

SAMH

Scottish Action for Mental Health

Candidate Recruitment Pack - March 2026

THE NOOK

**MENTAL HEALTH
AND
WELLBEING
PRACTITIONER
ADMINISTRATIVE
ASSISTANT**

LHH



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WELCOME FROM ALEX CUMMING, EXECUTIVE DIRECTOR OF DELIVERY AND SERVICE DEVELOPMENT.

Thank you for your interest in joining the Scottish Action for Mental Health (SAMH) at what is truly a transformative moment in our history.

For more than a century, SAMH has been at the heart of mental health support in Scotland - campaigning, listening, responding and innovating to meet people where they are. Today, with mental health challenges more widespread and pressing than ever, we are called on to do more, and to do it differently.

That is why we are launching The Nook from SAMH - a bold and compassionate response to the urgent need for timely, accessible and person-centred support. These new, welcoming spaces will provide walk-in mental health and wellbeing support, seven days a week, in a non-clinical environment. Our ambition is simple but powerful: To ensure that everyone who reaches out for help only has to ask once to get it.

To bring The Nook to life, we are seeking exceptional people to support with the smooth running of our Nook in Aberdeen - an Administrative Assistant and six Mental Health & Wellbeing Practitioners. These are not just jobs — they are opportunities to be part of a flagship model of mental health support, making a tangible difference to lives across the community.

We are looking for values-driven individuals with compassion, motivation and emotional intelligence to deliver in a fast-moving, purpose-led environment. If you are passionate about mental health, experienced in service delivery and ready to be part of something truly innovative, we would love to hear from you.

Thank you again for your interest, and I hope you will consider joining us as we take action and create change - together.

Warm regards,

Alex Cumming
SAMH



ADVERTISEMENT.

MENTAL HEALTH AND WELLBEING PRACTITIONER



Location – Marischal Square, Aberdeen
Salary – £26,965 – £27,965



Be part of something life-changing

The Nook from SAMH is a bold new model - a national network of walk-in mental health and wellbeing hubs open seven days a week which will offer mental health and wellbeing support in a safe, stigma free environment. We are now looking for Mental Health & Wellbeing Practitioners to be at the heart of The Nook's vision in Aberdeen, opening Summer 2026, the second of our national network of Nooks.

As a Mental Health & Wellbeing Practitioner, you'll provide non-clinical, practical, and emotional support to individuals and groups, helping them build resilience and develop effective coping strategies. This is a brand-new team of six practitioners each with a core skill set and individual specialisms.

No two days will be the same, and this role involves welcoming visitors to the Nook and helping create a safe, inclusive environment. It includes delivering non-clinical therapeutic activities in one-to-one and group settings, supporting priority groups, assisting with community outreach, and signposting individuals to local resources.

The role also requires maintaining accurate records, following safeguarding standards, and supporting and mentoring volunteers.

We are looking for compassionate and person-centred individuals with

- Experience supporting people with mental health challenges.
- Skilled in delivering therapeutic approaches or psychological interventions.
- Strong interpersonal and communication skills.
- Knowledge of mental health, suicide prevention, and wellbeing.
- Ability to work and respond effectively in a dynamic, changeable team environment.
- Excellent digital literacy (including Microsoft 365, smart devices, data systems).

It would be great if you had these skills, but not essential for you to apply

- Supporting young people or their caregivers with mental health challenges.
- Working in a community engagement setting.
- Supporting people with mental health from groups who may face additional barriers. This could include those with neurodevelopmental conditions, addiction or substance use, minority ethnic groups, and older adults.

Interested? Join us in facilitating a new standard for mental health support.

To apply, please send a tailored CV and a covering letter (max. 2 pages), outlining your relevant experience and motivation for applying, to ScotlandExecutive@LHH.com.

ADVERTISEMENT.

ADMINISTRATIVE ASSISTANT



Location – Marischal Square, Aberdeen
Salary – £25,430 (pro -rata £20,344)

The Nook from SAMH is a bold new model - a national network of walk-in mental health and wellbeing hubs open seven days a week which will offer mental health and wellbeing support in a safe, stigma free environment. We are now looking for an experienced Administrative Assistant to play a key role in supporting the smooth running of our Nook in Aberdeen, opening Summer 2026, the second of our national network of Nooks.

As the Administrative Assistant, you'll work closely with the Service Manager and wider team to coordinate daily operations, manage scheduling and resources, and ensure visitors receive a warm and inclusive welcome.

