationship are essential.

It is anticipated that the service will run 9am to 6pm, 7 days per week and the service will be provided by the team on a rota basis.

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**We can offer you:**

* A living wage
* Up to 38 days per annum including public holidays
* 5% employer pension contribution (salary sacrifice). Also offer auto-enrolment pension scheme.
* Flexible working
* Cycle to work scheme
* Confidential Employee Assistance Programme, offering free counselling for you and your family
* Employee Discount Scheme
* Death in Service benefits
* Full training and professional development

And so much more!

**Main duties and responsibilities**

* Make initial telephone contact with next of kin/family members within 24 hours of referral.
* Offer a face to face meeting within 7 days of 1st contact.
* Carry out a full risk assessment and if required a safety plan.
* Carry out a needs assessment to identify priorities for support and outcomes to be achieved.
* Work with the family to co-design a support plan that documents the help that the family requires and potential solutions and advice.
* Arrange future meetings or telephone calls. Connecting people to local organisations that can further assist the family is deemed to be a core part of the bereavement specialist’s role. Where possible, this should be a proactive function to make phone calls on behalf of the family, rather than simply ‘signposting’ to other organisations.
* Work collaboratively with statutory services such as NHS specialist mental health services and GP’s, to ensure that joined-up, holistic support is offered to families.
* Provide practical support and supervision to Recovery Workers and/or Peer Workers as required.
* 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 families within the agreed criteria.
* Work effectively with other members of the team, and liaise effectively with families, agencies, colleagues and other Partners.
* Participate in training activities and meetings as required.
* Uphold Penumbra’s Code of Practice.
* Register with the SSSC if required and maintain post-registration training and learning log to meet ongoing registration requirements.
* Other duties, deemed appropriate to this grade, as and when required.
* Work in accordance with all Penumbra’s policies and procedures.

##### **Person specification**

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| **Qualifications**  | **Essential*** Working towards SVQ 3 **or equivalent** as defined by the SSSC, or commitment to achieve within specified time period.

**Desirable*** SVQ3 **or equivalent** as defined by the SSSC
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| **Knowledge and Experience**  | **Essential** * Experience of being in a supportive and enabling role
* Understanding of mental health and recovery
* Experience of working in the mental health and recovery field
* Understanding of a Trauma-Informed Approach
* Experience of taking a lead role in the planning and delivery of support to supported people.
* Experience of a person-centred approach to recovery
* Core IT skills and ability to input data, basic word processing, manage emails.

**Desirable*** Experience of supporting people in emotional distress
* Knowledge of local support services in the area
* Awareness of conflict management strategies
* Experience of supporting people bereaved by suicide
* Experience of supporting people at risk of suicide
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| **Working with Others**  | **Essential** * Builds good working relationships with team members and colleagues throughout the organisation.
* Is compassionate and empathetic.

**Desirable*** Builds co-operative relationships, develops networks and promotes partnership working with other professionals.
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| **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
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| **Communication**  | **Essential** * Produces structured, accurate and concise written reports.
* Can explain complex information in a way which makes it understandable.
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| **Managing Self** | **Essential** * Is aware of threats and triggers to own wellbeing and developed strategies for self-care.
* 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.
* Take responsibility for managing own work life balance.
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| **Professionalism**  | **Essential** * 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.
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| **Supporting People**  | **Essential** * Supports people in line with organisational values, policies and procedures.
* Consistently works with a person-centred approach.
* Supports supported peoples’ rights to control their lives and make informed choices about the services they receive.
* Protects the rights and promote the interests of supported people.
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**Get in touch**

If you’d like an informal chat about this role and working for Penumbra Mental Health, please contact: Fiona Semple on Fiona.semple@penumbra.org.uk.

For more on our who we are visit: [penumbra.org.uk](http://www.penumbra.org.uk/journeys)

For more opportunities across our teams visit: [penumbra.org.uk/careers](http://www.penumbra.org.uk/careers)