



RECRUITMENT PACK

INFORMATION FOR CANDIDATES



CEO WELCOME

Dear Candidate,

Thank you for considering Lifelink as your future destination. As CEO of Lifelink, I have been incredibly proud to lead such a passionate and dedicated staff team since 2013.

At Lifelink, you will find a fantastic team spirit and a commitment to developing you and your skills so that you can choose to have a long-term career with us. Our roles are immensely rewarding and you can become part of a talented and committed team. Not only are our people (our staff, our clients, our volunteers and stakeholders) at the heart of what we do, we also offer a huge range of exciting and challenging opportunities for people who are passionate about making a difference.

We are committed to bringing our values to life, by creating the right kind of environment and culture that all of our staff will want to be part of. You can expect to be given support, development and the resources to enable you to make a difference.

At Lifelink we are proud to be a little bit different! We are an award winning people-centred mental health and wellbeing social enterprise with an aspiration to be an outstanding organisation for everyone: our people, our clients, our partners and stakeholders.

This is a very exciting time for Lifelink. The recent pandemic has taught us so much about the innovative ways our services can reach our clients, even in the most difficult of circumstances and we are always looking to learn and improve the services that we can offer. We have recently restructured our business to reflect the world around us and the challenges ahead as we adapt to new ways of working and the new norm.



CEO WELCOME

As we emerge from the pandemic, we believe that supporting our workforce to be as agile and responsive as possible will be a significant asset and more significantly will support more people to be healthier and happier wherever they live, work or learn.

If you are skilled, passionate, proactive, dynamic and keen to make a real difference, then this could be the role and company for you.

I look forward to receiving your application and in the meantime, I would like to thank you for the interest you have shown in this post.

Jacqui Taylor
Chief Executive





WHO WE ARE

Since 1992, Lifelink has supported adults and young people to make positive changes in their lives – helping them realise their own abilities to cope with stress and develop ways of overcoming anxiety and depression.

Our partnerships with schools, health and social care partnerships, the NHS and local businesses have enable us to grow our infrastructure that supports over 8000 people per year, through the delivery of one to one counselling and group wellbeing sessions. We are predominantly based in Glasgow and Central Scotland, however we are making positive strides towards expanding this geographical reach.

We do this in homes, schools, consulting rooms, community and health venues, businesses - in person, by phone or digitally. The "where" we do it is of little relevance to the results and achievements of our clients experience. We are firmly focused on the "how" we do it, which makes a difference to people's lives.

Our business model is varied, working on commissioned services on behalf of public bodies. Services bought by schools to help their young people flourish, thrive and improve attainment levels. Services bought by employers and organisations who want to improve workplace wellbeing and reduce stress. Partnership approaches to market development and awareness through counselling, wellbeing events or distress intervention.

We believe everyone's needs are unique, and our aim is for every adult and young person we support to become healthier and happier wherever they live work or learn.



OUR VISION, MISSION & VALUES

At Lifeline people are at the heart of everything we do. Those people are our colleagues, our clients, our students and volunteers, and our external partners and stakeholders. We live by our visions, mission, and values, and bring these to life every day in the way we behave. Our values set the tone for the way we:

- Plan and make decisions
- Behave with clients, stakeholders and each other
- Recruit colleagues
- Induct, appraise and develop our staff

OUR VISION

People are healthier and happier wherever they live, work or learn

OUR MISSION

To improve the mental and emotional health and wellbeing of adults and young people in Scotland

OUR VALUES

We make decisions with the needs of our colleagues, our colleagues, and ourselves in mind – Always being professional by making decisions that are right for everyone. Always acting with integrity, being open and honest, seeking and offering support when appropriate.

It's about us as one team – Working as a team to support each other, with clear, concise and consistent communication, so we get the best from each other and are working towards our shared goals.

We care – We trust each other and care about everyone's wellbeing (staff, customers, stakeholders). Always respecting one another, showing kindness and empathy to all.