This is a fast-paced, public-facing role where your attention to detail, digital skills, and ability to work collaboratively will help us deliver high-quality, compassionate support to those who need it most.

The role involves coordinating schedules, resources, and activities, supporting the onboarding of staff and volunteers, and managing training and event bookings. It also includes using digital systems for reporting and monitoring, assisting with finance and operational administration, contributing to a safe and welcoming environment, and providing signposting during peak periods.

What we're looking for:

- Experience in admin support in a mental health or health care setting
- Strong digital skills, especially with Microsoft Office 365
- Excellent communication and interpersonal skills
- A calm, compassionate, and person-centred approach
- Ability to work independently and as part of a busy, dynamic team
- Understanding of safeguarding, GDPR, and equality principles

This is your chance to be part of something meaningful from day one.

To apply, please send a tailored CV and a covering letter (max. 2 pages), outlining your relevant experience and motivation for applying, to ScotlandExecutive@LHH.com.



SAMH

WHO WE ARE. ABOUT SAMH.

We are a pioneering model provider and a campaigner - listening to what matters locally and pushing for change nationally.

The Scottish Association for Mental Health (SAMH) has been at the forefront of mental health support in Scotland since 1923. With over 100 years of experience, we are one of Scotland's most established and trusted mental health charities.

Every day, we deliver practical support and drive change. We operate more than 70 community-based services across Scotland, supporting people with their mental health and wellbeing through housing, employment, peer support, suicide prevention and community engagement. In addition, national services such as our confidential Infoline and online therapy programme, Time for You, ensure that support is always within reach.

We are a pioneering model provider and a campaigner - listening to what matters locally and pushing for change nationally. Our mission is to ensure that people experiencing mental health problems can live their lives with dignity, hope and choice. And we believe that everyone should be able to ask once and get help fast.

To turn this vision into reality, we launched our most ambitious strategy to date: Taking Action, Creating Change, a bold four-year plan that puts people and communities at the centre of everything we do.

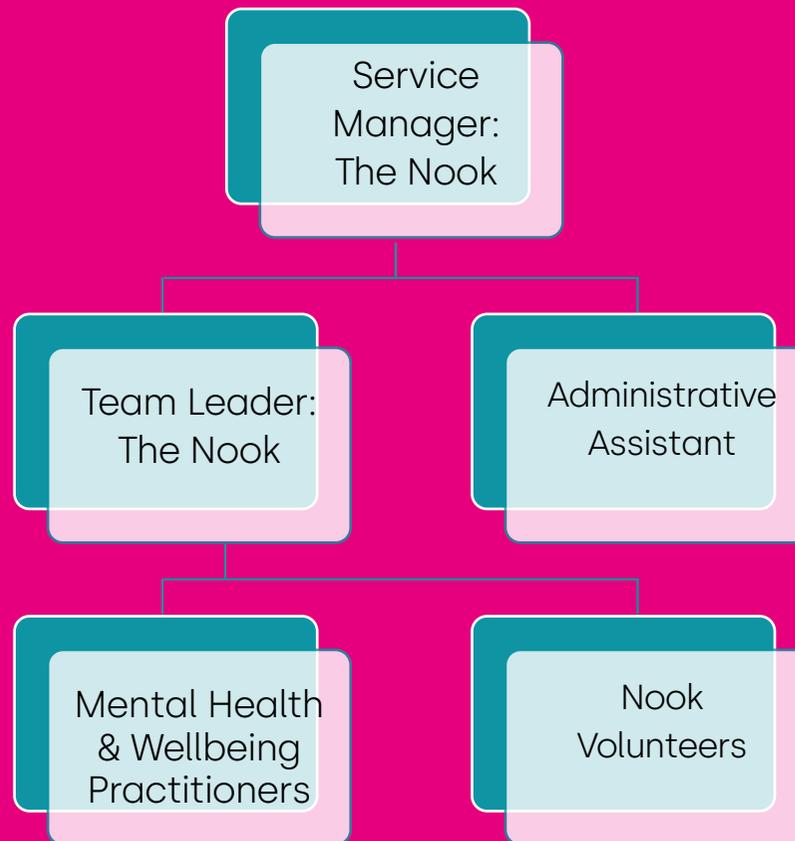
Introducing The Nook from SAMH

The Nook will deliver mental health and wellbeing support that offer choice and flexibility in a safe, stigma-free and non-clinical environment. By eliminating barriers and championing self-referral, the Nook will offer immediate access to tailored support, seven days a week, through a skilled and compassionate workforce. The Nook will meet the diverse needs of people locally, whether reaching out for help for the first time or managing ongoing mental health problems.

