



## 1. JOB IDENTIFICATION

Job Title:	DBI Support worker (Distress Brief Intervention Service)
Responsible to:	DBI Team Leader
Tenure of Post:	To March 2021 - Varied shifts including days, evenings, weekends
Department:	Operations
Salary Grade:	Grade 3 (£17,500 – 21,500 pro rata) <i>Placement subject to experience / qualification status</i>

## 2. JOB PURPOSE

DBI Support Workers will be responsible for engaging with and supporting clients experiencing distress across the North Lanarkshire area who have been referred by a DBI Level 1 Practitioner.

You will contact clients within 24 hours of receiving a referral and will provide compassionate problem solving support, and support clients to managing their distress and ongoing wellbeing via the use of distress management plans and wellness tools. You will signpost and support clients to access appropriate local services, and provide information to help support their ongoing emotional resilience.

Liaising with a range of partners and services, the Support Worker role needs to be well informed and keep up to date with service developments and local initiatives in order to better support the clients they engage with. Travel around the North Lanarkshire area will be an essential part of the role.

With a focus on achieving and evidencing positive client outcomes, support work will be delivered in a range of venues e.g. health, education and community venues. The Support Worker will be responsible at all times for being an ambassador for Lifelink and the DBI Service, maintaining positive working partnerships and contributing to the development and marketing of the service and wider organisation.

All work will be conducted in line with Lifelink's service delivery framework and ethical codes of practice.

## 3. Lifelinks Vision and Values

**Our vision:** People are healthier and happier wherever they live, work or learn

**Our values:** All services delivered by Lifelink are underpinned by the following core values:

**Inclusive:** We reach out to communities to reduce isolation and risk of suicide; as one team, together we take pride in our achievements.

**Supportive:** We see the whole person, actively listen and offer clear information; we act with empathy and compassion.

**Innovative:** We encourage innovation and excellence, share learning and best practice and celebrate success; we embrace change and are responsive to stakeholder and customer needs.

**Integrity:** We always act fairly, ethically and openly; we treat each other as we would wish to be treated, with dignity and respect.

## JOB DESCRIPTION

### 4. Roles and Responsibilities

1. Reviewing, recording and responding to all referrals within 24 hours of receipt using the appropriate data and recording systems, and making arrangements for face to face (if required) contact with clients in an appropriate local setting as soon as is practicably possible.
2. Building on referral information received to more fully assess need in consultation with clients and the purpose of the support relationship in order to provide the most appropriate service. This will include undertaking risk assessments and associated actions to ensure safety of delivery for both clients and service staff / other agency staff
3. Establish clear expectations and roles within the support relationship, defining needs, objectives, tasks and timescales from the first meeting / discussion
4. Establishing a Distress Management Plan in partnership with the client which will identify all necessary information, actions and supports and consider self management needs and tools required going forward
5. Work within the clear parameters and timeframes of the DBI service in relation to contact time and engagement time targets and parameters
6. Be able to reflect and evaluate achievements and progress with the client, and then end the relationship appropriately within the guidelines and parameters of the service
7. Coach, guide and actively encourage the client in the development of relevant skills, attitudes and self management approaches for the future.
8. Applying skills to deliver high quality holistic strength/asset based approaches for clients, some of whom may have mental health problems, in line with the service delivery model and framework
9. Facilitating action which will smooth the way for something else to happen and enable the client to pursue his/her goals.
10. Networking and signposting to alert the client to the use of informal contacts and supports outside the structure of the DBI service and support their linkage to other health and wellbeing activities and services.
11. Accurate and timely completion of all client records (calls/tasks/meetings/signposting/skills dev), system and data entries, diaries, statistical information, and evaluative records to support service delivery using the various business information systems in use within the company/service
12. Producing relevant case studies and other written reports/documentation as requested by a manager
13. Developing and maintaining positive working relationships with clients, partners, and with staff and service users in other agencies, positively and proactively representing Lifelink and the DBI Service at all times and helping to identify potential business opportunities
14. Contributing to and participating in the development and marketing of Lifelink / DBI services, ensuring client or partner feedback is actioned as required and contributing to adapting and refining our product and service base to ensure effectiveness and competitive edge
15. Adhering to Lifelink policies and procedures, and in particular Child Protection, Confidentiality and GDPR requirements, and Vulnerable Adults, at all times
16. Achievement of relevant KPIs and objectives defined as appropriate to the role, and proactively participating in the Company's annual appraisal process
17. Attending and fully participating in team meetings, team training/CPD, supervision and performance management and support meetings as required
18. Performing other related duties as required and/or assigned by a Team Leader / Manager

