Iowa Department of Human Services
Mental Health and Disability Services Division

DISASTER BEHAVIORAL HEALTH RESPONSE TEAM MEMBER QUALITIES

• **Energetic**- have the capacity and stamina to deal with large numbers of survivors with a broad range of problems and remain active in the face of stress.

• **Tolerant** of others with different values and/or from different cultures and be able to work with a diverse clientele.

• **Mature**- able to maintain their own identity and values while working with others.

• **Flexible**- has the capacity to deal with changing situations, which cannot, at least be temporarily fixed.

• **Focused**- able to figure out with the survivor what is most important at that moment and effectively address it.

• **Empathetic**- has the ability to listen and to convey caring.

• **Creative**- have the capacity to think on their feet, problem solve sometimes in an improvisational manner and mobilize environmental resources.

• **Positive**- a sense of confidence, able to help survivors celebrate the small victories on the long road to recovery and possess an optimistic yet realistic view of life.

• **Non-traditional**- able to work in a variety of environments when and where needed.

• **Available**- able to give of one’s time and energy sufficiently to do the job.

• A **team player**- has the capacity to become part of a synergistic team, including other community emergency response partners and work within the incident command structure.

• A **self-starter**-shows initiative and able to work independently while staying within the overall guidelines of the Plan.

• **Sensitive** to the needs of others and able to monitor/manage their own stress.

• Able to **function** in confusing and often chaotic environments.

• **Comfortable** initiating a conversation in any community setting and able to “be with” survivors who may be suffering tragedy and enormous loss.

• **Committed** to respect the privacy and confidentiality of survivors, not inclined to gossip.