The first Nook opened in Glasgow in October 2025, and our second will open in Aberdeen in Summer 2026, supported by a dedicated team, including Mental Health & Wellbeing Practitioners, Volunteers, a Team Leader and a Service Manager. The Nook's approach will be rolled out across Scotland in the years ahead, supported by our £10 million major appeal to transform access to mental health support within communities across Scotland.



ORGANISATION CHART.



MENTAL HEALTH AND WELLBEING PRACTITIONER



The Role

Location: Marischal Square, Aberdeen

Salary: £26,965 - £27,965

Hours: 37.5hrs (including evenings and weekends)

Contract: Permanent

Reports to: Team Leader

The Nook - Your Place for Mental Health Support

The Nook from SAMH is an ambitious and bold vision, designed to provide walk-in mental health and wellbeing support in a safe, non-clinical and welcoming environment. The Nook Aberdeen will open in Summer 2026, the second of our national network set to transform access to mental health support.

Role Summary

We're looking for a compassionate, motivated and agile practitioner who is ready to respond to the diverse needs of those seeking support for their mental health at the Nook. As a Mental Health & Wellbeing Practitioner, you'll be at the heart of The Nook's vision. You'll provide non-clinical, practical, and emotional support to individuals and groups, helping them build resilience and develop effective coping strategies.

Through therapeutic activities, structured programmes, and outreach efforts, you'll help foster an inclusive and supportive space where people feel safe, heard, and able to seek help when they need it most.

Core Responsibilities

- **Welcome:** Provide a friendly, compassionate and inclusive welcome to The Nook visitors. Identify and signpost people to appropriate resources, opportunities and activities within communities and the wider Nook activity programme.
- **Therapeutic Wellbeing Activities:** Deliver non-clinical, practical and emotional support to help individuals and groups develop effective coping strategies using established therapeutic and wellbeing approaches. This will include but not restricted to Wellbeing Coaching (using a Cognitive Behavioural Coaching model).
- **Crisis, Distress & Suicide Support:** Provide empathetic, compassionate and effective support to individuals experiencing distress, ensuring immediate needs are safely addressed using established techniques for responding to Distress and Suicide Prevention and Intervention.
- **Priority Groups:** Develop and display deeper knowledge and understanding of one (or more) of our identified communities and groups of people that we believe would benefit from tailored or enhanced support to achieve better outcomes.



- **Community Outreach:** Support the delivery of the community events outreach programme, pop-up activities and develop positive working relationships within the community. This may involve individual and/or group work settings.
- **External Partnerships:** Identify and signpost people to appropriate resources, opportunities and activities within communities and external partnerships.
- **Volunteers:** Support and mentor the Nook's volunteers, under the guidance of the management team.
- **Organisational Knowledge:** Develop and maintain a broad knowledge of wider SAMH services, and resources outside of the Nook and signpost/refer as appropriate.
- **Safeguarding:** Protect vulnerable groups and individuals from abuse in accordance with SAMH's safeguarding framework.
- **Reporting and Compliance:** Accurately complete referrals, reports, and de-briefings, ensuring thorough, accurate and secure recording of data and use of digital systems.
- **Personal Development:** Exercise judgement and initiative, taking responsibility for ongoing personal development and keeping training and knowledge up to date.
- Other relevant activities to support the operational delivery of the hub and integration of wider SAMH team and national programmes as requested by line manager.

MENTAL HEALTH AND WELLBEING PRACTITIONER



Experience & Qualifications

Experience

- Proven experience working with individuals experiencing mental health problems with the ability to evidence a compassionate understanding of the difficulties people face.
- Experience delivering a range of therapeutic approaches and psychological interventions.
- Experience working in dynamic, fast paced, team environment.
- Experience of stakeholder engagement; and local community mapping.
- Supporting people with complex needs, i.e. neurodevelopmental conditions, addiction, homelessness, substance use.
- Supporting young people or their caregivers with mental health challenges.
- Experience or willingness to support and mentor volunteers.

Qualifications

SAMH values and recognises specialist skills & experience gained outside of education to be just as valuable as a degree. In this post, we're looking for someone with

relevant experience in the sector, or a qualification in mental health, counselling, community engagement, or other related discipline.

