

# Deprivation of Liberty Safeguards Referral Officer

Closing date: 21/06/2019

Interview date: 28/06/2019



## Contents

**Applying for this vacancy**

**Message from the Manager**

**Job Description**

**Person Specification**

**Additional information about the job**

**Terms and Conditions**

**More about applying**

# Applying For This Vacancy

Please read the information in this document before you complete your application form.

**You will need to make clear in your application form:**

- **Why you are interested in the position**
- **What relevant skills and experience you have (refer to the Job Description and Person Specification)**

Please complete the online application form in full as shortlisting will be based on the information provided on your application form.

Go to the job advert page and click on “Apply online”. You will be asked to register before you can complete your online form. Tips on applying online can be found at:

<https://www.bracknell-forest.gov.uk/jobs/applying-job/tips-online-applications>

We will be in touch with you via your email address.

You can still access the job details/application pack and view your application form after the closing date by logging into your account. You can also check the status of your application (e.g. whether shortlisting has taken place) in the same way.

## Any problems?

If you have any queries about your application, please contact the recruitment team at [Recruitment@bracknell-forest.gov.uk](mailto:Recruitment@bracknell-forest.gov.uk)

If you experience any technical issues with your application, please contact the Jobsgopublic support team at [support@jobsgopublic.com](mailto:support@jobsgopublic.com) or call 0207 427 8250.

Our preferred method of application is online, but if you are unable to do this, please contact the recruitment team, as above.



An exciting opportunity has arisen for a dynamic and enthusiastic DoLS Referral Officer to work in our fast paced Deprivation of Liberty Safeguards (DOLs) team. Each day is never the same and you will be working with multi agencies to support the most vulnerable individuals in our community. The post holder will receive, log and progress referrals from Hospitals and Care Homes, and at times from other professionals, and will be working within the legal framework of the Mental Capacity Act (2005) and Deprivation of Liberty Safeguards (2009). They will gather relevant information from the referrer; co-ordinating and allocating where required professionals to undertake assessments and to oversee the referral and authorisation process. The post holder will ensure appropriate electronic records are maintained and accurate databases are kept. They will provide information and support to care home and hospitals relating to the requirements needed for the referral. The post holder will work under the guidance and support of the relevant Senior / Manager and inform of any areas of concern or risk within the system. The DOLs team is part of the Adult Social Care team in Bracknell Forest Council.

The ability to work in a busy, fast paced environment, to have excellent communication skills and experience of working with referral systems with varied administrative processes is essential. You will need to be flexible and be able to prioritise and manage your time effectively. Experience of working within adult social care is desirable.

We are a supportive and established team, and offer a good induction programme, regular supervision, and good opportunities for training and development. BFC offer attractive staff benefits. You will be joining a team that is committed to empowering the people we support to live the life they choose. If you would like to have an informal discussion about the role please contact Charles Chisangaurwe, Best Interest Assessor on 01344 351969.

# Job Description

<b>Department:</b> People	<b>Section:</b> Adult Safeguarding Team
<b>Post Number:</b>	<b>Location:</b> Time Square
<b>Job Title:</b> Deprivation of Liberty Safeguards Referral Officer	<b>Grade/Salary</b> BG-H

## JOB PURPOSE

To ensure the statutory responsibilities of the Local Authority (The Supervisory Body) are met in relation to the requirements of the Mental Capacity Act 2005 and Deprivation of Liberty Safeguards (2007).

To receive, log and progress referrals from Hospitals and Care and Nursing Homes where it is believed to be, or likely to be, a Deprivation of a Person's Liberty occurring; thus raising a duty on the Supervisory Body (the Local Authority) to provide assessment, intervention and authorisation to ensure that individual's rights are upheld and promoted within the legal framework of the Mental Capacity Act 2005 and Deprivation of Liberty Safeguards (2007).

To gather relevant information from the referrer and involved agencies to inform decision making within the prescribed timescales. Co-ordinating and allocating where required professionals to undertake required assessments and to 'oversee' the complete DoLS process.

To receive and process information to ensure appropriate electronic social care records are maintained and accurate databases are kept.

To provide guidance and support to providers and referrers relating to the requirements of the Supervisory Body and expected standards of referral.