We are passionate to do more for our communities – Proactively seeking out new, forward thinking and more effective ways of working to make positive, sustainable change in our communities.

We enable everyone to be themselves – Having a positive and fun environment which promotes inclusion, diversity, and empowers everyone to be themselves without restrictions or discrimination.



VALUING OUR PEOPLE

We know that the route to a successful business starts with investment in people and their wellbeing. To this end we aim to foster a workplace in which everyone is treated fairly and one that is both functional and flexible to people's needs, this is reflected in our company values.

We are passionate about developing our people as far as they want to go, and we see this as a critical part of our strategy to keep our people at the heart of what we do.

SCHEME

Career Path Framework

DETAILS

We ensure that every role within our organisation has a clear career pathway to enable progression and development to take place.

High Potential Programme

Development programme to accelerate and facilitate the career development of high-potential employees to management positions.

Clinical Pathways

Development programme to accelerate and facilitate the career development of high-potential employees to clinical management positions.

Leadership Management Training Program

Development programme to accelerate and facilitate the career development of employees in leadership/management positions.



LEARNING & CONTINUING PROFESSIONAL DEVELOPMENT

Lifelink has developed an organisational culture that ensures staff are effectively developed, nurtured to realise their full potential and career aspirations, and fulfilled in their roles. From the moment you start, we are committed to supporting everyone throughout their career journey with us. All training will be delivered either face to face, virtually via Teams or Zoom, or via our eLearning platform on Atlas. We have a Coaching Culture within the organisation, with qualified coaches to help support anyone in their career with us.

We encourage staff to feel fulfilled and achieve career aspirations through flexible CPD opportunities. We have also implemented the following programmes to help nurture those individuals who have a desire to progress in their careers with us.

We support our youth counsellors to achieve the SQA Counselling for young people SCQF Level 11 qualification within 3 years of employment. Click on the link below for more details.

[SQA Award - Counselling for Young People](#)

ONGOING DEVELOPMENT

Performance Management

Regular 1 to 1 meetings and 6-month & annual appraisal.

Accreditation

Support for counsellors whilst they gain accreditation.

CPD

All our people can access a broad range of learning & CPD opportunities

Volunteering, Coaching & Mentoring

Access 1-1 coaching. Our senior leaders are CMI Level 7 coaches/mentors.

Accredited Coaching

CMI Level 7 Coaching and Mentoring.

MCR Pathways Mentors

Opportunity to become MCR Pathways Mentors supporting young people who have experienced disadvantage, to realise their full potential and provide a shared opportunity for learning and growth.

Staff Development Day

Held once a year, and we all get together in one venue. These are both business focused and an opportunity to have some fun as a team.





ONBOARDING & ENGAGEMENT

Tailored induction spanning multiple weeks which looks are job-specific tasks and offers the opportunity to learn and ask questions. This will be a mix of generic training and then job specific. Min 3 days a week, Monday to Wednesday.

At Lifelink each employee is empowered to influence the way they work. This includes ensuring there is effective employee representation at all levels of decision-making.

Staff lead working groups on a range of topics that they are interested in to seek the views of their colleagues, formulate ideas and plans, and put forward proposals. We promote open communication and involve staff to influence change through their monthly one-to-ones and via:

Listening Groups

Monthly team meetings attended by Senior Management representation.

Rewards & Recognition Group

Dedicated towards staff uptake and engagement of our Rewards and Recognition package as well as the continual development and innovative improvement of the current benefits.

Health Workgroup

Dedicated to finding the best ways to support the health and wellbeing of staff, and the continual development and improvement of ways to support.

Employee Surveys

Annual confidential topic-based engagement surveys.

Green Team

Looking at the sustainability and environmental impact of our operations and making proposals to improve all elements of our business model to reduce our environmental impact.

We actively encourage applications from people who identify with protected characteristics and value the diversity that a broad range of experience within our professional community brings to the client experience.