Knowledge & Skills

- Highly motivated and resilient with ability to motivate others in line with SAMH values.
- Knowledge of mental illnesses, suicide and broader mental health and wellbeing.
- Compassionate, calm and person-centred approach to supporting people.
- Strong interpersonal skills: and a demonstrated ability to establish rapport and with a diverse range of audiences.
- Ability to work and operate effectively in a dynamic, changeable team environment.
- Excellent communication skills. (non-verbal, verbal and written).
- Excellent Digital and IT Skills including Microsoft Office 365 packages and ability to use internal data systems, smart devices and apps.
- Knowledge and understanding of mental health and health inequalities and their impact on communities.

Key Relationships & Contacts

The role will work with colleagues and volunteers across the Nook and where applicable wider SAMH team and national programmes to ensure successful delivery of key objectives and outcomes.

The role will also work with external partners from a variety of backgrounds and will include partners, third sector organisations, local community groups, individuals and members of the public.

Working Environment

Opening hours will operate on a rota basis which may include evenings, weekends and public holidays. Lone working may be required in community settings.

Support with opening, closing and resetting of working areas and event spaces at the beginning and end of each day. This will include light cleaning duties in line with infection control standards.

Core Competencies

At SAMH, our values underpin everything we do. We believe that everyone has the right to be treated with **dignity, respect** and **equality**. We believe that everyone is entitled to **hope and choice** and to achieve personal fulfilment. These competencies enable SAMH to deliver its core purpose of mental health and wellbeing for all.

ADMINISTRATIVE ASSISTANT



The Role

Location: Marischal Square, Aberdeen

Salary: 25,430 (pro -rata £20,344)

Hours: 30 Hours (0.8 FTE) (may include evenings and weekends)

Contract: Permanent

Reports to: Service Manager

The Nook - Your Place for Mental Health Support

The Nook from SAMH is an ambitious and bold vision, designed to provide walk-in mental health and wellbeing support in a safe, non-clinical and welcoming environment. The Nook Aberdeen will open in Summer 2026, the second of our national network set to transform access to mental health support.

Role Summary

This role supports the service manager and wider team to ensure all administration is efficient and effective and systems, processes and procedures are in place. Responsible for scheduling, resource planning, and reporting, supporting the implementation and ongoing co-ordination of service systems and processes. Monitor and respond to service capacity and delivery daily.

You and the wider team will be responsible for the delivery of compassionate, effective support that is of the highest standard. The role will operate in a fast paced, dynamic open environment

Core Responsibilities

- **Administrative Support:** Providing a high level of administrative support to ensure the smooth running of The Nook. This may include but is not limited to;
 - scheduling and resource planning.
 - co-ordination of the Nook's daily schedule and activities programme.
 - sourcing, planning and booking training and group events.
 - support the onboarding and induction of the Nook team and volunteers.
 - general admin and business support.
- **Visitor Experience:** Ensure visitors receive a friendly, compassionate and inclusive welcome. Provide basic information and signposting advice to members of the public and people accessing the service during peak periods.



- **Digital:** Utilise our digital platforms and systems to support the daily scheduling, resource allocation and ongoing monitoring evaluation and reporting.
- **Teamwork:** Work as part of an effective team and work autonomously. Support the Service Manager with admin related to daily operations and finance procedures.
- **Safeguarding:** Protect vulnerable groups and individuals from abuse in accordance with SAMH's safeguarding framework.
- **Reporting and Compliance:** ensuring thorough, accurate reporting and secure recording of data and use of digital systems. Support the Service Manager in the collation and sharing of service information and analysis with colleagues, external partners and stakeholders.
- **Personal Development:** Exercise judgement and initiative, taking responsibility for ongoing personal development and keeping training and knowledge up to date.
- Other relevant activities to support the operational delivery of the Nook and wider team as requested by line manager.

