

Job Title:	Service Area:	
Team Manager – Deprivation of Liberty /Liberty Protection Safeguards Team	Adult Social Care	
Directorate:	Post Number:	Evaluation Number:
Strategic Safeguarding, Quality Assurance and Workforce Development Directorate	TBC	2347
Grade:	Date last updated:	ı
GRADE PO7	April 2022	

# People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

#### **Equality and diversity**

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

#### Protecting our staff and services

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

# **Corporate parent**

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

#### **Overall Purpose of Job**

The post holder will be working in a busy Adult Social Care Deprivation of Liberty safeguards Team and the responsible mental capacity lead.

The service is responsible for leading, raising awareness and supporting the development of others in relation to understanding and applying the Mental Capacity Act, Deprivation of Liberty (DOLS) and Liberty Protection Safeguards (LPS).

To provide leadership on MCA, DOLS/LPS, Court of Protection, case management, guidance, support and expert advice to social care staff, internal/external partners as required, maintaining the highest level of professional service.

To provide direct line management to Best Interest assessors, to include Senior Best Interest Assessors, DOLS officers and Student Social Workers.

To be accountable for the efficient operation of MCA, DOLS/ LPS and Court of Protection cases and the overall quality of practice within the team; work closely with quality assurance colleagues to continuously develop, improve and MCA audits to ensure excellent standards are achieved across Newham.

To contribute to the development, delivery and review of planning, performance, commissioning and governance of services so that overall costs are reduced but the life chances of adults are maximised.

To develop robust mechanisms to ensure clear communications of service plans, objectives and service changes with the team, ensuring that staff are engaged directly in any DOLS assessments and with the development of services.

To deliver the key strategic aims of the organisation including implementing Liberty Protection Safeguards and to ensure that the residents of Newham have access to high quality services.

To deputise for the service manager as necessary in ensuring the development and review of DOLS/ LPS procedures and policies, taking into consideration central guidance and changes in legislation and practice and then applying these changes and updates to local procedures, pathways and policies.

To coach, mentor, provide expert advice on MCA, DOLS/LPS to social care staff, internal/external partners as required, in maintaining the highest level of professional service.

To ensure continual improvements in best MCA, DOLS/ LPS practice, including record keeping, compliancy of process, identification of areas of good practice and efficiencies to help minimise risks to the customer and the organisation.

To analyse data, trends and deliver reports to provide prompt, regular and well informed advice to Newham Adults' Services and partner agencies on matters concerning Mental Capacity and Deprivation of Liberty Safeguards/Liberty Protection Safeguards (DoLS / LPS), including supporting the service manager to ensure oversight of statutory returns.

To support and deputise for the service manager in identifying and developing training needs, to ensure that skills and competencies required in relation to Mental Capacity and DoLS are delivered to the workforce including training the providers.

#### Job Context

The post holder reports to the Service Manager.

- 1. The post holder has line management responsibility for between 6 and 8 staff.
- The post holder will lead on MCA, DOLS and LPS, ensuring to plan and implement consequent service change, including report writing and making presentations to national, regional and local influences, legislation and processes and provide professional advice and support to staff, elected Members, regulators and other stakeholders.
- 3. To be responsible for ensuring that robust processes within the Mental Capacity Act, Deprivation of Liberty Safeguards and the implementation of Liberty Protection Safeguards, are embedded in the practice and that internal and external stakeholders are aware and comply with their roles and responsibilities

# **Key Tasks and Accountabilities:**

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the postholder and employees will be expected to carry out such other reasonable duties, which may be required from time to time.

To undertake all responsibilities listed below:

- To manage the efficient operation of DOLS/LPS, commissioning of Section 12 doctors, IMCA's and Relevant Persons Representatives to ensure the delivery of high quality assessments in line with the legislative framework, within specified allocated resources and in line with national and local standards and operational requirements.
- To establish and maintain high professional standards of social care practice, including clear standards in terms of quality of intervention and best professional practice; clear, sound and up to date recording and decision making; and clear expectations around performance and productivity.
- 3. To ensure that support and services offered fully embrace and promote person centred planning approaches; independence, choice and control and that staff are supported in complex best interest decision making processes.
- 4. To develop and embed a performance culture within the team that delivers results through rigorous challenge, disciplined execution and continual improvement, ensuring that resources are targeted on business priorities and meeting customer needs.

