

# Job Description



<b>Job Title:</b> Mental Capacity and Deprivation of Liberty Safeguards Support Officer	<b>Service Area:</b> Safeguarding Adults	
<b>Directorate:</b> Adults' Services	<b>Post Number:</b> 49534 & 66264 & 67961	<b>Evaluation Number:</b> FROM HRMI SYSTEM
<b>Grade:</b> SO1	<b>Date last updated:</b> April 2018	

## **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.

## **Overall Purpose of Job**

To work flexibly to provide high quality, effective and efficient business, administrative and secretarial support for the service manager Mental Capacity and Deprivation of Liberty Safeguards; to provide additional support within the Safeguarding adults service including responding appropriately to a wide range of enquiries.

## **Job Context**

The post holder reports to the Practice Manager Mental Capacity Act and Deprivation of Liberty

1. The post holder has line management responsibility for no staff
2. The post holder has budget responsibility for monitoring activity and processing invoices etc
3. The post holder will be required to work some evenings, weekends and occasional public holidays in order to meet service requirements and in order to ensure appropriate representation of the Council with residents, the Mayor and elected members, and external bodies.

## **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 post holder 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:

1. To develop and maintain an IT recording system to capture, monitor and record requests for Deprivation of Liberty authorisations, and outcomes and run reports as requested using Business Objects or similar.
2. To develop a tracking system for requests for deprivation of Liberty authorisations and ensure all cases are dealt with in the legal timescales, reporting to the Practice Manager Mental Capacity Act and Deprivation of Liberty on the activity on a daily basis.
3. To develop and maintain IT systems for monitoring activity under the Mental Capacity Act 2005, and outcomes and run reports as necessary.
4. To be familiar with, and use a wide range of Office Applications.
5. To collate and analyse statistical information on behalf of the Practice Manager Mental Capacity Act and Deprivation of Liberty and from time to time the Senior Safeguarding Advisor by ensuring that systems are in place in terms of manual and computer based record keeping, budget control and provision of management information.
6. To develop and maintain system for booking training sessions, advising participants, organising venues & refreshments.
7. To maintain lists of Best Interest Assessors and Mental Health assessors and other suitable assessors under the Deprivation of Liberty Safeguards; to maintain records of Independent Mental Capacity advocates trained in the

deprivation of Liberty Safeguards and professional Representatives; to prepare monthly rotas for the Best Interest Assessors.

8. To be responsible for arranging, minuting & the dissemination of information for meetings. These meetings may occasionally be out of borough (travelling expenses reimbursed).
9. To participate in the development of quality standards and quality assured systems and procedures and in their implementation and audit.
10. To carry out general clerical duties within timescales & requirements, including; sorting and distribution of internal and external post, photocopying; secure email; maintaining stationery supplies; filing both electronically and paper, maintaining existing record systems, ordering supplies and equipment.
11. To draft correspondence and reports on behalf of the Practice Manager Mental Capacity Act and Deprivation of Liberty and the Safeguarding Adults Governance Team.
12. To deal with complaints and enquiries from service users, staff and other agencies and to help ensure that an appropriate response is made by the Department, in all situations.
13. To log all complaints in relation to the Deprivation of Liberty requests and track outcomes, and prepare reports as required.
14. To be tactful and have respect for the need for confidentiality to all parties concerned, including members of staff and service users.
15. Such other duties, within the competence of the post holder, which may be reasonably required from time to time

# Personal Specification



<b>Job Title:</b> Mental Capacity and Deprivation of Liberty Safeguards Support Officer	<b>Service Area:</b> Safeguarding Adults	
<b>Directorate:</b> Adults' Services	<b>Post Number:</b>	<b>Evaluation Number:</b> FROM HRMI SYSTEM
<b>Grade:</b> SO1	<b>Date last updated:</b> April 2018	

## 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
<b>EQUALITY AND DIVERSITY</b> 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.	
<b>PROTECTING OUR STAFF AND SERVICES</b> 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.	
<b>KNOWLEDGE:</b>  Knowledge of office structures and high level administrative processes and procedures  An awareness of the Mental Capacity Act & Deprivation of Liberty Safeguards and Safeguarding Adults, other social care issues and the high risk work undertaken by the Adult Services is desirable	Application Form/Interview/Test

Relevant administrative / business qualification -To at least advance GNVQ level is desirable	
<b>EXPERIENCE:</b>  Previous experience of secretarial, administrative and clerical work in an office environment (minimum 2 years experience).	Application Form/Interview/Test
<b>SKILLS AND ABILITIES:</b>  Must be literate and numerate preferably to degree level or equivalent.  High level of IT competency - Office, Excel, Outlook, PowerPoint, Word, SQL as minimum.  Ability to prioritise workloads and ensure that schedules are adhered to  Ability to draft correspondence, organise meetings, take notes and transpose them into comprehensive minutes or formal notes of meetings.  Ability to develop, implement and analyse systems, including statistical and financial monitoring systems.  Ability to undertake research on own initiative through whatever means are available/appropriate.  Ability to maintain filing systems both electronically and paper based	Application Form/Interview/Test   Application Form/Interview/Test   Application Form/Interview/Test   Application Form/Interview/Test   Application Form/Interview/Test   Application Form/Interview/Test
<b>PERSONAL STYLE AND BEHAVIOUR:</b>  Ability to deal with personal and telephone enquiries in a tactful, courteous and efficient manner, including on occasions, irate and/or distressed service users.	Application Form/Interview/Test

Good level of inter personal skills	Application Form/Interview/Test
<p><b>OTHER SPECIAL REQUIREMENTS:</b></p> <p>Willingness and ability to work occasional evenings and weekends to maintain service delivery. Willingness to travel occasionally to meetings outside of the borough.</p> <p>This post is subject to an enhanced DBS check.</p> <p>This post is exempt from The Rehabilitation of Offenders Act (1974).</p>	<p>Application Form/Interview</p> <p>Satisfactory clearance at conditional offer stage</p> <p>Application Form</p>