ADMINISTRATIVE ASSISTANT



Experience & Qualifications

Experience

- Experience working in an administrative position supporting management, in a mental health, social care or healthcare setting.
- High level of proficiency and experience working with Microsoft Office 365 packages including MS Excel, Word, Outlook and SharePoint.
- Experience of reporting and analysis of data, monitoring and evaluation of deliverables.
- Experience working in a fast paced, dynamic, public facing team environment.
- Strong attention to detail and accuracy in data entry and record keeping ensuring confidentiality and compliance with GDPR standards
- Experience of event planning and scheduling of training and activities
- Experience supporting team scheduling and resource planning
- Experience of volunteer co-ordination and admin support

Qualifications

- SAMH values and recognises specialist skills & experience gained outside of education to be just as valuable as a degree. In this post, we're looking for someone with relevant experience in the sector, or a HNC level or equivalent qualification in Business Administration

Knowledge & Skills

- Excellent Digital and IT Skills and ability to use internal data systems, smart devices and apps.
- Highly motivated and resilient with ability to motivate others in line with SAMH values.
- Compassionate, calm and person-centred approach
- Strong interpersonal skills: and a demonstrated ability to forge effective working relationships with a range of audiences.
- Excellent communication skills. (non-verbal, verbal and written).
- Ability to work and operate effectively in a dynamic, changeable team environment.
- Knowledge and understanding of equality, diversity and inclusion.
- Knowledge of mental illnesses, suicide and broader mental health and wellbeing.



Key Relationships & Contacts

Internally, the Admin Assistant will work with colleagues and volunteers across The Nook to ensure successful delivery of key objectives and outcomes. They will also work collaboratively with the Team Leader and with wider colleagues from across the organisation.

The role will on occasion support the work with external partners from a variety of backgrounds and will include partners, third sector organisations, local community groups, individuals and members of the public.

Working Environment

Opening hours will operate on a rota basis which may include evenings, weekends and public holidays.

The role will operate in a fast paced, dynamic, public facing and team environment.

Support with opening, closing and resetting of working areas and event at the beginning and end of each day. This will include light cleaning duties in line with infection control standards.

Core Competencies

At SAMH, our values underpin everything we do. We believe that everyone has the right to be treated with **dignity, respect and equality**. We believe that everyone is entitled to **hope and choice** and to achieve personal fulfilment. These competencies enable SAMH to deliver its core purpose of mental health and wellbeing for all.



CONDITIONS AND BENEFITS.

Location

Aberdeen
(Marischal Square)

Timescales

Closing date for applications
Midnight Sunday 5th April

Interviews with SAMH

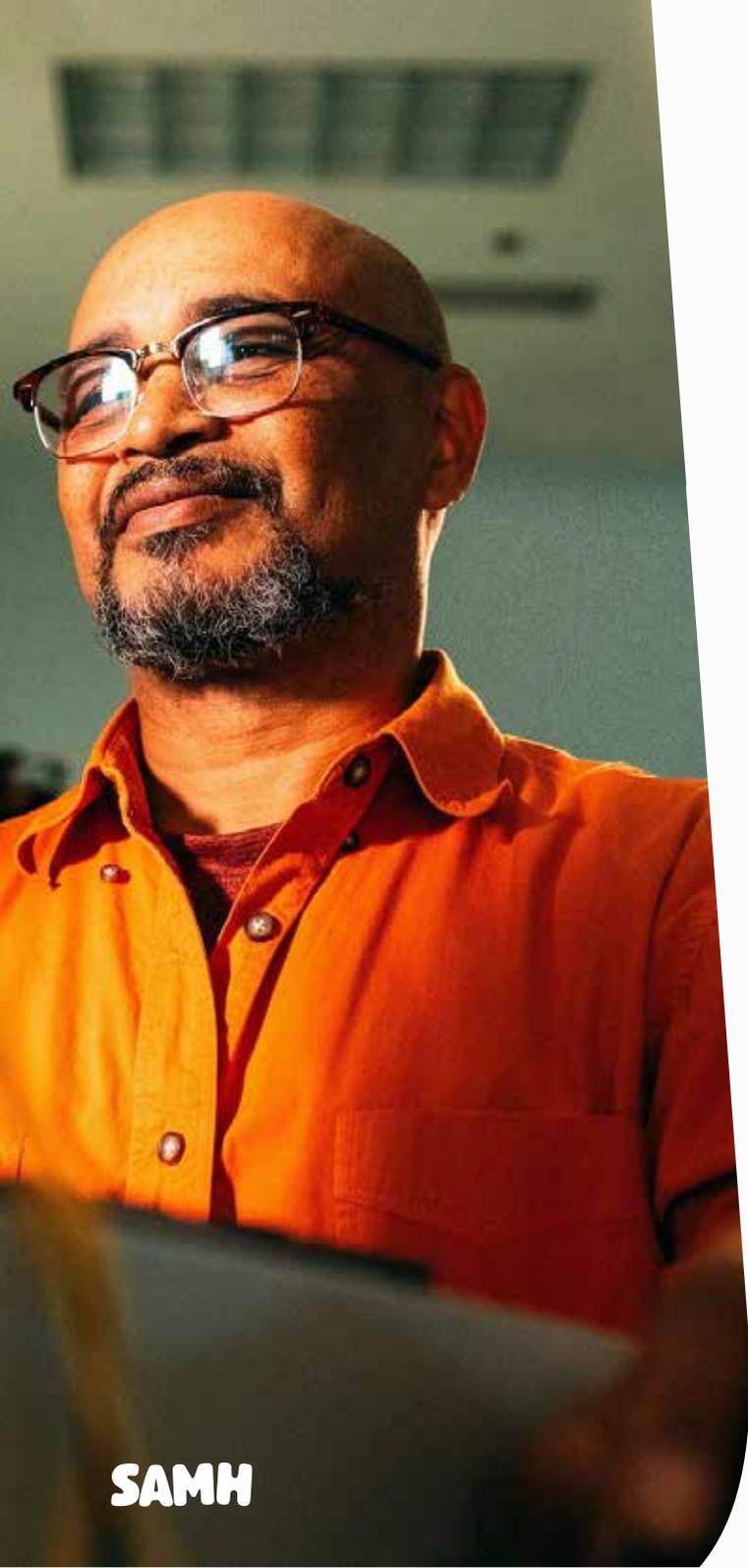
Mental Health & Wellbeing
Practitioner **Monday 13th
& Tuesday 14th April**