- To ensure that robust systems, procedures and standards are in place to deliver high quality service on MCA's DOLS and Best Interest assessment, and undertaking routine audit and remedial actions to address areas for improvement.
- 6. To be responsible for the safeguarding of adults ensuring that robust processes are embedded in the practice of the team and that all staff are fully aware and comply with their roles and responsibilities within the Safeguarding Adults/Risk Management framework, and are trained and supported to deliver this to a high level of competence. This includes Mental Capacity Act deprivation of liberty safeguards and the protection of service user's financial resources and affairs where needed.
- 7. To chair/take part in case conferences, best interest decisions and meetings as appropriate including the BIA and MCA forums, ensuring that stakeholders are supported in making a full contribution to the meetings.
- 8. To oversee and ensure close links and advice with legal colleagues in the preparation of reports for formal legal processes including Court of Protection, mental capacity, deprivation of liberty and safeguarding practices.
- 9. To investigate and respond to safeguards, risk management boards, complaints and compliments and provide detailed and professional responses in accordance with relevant standards and time frames.
- 10. To be responsible for ensuring that all staff understand, comply with, and contribute to through personal reflective practice, the development and delivery of operational policies, best practice and improved ways of working. Encourage innovation and identify opportunities for continued improvement.
- 11.To be responsible for the management of allocated budgets, ensuring that financial governance arrangements are followed and that services are provided within budget and reflect best value, to provide reports and information to senior managers on expenditure projected, and taking timely remedial action where required.
- 12. To ensure the effective operation and further development of client data and performance management information systems, ensuring that information is timely, accurate and complete and complies with statutory recording requirements, including its analysis, interpretation, processing and presentation.
- 13.To be responsible for ensuring workforce capacity and capability and for development activities, including supervision, performance appraisals and training needs analysis, to maintain the professionally safe delivery and viability of service. To oversee, administer and carry out responsibilities within Human Resources policies and procedures including recruitment, capability and conduct, sickness absence, and compliance with DBS and HCPC/ SWE requirements for individual team members.

- 14. To be fully conversant with changes to national, regional and local influences, legislation and processes in respect of DOLS/LPS to plan and implement consequent service change and provide professional advice and support to staff, elected Members, regulators, other stakeholders and council officers, including report writing and making presentations.
- 15.To lead on and contribute to service development and service improvement projects as agreed with line manager and to represent and promote MCA, DOLS/LPS across the Council, with key partners, on ADASS, DHSC, Pan London groups and external stakeholders as required. Ensure that service improvement plans impact positively on service user needs and are aligned with local priorities and goals.
- 16.To be responsible for building positive relationships with key partners and stakeholders, including service users and carers, and the development of appropriate mechanisms to gather feedback on the effectiveness, perceived value and fitness for purpose of services, reporting trends and user satisfaction as appropriate.
- 17. To be responsible for ensuring that effective risk management arrangements are in place to minimise the Council's exposure to risk and uncertainty in full compliance with the Council's Emergency and Business Continuity Planning policies.
- 18. To meet the registration requirements of HCPC/ SWE (where appropriate).
- 19. To deputise for the line manager and provide operational cover for other team managers as required.
- 20. To carry out any other duties in line with the purpose and grade of the job

### **EQUALITY AND DIVERSITY**

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#### PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

# **Personal Specification**



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# **IMPORTANT INFORMATION FOR APPLICANTS**

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
KNOWLEDGE:  Expert knowledge and application of	Application Form/Interview
the relevant legislation, statutory responsibilities and guidance relating to The Care Act 2014	
Expert knowledge of the main provisions of:	
	Application Form/Interview
Mental Capacity Act 2005 and the Code of practice 2007	
Code of practice 2007 Deprivation of Liberty Safeguards/	
Liberty Protection Safeguards 2009 Mental Health Act 2007	
Care Act 2014	

Court of Protection Application Form/Interview Ordinary Residence • Children's Act 1989 and future amendments A proven record of successfully achieving highest possible standards Application Form/Interview of professional practice by all team members co-working, through coaching/mentoring, advice and guidance Application Form/Interview Experience of developing effective partnerships with statutory agencies and voluntary organisations. Application Form/Interview/ Demonstrable track record of working in conjunction with Lead Members and/or senior managers and partners and service users in order to achieve Application Form/Interview service improvement. Application Form/Interview Experience of being accountable for managing the performance of people and management systems Application Form/Interview Good knowledge and understanding of the management and leadership aspects of the role. Application Form/Interview Demonstrable knowledge of quality systems and the ability to monitor the work of the team. Good knowledge and experience of Application Form/Interview financial systems and managing budgets. Application Form/Interview Good knowledge and competence of IT systems and the capacity to use them to harness their potential in Application Form/Interview organising and supporting the work of the service.

