

Candidate Recruitment Pack - June 2025

**THE
NOOK**

**SERVICE
MANAGER
TEAM
LEADER**

LHH



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

**For more than a century, SAMH has been at the heart
of mental health support in Scotland.**

Thank you for your interest in joining 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 lead its delivery in Glasgow - a Service Manager and a Team Leader. These are not just jobs - they are opportunities to shape a flagship model of mental health support, inspire a dedicated team and make a tangible difference to lives across the community.

We are looking for values-driven individuals with the resilience, creativity and emotional intelligence to lead 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. SERVICE MANAGER.

THE
Nook
from **SAMH**

Location – Glasgow (Brunswick House)

Salary – c£40,000

Be part of something life-changing

SAMH is transforming how mental health support is delivered in Scotland. As part of our bold new vision, we are launching The Nook from SAMH - a safe, stigma-free walk-in pioneering model offering immediate mental health and wellbeing support, seven days a week.

We are now looking for an exceptional leader to help us launch our very first Nook, opening in Glasgow in Autumn 2025.

As Service Manager, you will play a vital role in shaping and leading this pioneering model. You will manage a skilled and compassionate team, foster strong relationships with community partners, and ensure delivery of high-quality support that meets the diverse needs of people across Glasgow.

This is a unique opportunity to be part of something new, dynamic and deeply needed. If you're motivated by impact, passionate about people, and ready to drive real change in community mental health, we want to hear from you.

What we're looking for:

- Experience of leading or implementing community-based services in a mental health or wellbeing context.
- Outstanding people leadership skills, with a compassionate and inclusive approach.
- A confident communicator and collaborator, with the ability to build strong local partnerships.
- Resilience, adaptability and a solutions-focused mindset.

Interested? Join us in creating 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. TEAM LEADER.



Location – Glasgow (Brunswick House)

Salary – £28,575 - £32,382

Lead with compassion. Deliver change.

The Nook from SAMH is a bold new model - a series of walk-in mental health and wellbeing services open seven days a week which will provide a safe, stigma-free environment. We are now looking for a skilled and motivated Team Leader to help us launch and deliver our first-ever Nook in Glasgow, opening in Autumn 2025.

This is a hands-on leadership role. You will develop and manage a team of Mental Health and Wellbeing Practitioners ensuring people who walk through our doors are met with warmth, professionalism and access to effective support. You'll play a key part in shaping a model that's inclusive, responsive and that will help transform access to mental health support.

What we're looking for:

- Experience working with people facing mental health challenges.
- Proven leadership and mentoring skills.
- A calm, confident approach in a fast-paced environment.
- Knowledge of therapeutic wellbeing approaches and community support models.
- Strong interpersonal skills and a values-driven mindset.

This is your chance to lead 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.



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 Action 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.

