

JOB SUMMARY

Post Title	Deprivation of Liberty Safeguards (DoLS) Coordinator						
Job Family	Business Support	Pay Range	6	Line Manager to others?	No	Role profile ref	BS06
Service Area	Adult Social Care – DoLS Service						
Line Manager	Team Manager						
Location	County Hall / Agile Work						

Job Purpose <p>To assist the DoLS Team in developing and maintaining effective systems to manage and coordinate the Council's functions under the Mental Capacity Act. A key role will be to help improve the processes in place to manage DoLS under the Mental Capacity Act and be responsible for the effective day to day running of the DoLS Team. With any amendments to the Mental Capacity Act and the Deprivation of Liberty Safeguards (DoLS) introduced in the future, the DoLS Coordinators will be required to be key to introducing new processes to enable the team and department to adapt to those new frameworks.</p>			
Job Context <p>To provide support to the DoLS Team Manager and Senior Social Workers in maintaining and helping improve organisational systems and processes that support the Isle of Wight Council in discharging their functions as a Supervisory Body under the DoLS legislation.</p> <p>This includes:</p> <ul style="list-style-type: none"> processing of DoLS requests and reports received from care homes, hospitals, advocates and the assessors initial response to all enquiries regarding DoLS and ensuring these are either answered or passed to a practitioner in the team allocating assessments to Best Interests Assessors, Independent Mental Capacity Advocates, Mental Health Assessors and DoLS Authorisers processing of all requests for DoLS authorisations and reviews, ensuring prompt allocation. 			
Knowledge, Skills and Experience			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Practical experience within the relevant working environment.	Considerable administrative experience, to include customer contact. Experience of providing support by organising and minuting meetings or building a portfolio of knowledge to use specific systems.	X	
Working knowledge of relevant processes and systems.	Monitoring the progress of DoLS requests, assessments, and authorisations to ensure that they are processed and reviewed within the strict timescales under the legislation. Up to date and relevant knowledge of office and secretarial practices and procedures.	X	
Knowledge of the service provided in own area.	Working knowledge of the statutory processes as determined by legislation and best practice, that apply to Adult Social Care. To be able to follow the relevant legislation to help ensure statutory duties are undertaken as part of the DoLS process.	X	
ICT skills including use of Microsoft applications.	Excellent knowledge of Microsoft Office Systems including Word, Excel, Outlook, Calendar, and PowerPoint. Able to manage complex spreadsheets effectively.	X	

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Good verbal and written communication skills.	Must have good literacy/numeracy skills in order to effectively complete case recording, assessments, independence plans and reviews. To record in line with the Department's recording policies, Care Act Framework and the Data Protection Act, and within the requirements of the Department's IT system – PARIS. Post holder to contact referrers for additional information, alerting other relevant local authorities/supervisory bodies when requests for authorisations are received that are their responsibility. Responsible for coordinating the DoLS referrals to advocacy services as required. Must have excellent attention to detail.	X	
Numerate and accurate with attention to detail.	Ability to gather data and prepare data reports, working closely with the Business Information Team. Facilitating reporting on the minimum data set required annually for the NHS digital DoLS returns. Ability to support the setting up of vendors and be responsible for processing invoices promptly for the Team, and routinely monitoring relevant budgets. Ability to coordinate rotas for the team and wider department with regards DoLS work. Processing and recording individual records electronically in accordance with information principles and GDPR legislation and working with standard forms where necessary.	X	
Understanding of how to deal with customers appropriately.	Ability to engage with individuals, their family and friends, colleagues and other professionals in an appropriate manner, demonstrating excellent customer service skills.	X	

Qualifications

Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Educated to level 3/4 qualification standard or able to demonstrate equivalent experience.	4 GCSE passed A-C / 4 Grade including Maths and English. NVQ level 3 or equivalent	X	X
RSA III (Word Processing) or equivalent professional qualification may be required.			X
May require relevant certifications including evidence of fluency in English language.			X

Other Requirements

Must present a positive image of the Isle of Wight Council

Must be able to work in more than one location.

Organisation Structure (optional)