Experience of managing projects successfully.

Experience of managing culture change within an organisation and

Application Form/Interview

Application Form/Interview

successfully influencing an organisations practice and outcomes. Application Form/Interview Ability to deliver presentations or contributing to seminars or training events Application Form/Interview Ability to demonstrate a commitment to valuing diversity and promoting Application Form/Interview equality. Ability to manage, motivate and develop staff to achieve organisation Application Form/Interview priorities. Ability to promote a compelling vision and take action to deliver improved outcomes. Application Form/Interview Ability to work both corporately and with partners to seek new and better ways of doing things **EXPERIENCE:** Experience and application of the Application Form/Interview legislation, statutory relevant responsibilities and guidance relating to the Care Act 2014 including appropriate quality standards and in particular the Mental Capacity Act 2005, DoLS code of practice and knowledge in LPS expectations. Demonstrable in depth experience of Application Form/Interview leadership and management in DoLS team overseeing the whole process and managing performance. Experience of managing budgets and monitoring budgets within a highly Application Form/Interview pressurised and review service Experience of developing a service to ensure efficiency of processes and Application Form/Interview operational procedures

Experience of strategic planning and policy development in this work area. Application Form/Interview Experience in coordinating and implementing policies and procedures and the emerging learning. Application Form/Interview Experience of setting high standards, encouraging improvement and Application Form/Interview supporting teams to achieve Experience of engaging staff, communities and customers through Application Form/Interview effective and regular communication, collaboration and feedback. Experience in monitoring performance data with particular regard to the Application Form/Interview annual Department of Health collections and local performance indicators. Application Form/Interview **SKILLS AND ABILITIES:** Strong managerial skills including Application Form/Interview those of finance and budget management in delivering services within budgetary limits Application Form/Interview Ability to develop and sustain partnerships across and within multidisciplinary teams and agency partnerships. Application Form/Interview Ability to lead and chair multi-Application Form/Interview disciplinary meetings as appropriate Ability to negotiate with and influence customers, staff, internal and external Application Form/Interview partners. Ability to make sound professional judgements, including high risk issues Application Form/Interview concerning deprivation liberty

safeguards and Mental Capacity Act and Best Interest Decisions.

Well-developed oral and written communication skills including excellent IT skills with experience in using a wide range of software, including spreadsheets and MS office.

Ability to manage a budget, develop and maintain effective organisational processes and procedures

Ability to negotiate with and influence customers, staff, internal and external partners

Ability to represent the service at a variety of internal and external meetings

Ability to make sound professional judgements, including high risk issues concerning customers, families and carers

Commitment to the achievement of the highest possible standards of professional practice by all team members through co-working, coaching/mentoring, advice and quidance

Application Form/Interview

Application Form/Interview

Application Form/Interview

Application Form/Interview

# PERSONAL STYLE AND BEHAVIOUR:

Has a high degree of personal integrity, uses political judgement and sensitivity, shows the capacity for self-motivation and empowerment of staff and works well under pressure.

Demonstrate a strong commitment to the public service

Demonstrate a strong commitment to the promotion of equal opportunities

Application Form/Interview

Application Form/Interview

Application Form/Interview

Demonstrate good Interpersonal and Application Form/Interview networking styles, including leadership behaviours Show appropriate sensitivity towards Application Form/Interview the needs of customers and carers excellence Quality. Application Form/Interview and outcome focussed. Facilitation. motivational Application Form/Interview and negotiation skills. Resilient with ability to prioritise and Application Form/Interview work to tight deadlines. Advanced problem solving and Application Form/Interview decision making skills. Self-motivated, assertive, proactive and innovative. Self-starter – completer – finisher Ability to use judgement and sensitivity Must have customer centred approach when dealing with service users. Ability to identify areas for development and show commitment to self and staff career development. OTHER SPECIAL REQUIREMENTS: The post holder must have: Educated degree-level Application Form/Interview to equivalent in a relevant area, equivalent by experience. To be registered as a Social Worker **SWE** Register or Occupational Therapist with the appropriate professional registering body – (Social Work England)

Application Form/Interview

Qualified Best Interest Assessor

Evidence of continuous managerial Application Form/Interview

and professional development.	
This post is subject to an enhanced DBS check.	Application Form/Interview
This post is exempt from The Rehabilitation of Offenders Act (1974).	Application Form