

## **GLASGOW ASSOCIATION FOR MENTAL HEALTH**

### **Job Description**

**POST:** Distress Response Worker  
Compassionate Distress Response Service (GAMH)  
**ACCOUNTABLE TO:** Distress Response Coordinator  
**REPORTING TO:** Service Manager

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#### **BACKGROUND:**

Glasgow Association for Mental Health has been commissioned by Glasgow City Health and Social Care Partnership to deliver a **Compassionate Distress Response Service**. This work has been developed as part of the NHSGGC Multiagency Distress Collaborative with the aim of providing a more appropriate response to people in distress who do not require a medical, clinical or specialist psychiatric assessment. The service is available to adults 16+, who at the time of their distress are currently within the geographical area of Glasgow City HSCP.

Our **OOHs service** is for Emergency Services, First Responders and the Mental Health Assessment Units at Leverndale and Stobhill. This service operates 7 days per week, from 4.45pm - 2am.

Our **In Hrs service** is for GPs and their multidisciplinary teams. This service operates 5 days a week, from 9am-5pm.

Both services provide mainly telephone contact with some face to face support where needed.

CDRS operate from our GAMH Head Office at St Andrews by the Green.

#### **PURPOSE AND ROLE:**

##### **Specific Responsibilities**

You will provide a quick and effective response to individuals referred to CDRS, help alleviate their feelings of distress through compassionate listening and providing appropriate coping strategies to meet their needs.

You will respond to referrals into the service, following initial triage conversations and risk assessment

You will help individuals make informed choices and help with signposting when needed.

### **Workload Management & Planning**

You will be able to respond quickly, efficiently and professionally to referrals made into the service.

You will help manage and resolve challenging situations promptly and raise issues appropriately using the correct processes and procedures.

You will keep up to date with any correspondence from management and adapt practice in line with any changes.

You will ensure that the appropriate staff are updated with relevant handover/follow up arrangements.

### **Information Gathering, Monitoring and Evaluation**

You will be responsible for accurate record keeping, administrative and information/data processing tasks and ensure that they are processed to the required standards at all times, contributing to service monitoring, evaluation and quality assurance requirements.

You will contribute to agreed systems, procedures and practice for assessments, plans and reviews.

You will contribute to the development of systems to manage risk to self, others and team members.

### **Training and Support**

You will participate in training, induction and Preparation for Practice as necessary to carry out the functions of the post.

You will take part in formal/informal team meetings, feedback and supervision sessions. You will use Learning Sets to reinforce key issues and facilitate shared learning within and across services.

### **Policies, Procedures and Contractual Agreement**

You will ensure practice is within our contractual obligations and meets appropriate codes of professional conduct.

You will have sound knowledge of relevant policies and procedures how they impact on individuals, ensuring all safeguarding, H&S and risk concerns are appropriately reported and recorded.

You will have a strong commitment to good practice and utilise resources appropriately.

## **Safe Guarding**

To contribute to the development of systems to manage risk to self, others and team members.

To develop with the team working practices which ensure participation of all team members and encourage effective and safe practice.

To promote the protection of service users and carers including ensuring that you and the team members can access and understand information about the legal and organisational requirements for the protection of adults and children.

Maintain and monitor compliance with legislative, regulatory, registration and Inspection requirements that support the safeguarding of individuals from harm or abuse

## **Health and Safety**

Maintain and monitor compliance with health and safety and security requirements

To ensure that others are aware of the legal and work settings policies, procedures and practices required for health, safety and security relating to their work.

## **General Data Protection Regulations (GDPR)**

GAMH complies with all aspects of data protection and takes seriously its duties, and the duties of its employees, under the General Data Protection Regulation 2016.

The GDPR (2016) applies to personal information that is "processed". This includes obtaining personal information, retaining and using it, allowing it to be accessed, disclosing it and, finally, disposing of it.

You will be expected to adhere to the organisations Data Protection and Data Management Policy.

You will ensure that records and reports are stored and shared within confidentiality agreements and according to legal, work setting and other agency agreements and requirements

Will ensure that records and reports are accurate, concise, objective, understandable and legible.

## **Outreach Visits**

In some situations you may have to travel within the service area and support the travel and transportation of individuals in accordance with their support needs.

### **Working Hours**

Our **In Hrs service** operates 5 days a week, from 9am-5pm.

Our **OOHs service** operates 7 days per week, from 4.45pm - 2am. You will work on a shift rota as agreed with senior staff and service needs

### **Other Duties**

You will carry out other duties and responsibilities consistent with the post as directed by the Distress response co coordinator/Services Manager.

You will take responsibility for your own continuous personal development (CPD) and practice by attending appropriate and relevant training as authorised by your line manager.