

**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.