



JOB DESCRIPTION

Job Identification

Job title: DBI Practitioner

Reporting to: Senior DBI Practitioner

Department: DBI (Distress Brief Intervention)

Working Pattern: 37.5 hours per week incl evenings, weekends and BHols
Mon-Fri 0800-2000, Sat-Sun/BHols 0900-1700

Location: Lanarkshire

Salary Band: 3

Our Vision & Values

Vision

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

Values

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

1. **We make decisions with the needs of our colleagues, our clients, 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 where appropriate.
2. **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.
3. **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.
4. **We are passionate to do more for our communities:** Proactively seeking out new, forward thinking and more effective ways of working to make sustainable change in our communities.
5. **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.

Role Summary

As DBI Practitioner your primary responsibility is to offer empathetic and non-judgemental support to clients in distress whether through face-to-face interactions or over the telephone. This role entails aiding clients by devising personalised distress plans, providing access to mental health resources, and engaging in

problem solving to identify effective solutions for their challenges. Collaboration with a team environment is integral to this role and a sincere dedication and passion to making a positive impact on individuals navigating difficult times is essential.

Role Responsibilities

- You will provide empathetic and non-judgemental support to clients experiencing distress, both in person and via telephone consultations
- You will assist clients with the development of their distress plan based on their unique circumstances and support them over a 14-day period
- You will provide clients with mental health resources, tools and coping mechanisms tailored to their needs
- You will collaborate with clients to identify goals and develop strategies, both short and longer term
- You will maintain accurate and up to date records of client interactions, distress maps and progress notes
- You will collaborate with multidisciplinary teams, including mental health professionals, social workers and community organisations to provide a comprehensive support network
- You will manage your caseload effectively, prioritising tasks, appointments to meet clients' needs in a timely manner and meet DBI targets
- You will co-ordinate onwards referral and follow up services to ensure continuity of care

Competences

- Must have excellent communication skills, both verbal and written
- Knowledge of Microsoft computer applications such as Excel and Teams
- Must have experience in documenting client interactions and progress notes
- Must be able to problem solve, use initiative and think about proactive solutions for their clients
- Must have a valid driver's licence and ability to commute across Lanarkshire.

Soft Skills & Personality Traits

- Empathy: Must be empathetic, non-judgemental and be able to display compassion to others
- Teamwork: Should be a good team player and enjoy working collaboratively with others
- Organised: need to be capable of multi tasking and managing a case load of clients
- Passion & Commitment: Must have genuine passion and commitment to making a positive impact on the lives of individuals in times of distress

Date written / updated: 29/3/24	Written by: Felice Bretman
Date last reviewed: 30 th May 2024	Reviewed by: Lyndsay Thomson
Date last approved: 3 rd July 2024	Approved by: Jennifer Gordon