



Senior Practitioner

Job Description

Location: Change Mental Health, Murray House, 62 High St, Invergordon IV18 0DH

Salary: £27,583.40 pro rata (21 hours - £19, 276)

Salary Band: 1.4

Hours: this post is contracted for 21 hours per week, typically worked Tuesday to Thursday, 9am–5pm; however, depending on service-delivery needs, there may occasionally be a requirement to work evenings or weekends.

Contract: Permanent

Reports To: Team Lead

Disclosure & Barring Check: This post will be subject to a PVG check for working with vulnerable adults.

About the Project/Service

As a Senior Practitioner, you will have delegated supervisory responsibilities, including providing day-to-day guidance and support to staff, but you will not hold overall management accountability for the service. You will contribute across multiple projects by helping to create safe, inclusive and person-centred environments where people feel believed, respected and heard, and where they can take part in meaningful activities that build confidence, resilience and sustainable self-management of their mental health.

Change Mental Health offers a community-based Hub at Murray House, 62 High St. in Invergordon, providing non-clinical, person-centred support in a welcoming environment where people can take part in group activities, peer support and recovery-focused opportunities. The Hub supports people to build social connections, develop knowledge, skills, confidence and resilience, and improve their mental health and wellbeing. Activities include: art; mental health self-management programmes and workshops; walking groups; wellbeing sessions and confidence-building opportunities.

Change Mental Health also offers Outreach support, which is a Care Inspectorate Registered service. This service provides person-centred, outreach support to adults affected by mental illness in their own homes, in line with the Health and Social Care Standards and relevant policies, procedures and regulatory requirements. We serve the surrounding communities of Easter Ross with non-clinical emotional and practical support that helps people build the knowledge, skills, confidence and resilience to

self-manage their mental health and wellbeing, using practical tools, coping strategies and signposting to the most appropriate next step in their journey. Our Outreach teams are required to register with the Scottish Social Services Council (SSSC) within the required timescales, maintain registration, and hold a relevant SSSC-recognised qualification for the post.

Purpose of the Role

The postholder will deliver high-quality, hub-based and outreach support that is person-centred, non-clinical and community-based, helping people to build the knowledge, confidence, skills and resilience to self-manage their mental health or mental illness and live well in their communities. Alongside line managing hub-based and/or outreach Mental Health and Wellbeing Practitioners, you will provide guidance, support and supervision that promotes reflective practice, excellent service delivery and positive staff development.

As a Change Mental Health Senior Mental Health and Wellbeing Practitioner, you will be experienced in providing direct support to individuals experiencing poor mental health/ living with mental illness. You will work directly with individuals helping them achieve the best possible outcomes across their mental, physical, emotional and financial health. You will empower people to self-manage their mental health, build self-confidence, reconnect with others, and become more integrated within their local community. You will be a trusted and experienced point of contact for the team, offering support and guidance to colleagues and peers around working with people who find themselves in complex situations.

The role includes facilitating group activities, offering structured 1:1 support and outreach support where appropriate, undertaking community engagement, and delivering recovery-focused interventions. You will support people to develop and review personal plans ensuring goals are meaningful and achievable.

Working closely with colleagues, partners and communities, you will contribute to creating an environment where people feel safe and accepted, connected to others, and hopeful for the future. You will adhere to and role model the values of Change Mental Health.

You will support the local management team in their roles to meet national and funder criteria. You will offer ideas and feedback to your line manager to support service development.

Key Responsibilities:

- Be a trusted point of contact for colleagues and peers when supporting people who find themselves in complex situations

- Create and maintain a welcoming, safe, inclusive, and supportive environment across services, in line with Change Mental Health values.
- Build professional, positive relationships with people accessing support, including new referrals, helping them identify needs, build confidence, and increase independence and resilience.
- Work collaboratively as part of the staff team to maintain a positive atmosphere, share responsibilities, and ensure smooth day-to-day service delivery.
- Develop, plan, and facilitate a range of outcome-focused group activities that promote improved mental health, strengthen social connections, and support people to achieve meaningful personal change.
- Provide person-centred support through informal 1:1 conversations and structured support where appropriate, supporting individuals to develop and review outcome-focused personal plans.
- Encourage peer support and participation, promoting recovery, social connection, and community engagement.
- Plan and deliver activities that reduce isolation and promote community-building opportunities
- Work alongside your line manager to strengthen referral pathways and raise awareness of the services.
- Promote the values of Change Mental Health in all aspects of your work and represent the services positively within the community.
- Maintain clear communication with colleagues, contributing to team meetings, reflective practice, and ongoing service development.
- Identify, record, and escalate safeguarding, wellbeing, or risk concerns promptly in line with organisational policy.
- Maintain accurate, confidential, and timely records and case notes.
- Support individuals to access wider community, health, and wellbeing supports, assisting smooth transitions to external resources.
- Provide guidance, support and supervision to Hub-based and/or Outreach Mental Health and Wellbeing Practitioners
- Assist in implementing service policies, including health & safety, safeguarding, and data management, ensuring spaces remain safe, clean, and accessible.

General Responsibilities

- Work in line with CMH values, policies and quality frameworks including the Quality Assurance framework, and SSSC Codes of Practice
- Maintain accurate, confidential records in line with Data Protection and Information Governance requirements.
- Carry out dynamic and ongoing risk assessment to protect the wellbeing and safety of individuals.

- Demonstrate professional boundaries and uphold CMH's standards at all times.
- Participate in supervision, training, team meetings, and reflective practice to support continuous professional development.
- Work collaboratively with colleagues and managers to deliver high-quality, project-based support across both services.
- Respond flexibly to service needs, providing support across both project and outreach
- Actively promote Change Mental Health and contribute to organisational initiatives.
- Undertake any other reasonable duties relevant to the role as services continue to develop.

Essential Criteria:

- Educated to SVQ Level 3 Social services and healthcare (adults) (or equivalent) or willing to work towards if the organisation requires
- Registered with the Scottish Social Services Council or willing to join within 6 months if hired
- Experience providing support within community-based, recovery-focused or non-clinical mental health settings.
- Experience delivering structured 1:1 support and contributing to the development and review of personal or outcome-focused plans.
- Ability to organise workload effectively, work independently, and collaborate well within team.
- Strong interpersonal and communication skills, with the ability to build positive, trusting, and professional relationships with a diverse range of people.
- Demonstrated empathy, professional self-awareness, and a reflective approach to practice.
- Commitment to trauma-informed, person-centred, strengths-based and recovery-focused practice.
- Understanding of risk assessment and safe decision-making within community mental health support.
- Good digital and IT skills, including maintaining accurate and confidential records.
- Ability to remain calm, respectful, and professional when responding to challenging behaviour.

Desirable Criteria:

- Experience of providing guidance, support and supervision to staff
- Experience of working within a Registered Service and meeting SSSC requirements

- Experience facilitating groups, peer-support activities, or community-based mental health sessions.
- Knowledge of local community resources, service pathways, and support networks.
- Experience supporting people facing trauma, social isolation, or complex life circumstances.
- Awareness of co-production or lived-experience-led approaches.
- Understanding of relevant health and social care policy in Scotland.

This job profile and list of duties is not exhaustive and serves only to highlight the main requirements. The line manager may stipulate other reasonable requirements and projects commensurate with the general profile and grade of the post.