- Menopause Café** A forum for employees to have a candid discussion around the Menopause.
- LGBTQ+ workplace network** A forum for employees to join discussions around regular topical updates in the LGBTQ+ space.
- Workplace health study** An opportunity to discuss physical health in the workplace with the goal of getting people moving.
- BSL Counselling service** Commitment to improving access to counselling for people who are deaf, including employees who offer counselling using BSL. We encourage applications from qualified and trainee Counsellors who can support BSL Counselling.
- Neurodiversity** We are committed to accommodating reasonable adjustments to make it possible for neurodiverse people to thrive at Lifelink.
- Interpreting Counselling Services** Commitment to improving access to counselling for people whom English is not their first language. We encourage application from qualified and trainee counsellor who can offer counselling in additional languages.





FAIR WORK PRACTICES

Lifeline are committed to Fair Work Practices for all staff by embedding fair work policies and practices into everyday life at Lifeline.

Respect

We value and respect every person, and actively listen to our people to ensure that we create an environment and culture where everyone is involved with the business at all levels. Our values are personal to each one of us and we provide a barrier free workplace for staff and clients. We have been a Disability Confident Employer since 2023.

Security

We do not operate zero-hour contracts, and counsellors are offered a minimum 21 hours. Staff are paid a competitive salary and benefits package above the benchmark for the Third Sector. (6% pension, death in service benefit of 3 times salary, health cash back plan, and people friendly hours). We have been an Accredited Living Wage Employer since 2015, and an Accredited Living Hours Employer since 2023.

Lifeline has robust recruitment and retention policies to encourage, attract and retain the best talent. Our practice offers MA opportunities and mentor roles to support staff and student counsellors.

Fulfilment and Opportunity

Lifeline has an organisational culture where we value diversity and ensure our staff are effectively developed and have access to training and development opportunities. The organisation has held Investors in People since 2003, and in 2021 we gained our Silver Award, and we have had our Investors in Young People Accreditation since 2016, recognising and demonstrating our commitment to attracting, retaining, and developing our staff.

Effective Voice

Lifeline encourages effective and cohesive communication across the organisation, and we involve all staff in meaningful consultation and involvement through one-to-one meetings, working groups, listening time at team meetings, staff development days, surveys, policy and strategy development and new product development. We support our staff by offering Wellbeing Supervision sessions, offering wellbeing support, and debriefing opportunities to help them process things they hear, feedback on key themes that are emerging, and help them respond better to clients whilst safeguarding their own wellbeing and developing healthy emotional resilience.

“ Working at Lifelink has allowed me to nurture and develop my counselling skills within a supportive and welcoming environment...
- Heather J, counsellor ”



“ I think Lifelink is a fantastic place to work, and I’ve had some great opportunities to develop as a counsellor since starting here in 2019...
- Heather W, lead counsellor ”

“ I love my job at Lifelink, I have worked here for just over 17 years and the people I have worked with along the way have made me feel welcome...
- Roseanne C, service manager ”





ACCOLADES

Our awards and achievements over the last few years.



Certificate No:352242020



INVESTORS IN PEOPLE®
We invest in people Silver



We operate in a range of community settings across Glasgow - our main office premises are listed below.



