

# National DBT Service

## DBT Support Worker (Coach)

### JOB DESCRIPTION

**Responsible to:**

Lead Support Worker

**Broad Objective:**

The DBT Support Worker, participates as a member of the client's treatment team, supporting their plan of care. Providing validation and support and coaching clients in applying skills during their recovery process to attain and maintain wellness, independence and to prevent a crisis. In addition to regularly rostered hours, including sleepovers, take shifts as a member of the on-call back-up team for managing psychiatric emergencies in Golden Bay.

Key Accountabilities	Objectives	Task	Outcome
Organisation	To be committed to Te Tiriti O Waitangi	<ul style="list-style-type: none"> <li>Uphold the organisations Vision and Philosophy towards Te Tiriti o Waitangi.</li> <li>Liaise with Iwi as appropriate</li> </ul>	<ul style="list-style-type: none"> <li>Appropriate service delivery to Tangata Whaiora</li> <li>Improved bi-cultural practice.</li> </ul>
	Networking and communicating with the TWM Trust Board, other health professionals and community agencies as appropriate.	<ul style="list-style-type: none"> <li>Liaise with other DBT professionals about care of residents</li> <li>Maintain a working relationship with, and provide reports to, the TWM Trust Board.</li> <li>Attend meetings</li> <li>Networking with external organisations to support funding, training and professional collaboration and marketing the service to have optimal occupancy rates.</li> <li>Liaise with other external Mental Health Professionals               <ul style="list-style-type: none"> <li>- DHB referrers</li> <li>- Psychologists</li> <li>- Other Mental Health clinicians</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>That relevant information is appropriately shared to client wellbeing.</li> <li>Collaborative working relationships with other agencies are developed within the community.</li> <li>Networking is maintained to ensure the programme is running at optimal level.</li> <li>Good working relationship with the TWM Trust Board.</li> </ul>

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Key Accountabilities	Objectives	Task	Outcome
<b>Organisation</b>	To adhere to TWM policy and procedures	<ul style="list-style-type: none"> <li>Participate in meetings, training, supervision sessions and performance appraisals.</li> <li>Utilise TWM Administration systems appropriately.</li> <li>Electronic and hard copy information is kept current and accurate. Confidentiality is observed.</li> <li>TWM property and resources are treated with responsibility and care</li> </ul>	<ul style="list-style-type: none"> <li>Professional standards, boundaries and development, are maintained.</li> <li>The employee works within TWM Policies and Procedures</li> <li>Information is accessible, and confidentiality is appropriately maintained.</li> <li>Administrative tasks are completed in a timely fashion and to a professional standard.</li> </ul>
<b>Health &amp; Safety</b>	To maintain a healthy and safe work environment.	<ul style="list-style-type: none"> <li>Report any identified hazards.</li> <li>Take responsibility (as far as is reasonably possible) for personal and professional safety while at work.</li> </ul>	<ul style="list-style-type: none"> <li>Hazards are reported and managed</li> <li>The work environment is safe.</li> <li>Personal/professional safety is maintained.</li> </ul>
<b>Clinical/Clients</b>	To provide effective and quality support and coaching for residential clients.	<ul style="list-style-type: none"> <li>Coach and practice with clients on the use of DBT skills.</li> <li>Support clients in medication management.</li> <li>Assess client risk and access clinical support as needed.</li> <li>Manage safety concerns within organisational policies and protocols.</li> <li>Support and encourage clients to access community-based recreational, employment and vocational services.</li> <li>Prompt and assist clients in exercising independent living skills (i.e. budgeting, shopping, cooking, laundry, meeting scheduled appointments, etc.)</li> <li>Maintain accurate client records according to organisational standards.</li> <li>Demonstrate cultural sensitivity and adherence to the principles of the Treaty of Waitangi.</li> <li>Participate in regular team meetings, supervision and training.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure clients are being coached and are using DBT skills.</li> <li>Clients can manage their medication</li> <li>Risk has been assessed and support given where needed.</li> <li>Organisational policies and procedures have been met concerning safety.</li> <li>Client is working towards living independently and can manage practical, day to day arrangements/appointments.</li> <li>Records are kept and meet organisational standards.</li> <li>On-call back-up roster is covered</li> <li>Conduct is maintained – personally and professionally.</li> <li>Clients are aware of and able to access a number of resources.</li> <li>The DBT team are kept well informed, and there is clear, accurate communication between the team.</li> </ul>

