

Role Profile

Part A - Grade & Structure Information

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| Job Family Code | 7PCS | Role Title | Deprivation of Liberty Safeguards (DOLS) Coordinator |
| Grade | PS7 | Reports to (role title) | Assistant Team Manager |
| | | Directorate / School | Adult Social Care |
| JE Band | 228-268 | Service / Department | Commissioning and Operations |
| | | Date Role Profile was created | 19.04.2023 |

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

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| Role Purpose including key outputs | The DOLS provisions of the MCA provide a legal framework for individuals who lack capacity to be deprived of their liberty for the purpose of care and treatment whilst in Care Homes and Hospitals. The DOLS Coordinator will be responsible for the overall administration and co-ordination of the processes and statutory systems for the delivery of the Council's duties, in relation to its role as a Supervisory Body. The post holder will provide a specialist supportive and responsive facilitation service for all Deprivation of Liberty Safeguards (DOLS) requests for Managing Authorities (Care Homes and Hospitals). The processing of DOLS requests should be completed in a timely way with a high degree of accuracy in order to support the council to discharge its statutory duties regarding the MCA. The post holder will work closely with a range of partners to support the effective processing of DOLS requests and authorisations. |
| Work Context | <ul style="list-style-type: none"> • To contribute to the day-to-day management of the processing of requests for Deprivation of Liberty authorisations (Mental Capacity Act 2005/DoLS). • To be responsible for overseeing the receipt, scrutiny, recording and processing of requests for DOLS authorisations, working closely with the Duty Best Interest Assessor (BIA). • To complete an initial quality check of all information received into the MCA/DoLS service from Managing Authorities and assessors, having the confidence to challenging colleagues and partners, across multi-organisational boundaries in order to ensure and maintain required standards • Interrogation of LAS for verification of information regarding DOLS requests. • Under the instruction of the ATM or Duty BIA, to be responsible for the appointment of Best Interest Assessors (BIA) and Mental Health Assessors (MHA), Independent Mental Capacity Advocates (IMCA), Paid Representatives under DOLS provisions. • To be responsible for overseeing the recording and monitoring of conditions placed on standard authorisations. • To be responsible for overseeing the monitoring of the 'Relevant Persons Representatives' (RPRs) to ensure they are carrying out their duties. • To work closely with the Assistant Team Manager and Senior Manager around initiatives to develop and implement quality assurance mechanisms to ensure data is accurate and of high quality. • To provide information to partnership organisations in response to requests for information from the supervisory body. • To support managers in addressing and seeking to resolve any practice and/or conduct issues arising out of complaints. • Promote Surrey's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken. |

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| Line management responsibility if applicable | No specific line management responsibilities, but to act as a supportive leader within the DOLS admin team, and support the Business Support Coordinator in their duties when required. |
| Budget responsibility if applicable | No budget responsibilities , but to assist the ATM and SM with the processing of invoices, monitoring of team expenditure for independent BIAs, Advocates (IMCAs, Paid Representatives) and Doctors. |
| Representative Accountabilities Typical accountabilities in roles at this level in this job family | <p>Risk Management</p> <ul style="list-style-type: none"> • Contribute to risk awareness in carrying out duties and raise issues where appropriate. • Assess and manage risk associated with assigned cases/service delivery to ensure safeguarding of service users. <p>Case Management</p> <ul style="list-style-type: none"> • Monitor, manage and deliver care plans in specified service area. • Undertake case related reports and maintain records in accordance with procedural and legislative requirements. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Initiate assessments, plan and carry out care management within procedural and regulatory framework. May plan the work of other staff. • Assist in development and project work, and working with other staff to provide information and feedback. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Make recommendations for the provision of services in line with the budget determined according to assessment of needs. <p>Work with others</p> <ul style="list-style-type: none"> • Liaise, communicate and work in partnership with other internal departments, partner organisations, agencies and/or contractors and engage with the community and volunteers. <p>People Management</p> <ul style="list-style-type: none"> • Contributes to the induction and training of new staff and the on-going development of more junior staff, and may coordinate and supervise the work of team assistants. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. adherence to safe working under the health and safety policy is required.</p> |

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| Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics | <ul style="list-style-type: none"> • Vocational Qualifications Level 3/4 or equivalent in relevant field with practical knowledge of service user group needs, or equivalent experience. • For some roles a relevant degree may be required. • Understanding of relevant legislation, processes and procedures and issues relating to the service user group. • Ability to show an understanding of the circumstances of people with more complex social care needs, to gather detailed and appropriate information and to reach a view about the likely source of assistance. • Able to plan, manage and prioritise a caseload and seek guidance where necessary. • Numerate and able to makes recommendations for the provision of services in line with the budget determined according to assessment of needs. • Competent in a range of IT tools including MS Office and database management systems. • Effective written and oral communication and interpersonal skills with the ability to build relationships with a range of stakeholders. • Problem solving skills or ability to undertake process or practice improvement with minimal supervision. • Ability to work effectively and flexibly as part of a team, and provide guidance and assistance to less experienced or more junior members of staff. • Experience of working with the user group and of staff supervision where appropriate. • Satisfactory DBS clearance might be required. |
| Details of the specific qualifications and/or experience if required for the role in line with the above description | <p>High level of interpersonal, communication and customer service skills. Experience of, and commitment to, working in partnership within the service and the County Council, and with our external partners, providers, individuals and families we provide support to and other external organisations.</p> <p>Commitment to personal development</p> <p>Willing and able to work and travel within the County.</p> |
| Role Summary | <p>Roles at this level provide a practical front line support service helping with advice and guidance, managing a varied caseload, and working as necessary with community, professional groups and local organisations to ensure provision of support. They have practical knowledge of the procedural framework, service user group needs, and are authoritative on procedures of some complexity and variety, with an in-depth knowledge and understanding of a particular functional area. Planning and organising is a key element, mainly in terms of planning own time, planning and prioritising for the weeks ahead. Although most work will follow established patterns, initiative is needed to resolve problems and queries based on experience and judgement, mainly without reference to others, but with access to clear guidance. They may supervise a team and coordinate service delivery in their own service area.</p> |
| Reference Number | <p style="text-align: center;">BM-2023-223</p> |