



Job Description

Post: Support Coordinator, Distress Brief Intervention (DBI)

Salary banding: Level 4

I am responsible for providing immediate compassionate support to individuals in distress and working intensively with those individuals to identify the triggers of distress, develop a distress plan and link into appropriate community services and facilities. I work autonomously, being able to judge when I refer to my Manager and I take a lead role in developing the service.

I have a wide knowledge of support services and have excellent relationships with partner agencies including the Level 1 services referring people to the DBI Level 2 service.

I work closely within the DBI pilot framework to ensure that I follow the protocols and procedures laid down by the Scottish Government; I keep accurate records and I actively contribute to on-going evaluation of the pilot.

I support the DBI National Project Manager, DBI Project Manager and DBI Senior Co-ordinators in their role to meet national and funder criteria.

What I do and what I achieve

- I work closely with the DBI National Project Manager, DBI Project Manager and Senior Co-ordinators to achieve strategic and operational outcomes
- I enable individuals to develop Distress Management Plans to help prevent future episodes of crisis
- I support individuals to explore the triggers of their distress and to identify coping mechanisms to develop long term resilience across a spectrum of issues – not just mental health
- I establish supportive relationships with each individual, encouraging individual responsibility and decision-making to maximise choice, control and self-management.
- I ensure that people I support are connected to other Change Mental Health services and to other agencies in their area as appropriate
- My focus is ensuring faithful adherence to the DBI model whilst working within Change Mental Health values
- I ensure that careful and ongoing review systems are in place and maintained
- I build positive working relationships with local partners to better support our service users and to promote the work of Change Mental Health
- I collate information and prepare agency reports for line management as required
- I contribute to Research and Development at a local level in support of National objectives to promote service improvements

- I contribute to partner and staff DBI training
- I contribute to the DBI national evaluation process
- I have a lead role to oversee that all Health and Safety responsibilities within practice settings are fulfilled

Who I am

- I am educated to SVQ 3 level or have experience working in mental health
- 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
- My value base is consistent with the aims and objectives of Change Mental Health
- I apply an analytical approach to problems in order to find solutions
- I am competent in planning and reviewing personal plans and taking appropriate action if needed
- My I.T skills are of a good standard
- I have a sound knowledge of Health and Social care policy in Scotland and can apply this to my role
- I am keen to develop my knowledge and skills and attend training as required

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 Change Mental Health 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.