

SAMH Role Profile

Job Title: DBI Practitioner
Department/Service/Area: Delivery & Development
Reports to: DBI Senior Practitioner/Service Manager
Direct Reports: N/a

Role Summary

SAMH's Distress Brief Intervention Service works in partnership with front-line agencies (A&E, Primary Care, Police Scotland & Scottish Ambulance Service) as part of a two tier crisis response service. SAMH delivers supportive interventions within a defined, and limited timescale, providing compassionate community problem solving support, wellness and distress management planning, supported connections and signposting for a period of up to 14 days.

Essential Duties and Responsibilities

1. Responsible for tri-aging and prioritising referrals by assessing the immediate triggers of distress, identifying actions to address those issues and develop effective coping strategies.
2. Contact and engage with people referred to the DBI team within 24 hours of referral from front-line agency.
3. Identify and signpost people to appropriate resources, opportunities and activities within communities within a 14 day support period.
4. Provide recovery based practical and emotional support to people referred to the service.
5. Protect vulnerable groups and individuals from abuse in accordance with SAMH's safeguarding framework.
6. Establish effective and positive working relationships within the community to support the delivery of the service.
7. Promote the DBI programme and share information about the DBI within local communities.
8. Support the maintenance of a directory of local community services and facilities that can provide support to people across a range of issues .
9. Support the accurate and secure recording of information within the DBI database and SAMH date base.
10. To work autonomously, managing own workload, appointments, diary.
11. Keep accurate records of interventions and the outcomes of those interventions for monitoring and evaluation purposes
12. Negotiating access to community based resources, on behalf of people with particular barriers.
13. Adhere to DBI timeframes of support.

Key Working Internal Relationships & Contacts

- The postholder will be required to work as part of a multi-disciplinary team.
- Work effectively with other members of the team, and liaise effectively with families, agencies, colleagues and other stakeholders
- Work collaboratively with the psychologist partner

Working Environment/ Special Circumstances

- Lone Working
- Evening and Weekend Working
- Prepared to travel throughout the Scottish Borders
- Driving licence and access to a vehicle

Experience & Qualifications

Experience

- Working in a mental health context in the community (E)
- Experienced in working with people experiencing complex social and emotional circumstances, including people with mental health issues, substance and alcohol misuse, homelessness and physical health issues. (E)
- To have experience of being in a supportive and enabling role (E)

Qualifications

- SVQ 2 level or equivalent in Social Services and Health Care; or relevant appropriate experience. (E)
 - If the post-holder does not have this qualification they will be required to work towards it during their employment

Knowledge & Skills

Knowledge

- Knowledge of mental health illness and associated issues understanding of the difficulties faced by people with mental ill health. (E)
- Understanding of the issues and concerns of people accessing mental health services (E)
- Knowledge of community mapping and local resources (E)

Functional/Work-based Skills

- Proven and highly effective interpersonal and communication skills in working with people on a 1:1 basis and with organisations. (E)
- Excellent influencing, negotiation and motivational skills in order to engage people and to enable them to take up a wide range of community services and activities (E)
- Excellent networking and information management skills (E)
- Approachable, supportive and able to operate in a team and autonomously on own initiative.(E)
- To be computer literate or demonstrate a willingness to learn (E)
- Ability to work in an enabling and creative way (E)
- Ability to speak and write clearly and accurately and ensure the messages are understood (E)
- Ability to convey sensitive or contentious information appropriately (E)

Core Competencies and Commitment

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 are the competencies that SAMH looks for and expects from staff who support the people who use SAMH social care services. These competencies enable SAMH to deliver its core purpose of mental health and wellbeing for all.

Employees are required to read and understand the role profile for their position and are required to comply with SAMH's policies, all laws, rules, regulations and standards of conduct relating to their position and report any suspected violations of conduct to my line manager. All employees should adhere to the SAMH values in all interactions with service users, customers and colleagues.

Core Competencies, Behaviour and Skills

Recovery Focussed

Empathise, inspire and motivate others.

Deliver person centred and recovery focussed support to enable individuals to achieve positive outcomes.

Communication

Communicate effectively and professionally and contribute to the accurate recording and monitoring of all case and incident recording systems. This includes communications by email, by phone/text and other on-line methods.

Build and develop positive relationships with those who use our services.

Engage with a range of people from a wide variety of backgrounds

Deliver a high standard/quality of work

Maintain the highest personal and professional standards. Work professionally and collaboratively with internal and external colleagues, those who use our services and members of the public and to meet the requirements of funders and regulators.

Undertake personal responsibility for conduct and work ethic in line with SAMH Code of Conduct, the SSSC Codes of Practice and other relevant professional standards.

Critical Reflection and Learning

Ability to reflect on own practice and learn from own experiences and those of others.

Develop skills and knowledge of theory and practice and understand where role fits within SAMH and externally.

Supportive of Equality and Diversity

Challenge inequality and stigma; recognise and respond to the barriers individuals and groups face within society.

Treat all people within SAMH (both staff and service users) fairly and with respect regardless of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and/or sexual orientation.

Commitment to Health, Safety and Well-being

Understand, encourage and carry out the principles of integrated safety management; comply with SAMH Health and Safety Policy and Procedure; complete all required H & S training; take personal responsibility for safety.

Participation

Ensure the people who use our services have the opportunity to get involved in their support, their service, their community or in SAMH as an organisation.

Team Working

Ability to work as part of a team.

Service User Engagement

Develop, maintain and demonstrate a wide range of interpersonal skills when working with the people we support, including: open-minded, respectful, active listening, empathetic, promote independence, maintenance of confidentiality, honest, honourable in agreements and practices, appropriate body language, solution focussed, supportive and approachable, non-judgemental, pro-active, patience and resilience, professional approach