Administrative Assistant
w/c 20th April

Benefits

- Generous annual leave, 30 days rising by three days after five years.*
- A competitive occupational sick pay scheme.
- Four paid public holidays*
- Length of Service Awards
- 2 paid wellbeing days each year*
- Funded SVQ qualifications for registered roles
- Workplace Pension Scheme
- Enhanced Maternity Pay (qualifying length of service applies)
- Life assurance 1.5 times salary
- Reimbursement of PVG, Disclosure & SSSC fees (if applicable)
- Family friendly leave options
- Opportunity to sign up for a Blue Light Card
- Support from our Occupational Health provider
- Member of Glasgow Credit Union.
- Funded continuous learning and development
- Cycle 2 Work scheme
- Access to a 24/7 independent Employee Assistance help line
- Firstbus Commuter Travel Club
- Access to 6 free counselling sessions per year
- Access to over 150 online courses
- Team Wellbeing Allowance
- Pension and retirement information and support

*pro-rata for part time roles



HOW TO APPLY.

To apply for this post, please send your tailored CV and a cover letter no longer than two pages by email, highlighting in the subject heading the role you are applying for, to ScotlandExecutive@LHH.com no later than **midnight Sunday 5th April**.

If you would like a confidential, informal discussion about the role then please contact LLH on **+44 (0) 141 220 6460** or send an email to the above mentioned address.

SAMH is committed to equality of opportunity and to no discrimination on the grounds of race, religion or belief, age, sex, marital or civil partnership status, disability, sexual orientation, transgender status, pregnancy or maternity. We are constantly reviewing our approach to ensuring equality and diversity in our applications and would be pleased if you could complete the Equalities Monitoring Form.

Should you require any modifications or wish to speak with a member of our team to discuss any particular circumstances, please email the above address.



LHH Recruitment, formerly Badenoch + Clark, is Scotland's leading Executive Search team. We connect Scotland's top businesses with exceptional candidates – and we do it really well.

We count innovators, creatives and leaders among the professionals we work with, and our clients and candidates span a diverse range of sectors and functions. From procurement and supply chain, medical, engineering, project management, accountancy, legal, transport and business transformation, to banking, the arts, government, technology, marketing and communications, not-for-profit and HR, our expertise is wide-reaching and our reach unparalleled.

We pride ourselves on our ability to give clients and candidates a competitive edge while making the recruitment process smooth, straightforward and – dare we say it – enjoyable. Whether you're taking the next step on the career ladder or building a bespoke and targeted recruitment strategy, our Scottish team will work hard to deliver a first-class service that meets your exact requirements.

LHH Recruitment is the Professional Services and Executive Search arm of Adecco, a Fortune 500 business headquartered in Zurich and the world's largest human resource consulting and recruitment company. This means we have national and international networks at our fingertips to help clients and candidates make the right connections.

Your time is precious. Let us do the legwork for you.

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SAMH