

JOB DESCRIPTION

Job Title: DoLS administrator / co-ordinator

Directorate & Section/Unit: People – Quality and Safeguarding - Deprivation of Liberty Safeguards team

Reporting to: DoLS team manager

Management responsibility for (Level 1 Manager and above): N/A

Supervisory responsibility for (Level 1 Supervisor): N/A

Headcount and FTE of staff: N/A

Please do not change the following information unless a grading or DMA review has been undertaken.

Salary Grade:	Scale 3
WCC Management Level:	N/A
Number of Direct Reports:	N/A

Our People Values:

To uphold and act in accordance with Worcestershire County Council's values;

- **Customer Focus** – Ensure delivery of a high quality service which meet the needs of customers.
- **Can Do Culture** – Be proactive to achieve excellence, finding solutions and creative ways of working.
- **Freedom within Boundaries** - Make constructive change through cohesive decision making, ensuring services are responsive.

Purpose of job:

1. To co-ordinate the DoLS process ensuring that work is allocated to contractors and internal staff, and assessments and other related services are procured on an ad hoc basis.
2. To provide administration and support to the DoLS Team to ensure an effective response to Deprivation of Liberty Safeguards (DoLS) referrals and enquiries.
3. To provide advice and support as appropriate to callers / contacts to the service.
4. To support the DoLS Team to ensure that time scales are met in completing assessments and have oversight of the DoLS process in accordance with local guidelines and timescales. This includes the monitoring of outstanding work.

Main Activities & Responsibilities:

Generic Accountabilities:

- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training
- To undertake other such duties, training and/or hours of work as may be reasonably required, and which are consistent with the general level of responsibility of this job
- To undertake health and safety duties commensurate with the job and/or as detailed in the Directorate's Health and Safety Policy
- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equality and Diversity Policy

- Supporting the team in meeting information governance and data quality standards by acting as Records Management Liaison Officer including filing, archiving, printing, faxing, assisting in meeting the requirements for information requests under the Data Protection and Freedom of Information Acts and general admin support
- Acting as IT Liaison Officer (ITLO), being the first point of contact in the team providing basic IT support for team members, assisting with IT related business requirements, ensuring staff receive appropriate IT equipment and induction, including logging IT related requests for the team on the corporate system
- To co-ordinate the allocation work to relevant professionals including senior management, ensuring that individual criteria is considered, and document templates are completed and distributed as required.
- To process completed / submitted assessments including ensuring that any concerns with these are dealt with and where relevant, brought to the attention of the DoLS team manager.
- To have oversight of, and continually monitor, the progress of assessments.
- To distribute completed DoLS documentation to the Managing Authorities and any other relevant parties.
- To scrutinise and process incoming DoLS referrals from Managing Authorities to ensure that the information is accurate and has been sent to the appropriate supervisory body. To liaise with Managing Authorities regarding any concerns.
- To ensure that accurate data is inputted regarding DoLS in an accurate and timely manner to enable timely reports for Senior Management and statutory reporting to the Department of Health. Liaise with the Management Information Analytics Team regarding any errors and ensure that these are addressed.
- To be responsible for dealing with telephone and email queries from staff, service users, their representatives and other organisations, and to act on or escalate as appropriate.
- To maintain and organise the DoLS signatory rota for the Senior Managers.
- To work as part of a team to evaluate and review working processes when required, as appropriate to business need.
- To identify professionals to complete out of county assessments and provision of advocacy services considering time scales and cost.
- To ensure that invoices are paid in a timely manner, including inputting new suppliers, raising new purchase orders, ensuring that invoices are completed correctly and investigating invoice queries.
- General administrative support to the DoLS Team as and when required including taking minutes where required.

Contacts:

In all contacts the post holder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.

Internal: Elected Members, Directors, Heads of Service, Senior Managers, Management Teams, Managers & Staff across all directorates, Project Staff

External: District & County Councils, Government Agencies & Departments, NHS, Clinical Commissioning Groups, Healthcare Professionals, Police, Fire, Probation Service, Suppliers, Contractors, Service providers, Statutory and Voluntary Organisations, service users, clients, customers, members of the public, volunteers

Additional Information:

- The Council reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility

- Reasonable adjustments will be considered as required by the Equality Act

Author: Caroline Mann

Date: 14/01/2022

Date of grading confirmation: 13/04/2022

PERSON SPECIFICATION

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Directorate & Section/Unit: People - Quality and Safeguarding - Deprivation of Liberty Safeguards team

Salary Grade: Scale 3

WCC Management Level: N/A

EXPERIENCE:

It is **essential** that the post holder has:

- Considerable experience of working in an administrative role within a busy team environment.
- Considerable experience of using Microsoft Office packages including Word, Excel and Outlook
- Demonstrable experience of setting up computer-based processes and using electronic filing systems
- Considerable experience of prioritising workload with the ability to produce work within deadlines
- Considerable experience of working on their own initiative
- Considerable experience of inputting and extracting data from bespoke databases.
- Demonstrable experience of diary management.
- Demonstrable experience of dealing with enquiries from a wide range of people.

It is **desirable** that the post holder has:

- Demonstrable experience in working in a local government or public services environment
- Demonstrable experience of financial administrative experience including using finance IT systems, management of local accounts and support to budget holders.

KNOWLEDGE, SKILLS AND ABILITIES:

It is **essential** that the post holder has:

- Clear, concise oral and written communication skills
- The ability to resolve problems and work on own initiative
- The ability to extract and convey information and disseminate information as required
- The ability to recognise and have strict regard for confidential matters
- An ability to effectively and sensitively liaise, communicate, establish and develop links with a wide range of people including staff members, managers, service users and external organisation representatives.
- The ability to prioritise work to meet deadlines
- The ability to cope within a high work pressured environment
- The ability to work within agreed timescales and produce work to agreed standards
- The ability to give advice concisely and effectively with various professional disciplines and at all levels in the organisation

It is **desirable** that the post holder has:

- Detailed awareness of the Mental Capacity Act 2005 and associated legislation

QUALIFICATIONS/TRAINING & DEVELOPMENT:

It is **essential** that the post holder has:

- Level 2 standard in English and Mathematics (e.g GCSE C or 4 and above, level 2 NVQ)

It is **desirable** that the post holder has:

- A formal administrative qualification at level 3 (e.g A level, NVQ Level 3)
- European Computer Driving Licence or equivalent

ADDITIONAL INFORMATION:

It is **essential** that the post holder has:

- An understanding of and commitment to equality of opportunity
- The ability to travel within, and occasionally outside, the county boundaries and respond to emergency situations
- Commitment to working as part of a team