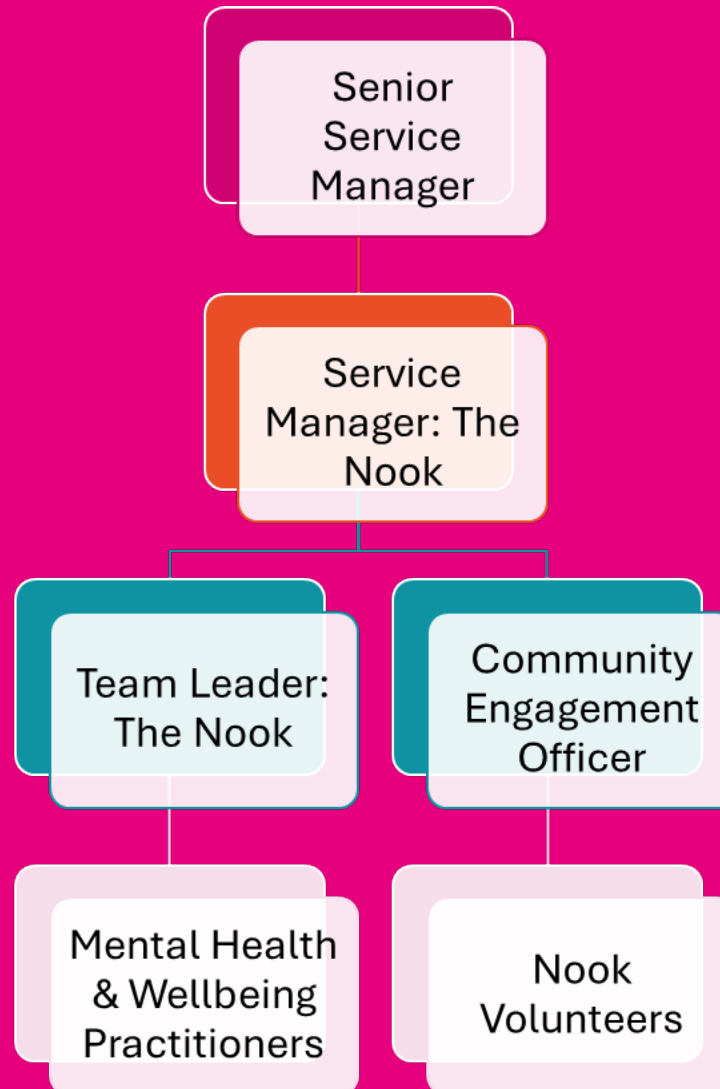
Introducing The Nook from SAMH

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 will open in Glasgow in Autumn 2025, 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, putting our belief into action, that everyone with a mental health problem should be able to "ask once and get help fast".



ORGANISATION CHART.



SERVICE MANAGER.

THE NOOK

from SAMH



The Role

Location: Brunswick House, Glasgow

Salary: c£40,000

Hours: 37.5 hours per week, including evenings and weekends

Contract: Permanent

Reports to: Senior Service Manager

Direct Reports: Team Leader, Mental Health & Wellbeing Practitioners, Community Engagement Officer

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. As the first of its kind, The Nook Glasgow will open in Autumn 2025 as part of SAMH's national strategy to transform access to mental health support.

As Service Manager, you will play a key leadership role in shaping, implementing and embedding the Nook model in Glasgow. You will ensure high-quality, person-centred delivery, lead a dedicated team, develop strong local partnerships and contribute to the learning that will inform future rollouts across Scotland.

This is a dynamic and hands-on role, ideal for someone who thrives in fast-paced, evolving settings, and who shares our commitment to early, inclusive and barrier-free mental health support.

Key Responsibilities

Leadership and Service Delivery

- Provide operational leadership and oversight of all aspects of The Nook Glasgow.
- Lead the implementation and continuous development of service delivery aligned to SAMH strategy and values.
- Ensure quality, consistency and responsiveness in all support offered.

People Management

- Direct Reports: Team Leader & Community Engagement Officer
- Build a compassionate, high-performing team culture through coaching, supervision and reflective practice.
- Promote continuous learning, skills development and psychological safety within the team.

Stakeholder Engagement and Partnerships

- Develop and maintain strong working relationships with community organisations, statutory partners and funders.
- Represent SAMH locally and contribute to collaborative networks that support The Nook's impact and reach.

Governance and Compliance

- Ensure robust safeguarding, risk management and data protection procedures.
- Monitor service performance and report on agreed KPIs.
- Uphold SAMH's policies and legal/regulatory frameworks.

Operational Management

- Oversee service planning, rotas and resourcing to ensure safe and effective day-to-day operation.
- Support use of digital systems for data capture, outcome monitoring and evaluation.
- Contribute to national learning and best practice as part of SAMH's wider strategic rollout.



SERVICE MANAGER.

**THE
NOOK**
from **SAMH**

Person Specification

Experience

- Proven experience of managing community-based services in a mental health or wellbeing setting (essential).
- Experience of implementing new services or models of care (essential).
- Strong leadership and team development experience, including direct line management (essential).
- Experience of partnership development and multi-agency working (essential).
- Familiarity with trauma-informed, person-centred and recovery-oriented approaches (desirable).