## 5. Key Behaviours

1. Be proactive.... don't wait for it to happen, make it happen
2. Be open and honest... your reputation is everything
3. Be reliable... make good on all your promises
4. Be equitable.... be fair with everyone
5. Listen... to all staff and feedback your understanding of their, thoughts, needs and concerns
6. Innovate like an entrepreneur.... work like its your business, your money, your staff and your customers
7. Think growth, quality and above all community

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### 6. Person Specification

Selection Factors (Person Specification)	E / D	DBI Support Worker - Criteria
<b>QUALIFICATIONS &amp; TRAINING</b>	<b>Essential</b>	<ul style="list-style-type: none"> <li>Evidence of academic achievement or work experience showing ability to perform the functions of the role and commitment to continuing professional development (CPD)</li> <li>SVQ2 or equivalent in Health &amp; Social Care (or commitment to work towards this) / or relevant appropriate experience</li> </ul>
	<b>Desirable</b>	<ul style="list-style-type: none"> <li>ASIST / Safe Talk / SMHFA trained</li> <li>Community development or coaching qualification</li> <li>Any qualification related to community development, coaching/mentoring or counselling</li> <li>Evidence of CPD</li> </ul>
<b>EXPERIENCE</b>	<b>Essential</b>	<ul style="list-style-type: none"> <li>Experience of working directly with and supporting vulnerable clients and clients experiencing mental ill health</li> <li>Ability to develop effective partnership relationships</li> </ul>
	<b>Desirable</b>	<ul style="list-style-type: none"> <li>Experience of working with clients in a support worker role</li> <li>Experience of contributing to evaluative methods and processes</li> <li>Experience of working in partnership with a range of agencies and services</li> <li>Experience of marketing products and services effectively</li> </ul>
<b>KNOWLEDGE</b>	<b>Desirable</b>	<p><b>Sound knowledge of:</b></p> <ul style="list-style-type: none"> <li>The impacts of stress, anxiety and mental ill health and associated issues and a clear understanding of the challenges people face in this respect</li> <li>Wellbeing focused training and development programmes</li> <li>Adhering to relevant legislation and policy e.g. vulnerable adult, child protection, confidentiality and GDPR</li> <li>Impact of health inequalities on stress and mental health</li> <li>The social model of health and holistic, asset based therapeutic approach</li> <li>The importance of partnership working</li> <li>Awareness of recent policy documents and current frameworks relating to mental health and wider deprivation</li> </ul>
<b>COMPETENCIES &amp; SKILLS</b>	<b>Essential</b>	<ul style="list-style-type: none"> <li>High level of intra and inter personal skills</li> <li>Strong verbal and written communication skills, particularly in relation to client engagement / communication and partner relationship development</li> <li>Skilled influencer with problem solving, diplomacy and negotiation skills</li> <li>Excellent planning and organisational skills</li> <li>Proficient and confident IT skills with knowledge of main Microsoft / O365 packages</li> <li>Ability to understand, achieve and evidence positive client outcomes</li> </ul>
	<b>Desirable</b>	<ul style="list-style-type: none"> <li>Experience in using client record management databases / IT systems</li> <li>Experience / confidence in using hand held / mobile technologies (e.g tablets, smartphones etc) for recording and systems access purposes</li> <li>Coaching and mentoring skills</li> </ul>

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<b>PERSONAL CHARACTERISTICS AND OTHER</b>	<b>Essential</b>	<ul style="list-style-type: none"><li>• Solution focussed and results driven</li><li>• High level of self motivation</li><li>• Shows initiative with the ability to offer new ideas</li><li>• Resilient and reliable</li><li>• Collaborative</li><li>• Assertive and can challenge constructively</li><li>• Adaptability and flexibility of approach</li><li>• Ability to respond constructively to internal organisational and external environmental change</li><li>• Able to build effective and engaging relationships</li><li>• A current driving licence and access to own car</li></ul>
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