

Post: Practitioner (Suicide Bereavement Support Service)

Salary banding: Level 4

As a Practitioner, I am responsible for providing immediate compassionate and practical support to individuals who have been bereaved by suicide. I work within a team of practitioners, who work closely together and support each other on a daily basis.

My work requires me to establish trust quickly, build relationships and to have excellent listening skills. I will develop a wide knowledge of support services and can build and maintain excellent relationships with partner agencies. I work on my support autonomously, being able to judge when I refer to my manager.

I work within the Suicide Bereavement Support service pilot framework to ensure that I follow all necessary protocols and procedures and take a role in developing the service. I keep accurate records and actively contribute to ongoing evaluation of the service. I will undertake training, as agreed with my manager, prior to supporting service users and will continue to access relevant training throughout my time in the role.

I support the Suicide Bereavement Support Project Manager in their role to meet national and funder criteria.

What I do and what I achieve

- I work closely with the Suicide Bereavement Support Project Manager to achieve strategic and operational outcomes
 - I have a flexible and responsive approach to meeting the changing needs of supported people and families within the agreed criteria
 - I carry out full risk assessments and, if required, safety plans.
 - I carry out needs assessments to identify priorities for support and outcomes to be achieved.
 - I work with family members to co-design support plans that document the help that the family requires and potential solutions and advice
 - I connect people to local organisations that can further assist them, by offering active, supported signposting
 - I work collaboratively with statutory services such as NHS specialist mental health services and GP's, to ensure that joined-up, holistic support is offered to families
 - I develop effective relationships with other groups and agencies in the area and take opportunities to promote mental health awareness in the wider community
 - I ensure that people I support are connected to other Support in Mind Scotland services and to other agencies as appropriate
 - I am responsible for maintaining relevant systems of documentation
 - I work effectively with other members of the team, and liaise effectively with families, agencies, colleagues, partners and other stakeholders
 - I participate in training activities and meetings as required
 - I collate and provide information and reports for line management
 - I contribute to research and project evaluation at a local level in support of National
- Support in Mind Scotland is the operating name of The National Schizophrenia Fellowship (Scotland)

objectives to promote service improvements

Who I am

- I hold an SVQ 3 in Health and Social Care or have equivalent experience
- I have experience of working in a supportive and enabling role
- I have an understanding of mental health and recovery
- I have experience of working in the mental health and recovery field
- I have an understanding of Trauma-Informed approaches
- I have experience in the planning and delivery of support
- I have experience of a person-centred approach to recovery
- I can produce structured, accurate and concise written reports
- I can explain complex information in a way which makes it understandable
- I work well in a team setting but can also work autonomously
- I have a sound theory base of social care interventions including risk assessment
- I apply an analytical approach to problems in order to find solutions
- My IT skills are of a good standard
- I have a sound knowledge of Health & Social care policy in Scotland and can apply this to my role
- I am keen to develop my knowledge and skills and attend training
- My value base is consistent with the aims and objectives of Support in Mind Scotland

I may also have

- Experience of supporting people in emotional distress
- Knowledge of local support services in the Highlands and/or Argyll and Bute
- Awareness of conflict management strategies
- Experience of building co-operative relationships, developing networks and promoting partnership working with other professionals

General Duties

- Act in accordance with Data Protection legislation. Ensure all records, personal, staff and client data are managed in line with Data Management and Information Governance policies
- Comply with legal and regulatory requirements such as provisions set out in the Health and Safety at Work Act 1974
- As with all employees, workers and volunteers; to encourage people to join Support in Mind Scotland as a member, donor or activist
- To act in accordance with the charity's Health & Safety and Safeguarding policies and to notify your line manager promptly if there are any concerns
- To participate in regular supervision and appraisal and undertake any relevant training as appropriate to the role
- To work in accordance with the charity's national policies and local operating procedures and those of external regulators or professional bodies

This job profile and list of duties is not exhaustive and serves only to highlight the main requirements. The line manager may stipulate other reasonable requirements and projects commensurate with the general profile and grade of the post.