Knowledge & Skills

- In-depth understanding of mental health, health inequalities and community engagement.
- Excellent interpersonal, communication and influencing skills.
- Skilled in reflective practice, continuous improvement and coaching.
- High level of organisational and digital literacy (e.g. MS 365, case management systems).

Values and Attributes

- Compassionate, inclusive and empowering leadership style.
- Resilient, adaptable and solution-focused under pressure.
- Deep commitment to equality, dignity and hope for people experiencing mental health problems.

TEAM LEADER.

THE NOOK

from SAMH

The Role

Location: Brunswick House, Glasgow

Salary: £28,575 – £32,382

Hours: Full time, including evenings and weekends

Contract: Permanent

Reports to: Service Manager

Direct Reports: Mental Health and Wellbeing Practitioners

As Team Leader, you will play a critical role in supporting the day-to-day operation of the Nook. You'll lead a team of Mental Health and Wellbeing Practitioners to deliver compassionate, non-clinical support to individuals experiencing mental health challenges.

You will help shape a psychologically safe, inclusive culture that empowers people who walk through The Nook's doors to feel seen, heard and supported. This is a fast-paced and hands-on leadership role, ideal for someone with a strong understanding of mental health and a passion for enabling high-quality frontline delivery.

Key Responsibilities

People Leadership and Team Development

- Line-manage a team of Wellbeing Practitioners and volunteers delivering individual and group support.
- Foster a culture of compassion, professionalism and continuous reflection.
- Provide coaching, supervision and support for staff development.

Service Delivery

- Ensure high-quality visitor experiences aligned with SAMH's values and trauma-informed practices.
- Oversee intake, referral, navigation and exit processes for people using The Nook.
- Deliver direct, non-clinical wellbeing support and interventions as required.

Community Engagement

- Work collaboratively with the Service Manager and Community Engagement Officer to strengthen local relationships and visibility of The Nook.
- Signpost and connect individuals with appropriate local resources, activities and organisations.



Operational Support

- Contribute to service planning, rota coordination and team communication.
- Maintain accurate records using SAMH's digital platforms and data systems.
- Support monitoring, evaluation and reporting processes to evidence impact.

Safeguarding and Quality Assurance

- Ensure the safety and wellbeing of service users and staff, following SAMH's safeguarding and risk frameworks.
- Support infection control, site cleanliness and safe physical environments.

TEAM LEADER.

THE NOOK
from SAMH

Person Specification

Experience

- Proven experience working with people experiencing mental health problems (essential).
- Experience of leading or mentoring staff or volunteers (essential).
- Experience delivering a range of therapeutic approaches and psychological interventions.
- Familiarity with community engagement and partnership working (essential).
- Experience working in a dynamic, fast paced, team environment (Essential).
- Experience of outcome reporting and use of digital systems (desirable).
- Experience of volunteer development (desirable).

Knowledge & Skills

- Knowledge of mental health, suicide prevention and community-based recovery approaches.
- Strong interpersonal, verbal and written communication skills.
- Ability to work flexibly, calmly and effectively in dynamic environments.
- Excellent digital skills including Microsoft 365 and data recording tools.

Values and Attributes

- Empathetic, inclusive and person-centred approach to leadership.
- High personal resilience and capacity to motivate others.
- Committed to equality, dignity and hope for people facing mental health challenges.





CONDITIONS AND BENEFITS.

Location

Glasgow (Brunswick House)

Timescales

Closing date for applications
Midnight Wednesday 25th June

Interviews with SAMH

Service Manager w/c 7th July
Team Leader w/c 14th July

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 Wednesday 25th June**.

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.

[Equalities Monitoring Form – SAMH – Service Manager](#)
[Equalities Monitoring Form – SAMH – Team Leader](#)

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.

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