

## **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 is one of the principle providers of community mental health services in Greater Glasgow. We have been commissioned by Glasgow City Health and Social Care Partnership to deliver an out of hours **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 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.

The service operates on a referral basis only from i.e. Mental Health Assessment Units, Police Scotland, British Transport Police, Scottish Ambulance Service, GP Out of Hours, NHS 24, NHS GG&C Emergency Departments within the Queen Elizabeth University Hospital and Glasgow Royal Infirmary, Urgent Care Resource Hub.

The services operates from our GAMH Head Office at St Andrews by the Green, operating 7 days per week, from 4.45pm - 2am and will provide: i) mainly telephone contact, ii) face to face contact at GAMH Head Office and, iii) some outreach function.

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

##### **Interface with First Responders and Emergency Services**

You will communicate with First Responders/Emergency services to ensure appropriate referrals are made into the service following a triage and risk assessment procedures

### **Specific Responsibilities**

The role of the Distress Response worker will be to contribute to the effective delivery of our community based Alternative Distress Response services ensuring that they meet key service objectives.

You will respond to referrals into the service, following initial triage conversations and risk assessment with First Responders/Emergency Services.

You will provide person centred; telephone support and face to face support within GAMH premises or outreach service.

You will ensure appropriate risk assessments, evaluation of needs, interventions, discharge plans are completed appropriately ensuring service users safety whilst using and leaving the service.

You will help individuals make informed choices, signposting and providing advice on how they can make best use of local resources, increasing access to support networks and community programmes to support their social, emotional and physical wellbeing. All onwards support referrals require service user consent.

### **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.

### **Workload Management & Planning**

You will be able to respond 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 service users, 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.

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

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.

### **Working Hours**

To work 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.