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Key Accountabilities	Objectives	Task	Outcome
<b>Clinical/Clients</b>	To provide effective and quality support and coaching for residential clients.	<ul style="list-style-type: none"> <li>• Participate in annual performance reviews.</li> <li>• Work as a member of the on-call back-up team as required.</li> <li>• Maintain a high level of personal and professional conduct.</li> <li>• Provide DBT coaching during group sessions.</li> <li>• Learning and participating in DBT skill knowledge.</li> <li>• Complete coaching log and handovers.</li> <li>• Participate with clients' by helping to complete tasks required by skill levels.</li> <li>• Run community meetings with clients.</li> </ul>	<ul style="list-style-type: none"> <li>• Coaching logs are completed and handed over</li> </ul>
<b>Family/Whanau</b>	To work inclusively with family/whanau**  (** where client permission has been given)	<ul style="list-style-type: none"> <li>• Develop a supportive and professional relationship with the family/whanau of Clients.</li> <li>• Be cognisant and understanding of family/whanau concerns and issues.</li> <li>• Discern the difference between the needs of family/whanau and those clients.</li> <li>• Maintain communication with Family/whanau. Identify opportunities for involving family/whanau.</li> </ul>	<ul style="list-style-type: none"> <li>• Family/whanau is included in decision making and involved in supporting their family member in achieving their goals whenever possible.</li> <li>• Increased Family/whanau involvement.</li> </ul>

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## Person Specifications

<p><b>Skills and Abilities</b></p> <p>Communication</p> <p>Supervision</p> <p>Team Work</p> <p>Networking/Relationships</p> <p>Administration</p>	<ul style="list-style-type: none"> <li>- Has excellent communication skills; written and verbal. Can communicate with people in a way that gains their trust and engagement. Can communicate professionally within the team, with colleagues in other areas of TWM, community agencies, and other health professionals.</li> <li>- Committed to receiving supervision as part of their professional development and best practice.</li> <li>- Understand the value, importance and challenges of (multidisciplinary) teamwork.</li> <li>- Able to develop and maintain professional relationships within the community at a level appropriate to the role.</li> <li>- Have a basic level of IT literacy, can complete required administrative tasks in a timely and professional way.</li> </ul>
<p><b>Aptitudes</b></p> <p>Professional</p> <p>Strengths/Solution Focus</p> <p>Flexibility</p> <p>Motivated/Passionate</p>	<ul style="list-style-type: none"> <li>- Works in a respectful and professional manner with all clients, members of staff, other professionals and members of the community.</li> <li>- Ability to problem solve through the use of strengths-based solutions to promote an excellent level of service.</li> <li>- Able to work on own initiative, flexible approach to changing priorities, environment and work demands.</li> <li>- Self-motivated and enthusiastic with a passion for mental health work.</li> </ul>
<p><b>Knowledge and Experience</b></p> <p>Relevant Training and/or experience</p>	<ul style="list-style-type: none"> <li>- NZQA Level 4 in mental health or a willingness to do the course: New Zealand Certificate in Health and Wellbeing (Social and Community Services) (Level 4) (Mental Health and Addiction Support) [Version 2]</li> <li>- Has an understanding of, or willingness to learn, the implementation of Te Tiriti o Waitangi</li> <li>- Has an understanding of, or willingness to learn, the implementation of DBT skills and values</li> <li>- Committed to a bi-cultural model of practice</li> </ul>

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