Melisa House (HQ) - Suite 4, Melisa House, 3 Brand Pl, Glasgow G51 1DR

Pollok Civic Realm - 2EN, Cowglen Rd, Glasgow G53 6EW

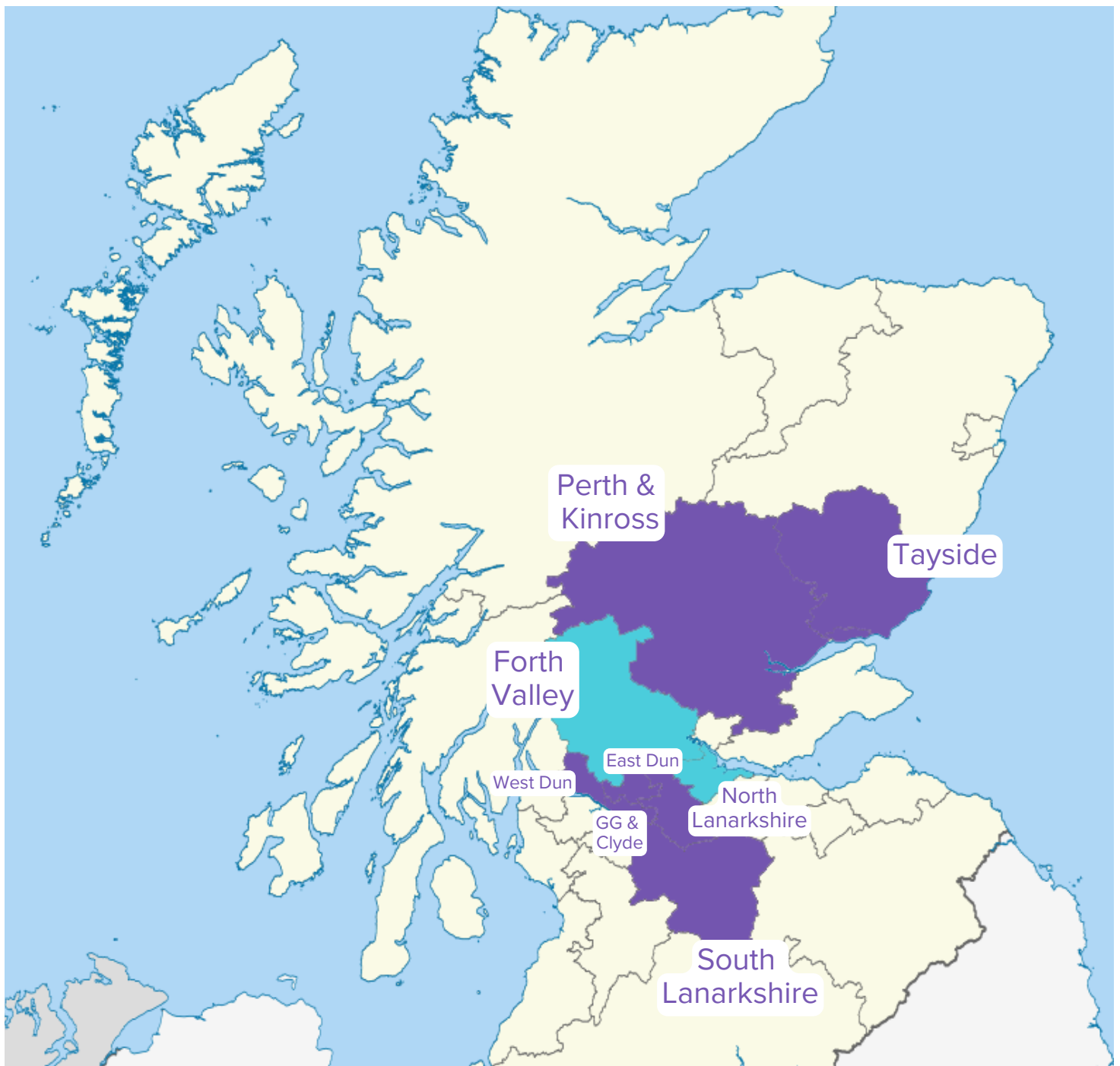
Crownpoint Sports Complex - Crownpoint Road, Glasgow, G40 2AL

Lifelink Maryhill - 1455 Maryhill Rd, Wyndford, Glasgow G20 9AA

Lifelink Coatbridge DBI - Calder House, Suite 10-12, South Caldeen Road, Coatbridge, ML5 4EG

OUR SERVICE AREAS

We deliver our services to people across a wide range of local authority areas as highlighted below. We operate in Greater Glasgow & Clyde, East Dunbartonshire, West Dunbartonshire, South Lanarkshire, North Lanarkshire, Perth & Kinross, Tayside and Forth Valley.





PEOPLE ARE HEALTHIER AND HAPPIER
WHEREVER THEY LIVE, WORK OR LEARN.