

Overview

This standard is about you debriefing and providing emotional support to colleagues, including those for whom you have no managerial responsibility.

It also covers your ability to motivate others, as well looking out for signs of distress and providing them with appropriate support.

Performance criteria

You must be able to:

1. discuss with others their workload and emotional support needs
2. give support and advice to others in your area of work when required including:
 - when you identify signs of distress.
 - when their emotions may impact their ability to engage with others.
3. motivate and support others in your area of work to achieve their objectives in line with organisational policies and procedures
4. acknowledge others' achievements towards their objectives in ways which demonstrate recognition and celebrate success
5. allow others to develop their own ways of working within agreed boundaries, including taking their own decisions
6. provide support to others to lead in their own areas of expertise in line with your role and responsibilities.
7. acknowledge the decisions and expertise of others in ways which demonstrate respect and acceptance, including those who:
 - lead as experts in particular work areas.
 - use different ways of working.
8. be available for discussions to enable others to share their feelings and experiences
9. identify and share types and sources of support available with others
10. maintain regular contact with others working within your area of work, using a range of different communication methods
11. work with others in ways which:
 - use active listening techniques
 - demonstrate your reliability
 - encourage trust
 - gain support of people in your working area

Knowledge and understanding

You need to know and understand:

1. legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out
2. the relevant national and local guidelines, policies and procedures available and how and when they should be accessed.
3. your organisation's role, objectives, remit and services
4. differences between management and providing support in a non-managerial capacity
5. types of support and advice that people are likely to need
6. sources of support available and how to access these including peer networks and clinical supervision
7. how to respond to support and advice needs of others including front-line and support personnel
8. difficulties and challenges that may affect people and how to mitigate these
9. signs and symptoms of stress and distress amongst colleagues
10. the importance of monitoring colleagues for indicators of stress and distress
11. actions appropriate to supporting colleagues exhibiting stress and distress indicators
12. the importance of meeting regularly with colleagues through debrief sessions and team meetings
13. different styles and forms of communication and how to adapt them to meet the needs of the individual
14. the importance of encouraging others to take responsibility and how to achieve this
15. how to empower others
16. how to use different methods for:
 - encouraging and motivating others.
 - supporting others.
 - recognising achievement and success.
 - demonstrating respect and acceptance.

Glossary

Domestic Abuse

Any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality.

The abuse can encompass but is not limited to, a combination of psychological, physical, sexual, financial and emotional abuse.

This definition also includes so-called 'honour' based violence, female genital mutilation (FGM) and forced marriage. Children also experience domestic abuse when witnessing domestic abuse.

Intersectionality

The interconnected nature of social categorisations such as race, class, and gender, regarded as creating overlapping and interdependent systems of discrimination or disadvantage

Needs led approach

a way of working to ensure that the support offered to someone experiencing domestic abuse is offered based on their needs and that builds on their strengths and resources available to them. It recognises the knowledge they have of the person who is using abuse. With the rights the non-abusive person can build their independence, recover from the trauma they have experienced and gain their life back and source change that lasts

People at risk

An individual who is defined as in need of special care, support, or protection because of age, disability, risk of abuse or neglect

Sexual Abuse

Undesired sexual behaviour by one person to another. This is often carried out by force or by taking advantage of the other person. This term is generally used when the sexual behaviour is regular or over a prolonged period of time.

Sexual Assault

Any unwanted sexual behaviour that a person has not consented to.

This can range from rape to voyeurism or exhibitionism, to unwanted touching above or under clothes.

Sexual Violence

Similar in nature to Sexual Abuse, but this term is more often used to describe brief or single incidences, such as if sexually assaulted by a stranger.

Strength based approach

Is an approach to working with individuals that recognises their strength to overcome their experiences

Trauma Informed

an approach to health and care interventions which is grounded in the understanding that trauma exposure can impact on a person. Practitioners in a way so as to not inadvertently retraumatise impacted individuals; and with an emphasis on client safety, choice, collaboration and empowerment.

SFJBG401



Debrief and provide emotional support to colleagues

Developed by	Skills for Justice
Version Number	3
Date Approved	26 May 2023
Indicative Review Date	26 May 2028
Validity	Current
Status	Original
Originating Organisation	Skills for Justice
Original URN	SfJBG401
Relevant Occupations	Independent Domestic Violence Advisor (IDVA)
Suite	Providing independent domestic abuse and sexual violence advice and advocacy
Keywords	sexual; individual; provision; encourage; discuss; positive; motivate; domestic; support;