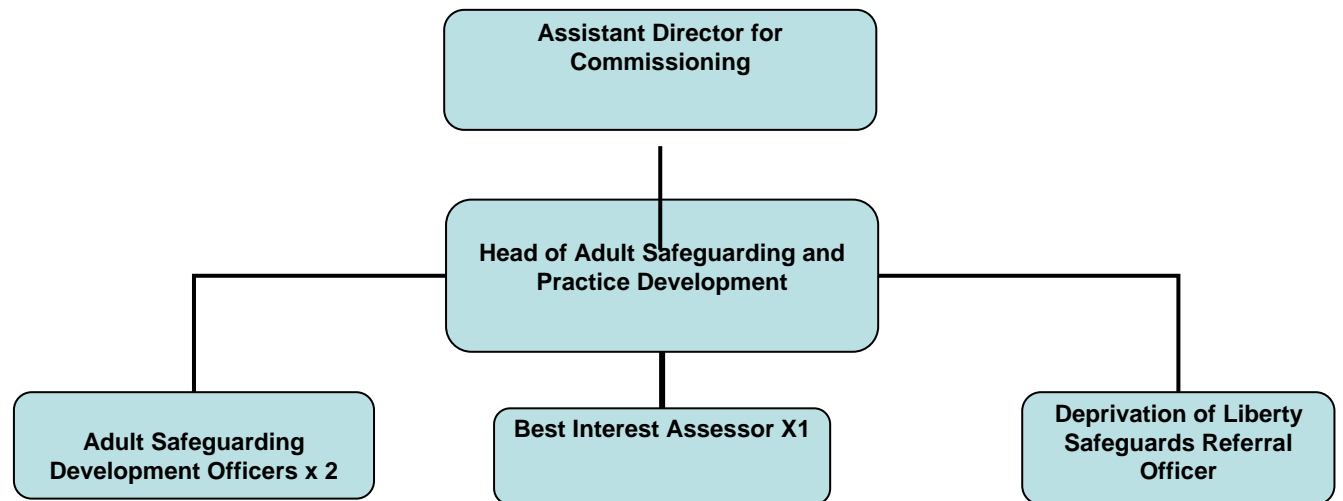
To work under the guidance of the relevant Senior Practitioner and Head of Service and inform them of any areas of concern or risk within the system and contribute to wider developments within the organisation and partner agencies.

To provide an effective, efficient and highly confidential support service to Senior Managers within the Council.

To prioritise the competing demands of the DoLS process, working to statutory timeframes involved and across organisational boundaries.

In addition to this the post holder will provide general administrative support to the Adult Safeguarding Team as required.

## DESIGNATION OF POST AND POSITION WITHIN DEPARTMENTAL STRUCTURE



## MAIN DUTIES AND RESPONSIBILITIES

To act as the first point of contact for Deprivation of Liberty Safeguards In the Adult Social Care Department.

To ensure effective operational systems for the receipt, coordination and support of referrals under Deprivation of Liberty Safeguards.

To ensure the administration process for these referrals is efficient and effective to ensure compliance with legal timescales and best practice standards are met.

To ensure good communication and co-ordination with all external partners, professionals, individuals and family members relating to meeting the requirements under Deprivation of Liberty Safeguards.

To ensure accurate electronic records are maintained for the individual and Quality Assurance purposes of the service and wider council requirements.

To contribute to and promote a better understanding of the changing legal landscape and developments within the Local Authorities responsibilities under Mental Capacity Act and DoLS.

To ensure identification and ownership of individual and system learning and support needs, and to use supervision effectively as a mechanism to achieve this.

To ensure the Head of Service is informed of issues or concerns at the earliest opportunity to enable appropriate strategic response.

To support the Adult Safeguarding team by undertaking a variety of tasks which may include making arrangements for meetings and appointments and, taking minutes.

Such other duties as may from time to time be necessary and compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

#### **SCOPE OF JOB (Budgetary/Resource Control, Impact)**

The post holder will be responsible for providing and overseeing the co-ordination and administration elements of the Deprivation of Liberty Safeguards process. Therefore the post holder is expected to maintain high standards at all times since the service deals with sensitive and complex issues. This is a high profile service within the authority, as it relates to a statutory responsibility of the council.

The post holder will work closely with the Head of Service and the Designated Best Interest Assessor to ensure that the service runs smoothly.

There is no direct budgetary responsibility but there is an expectation for the post holder to be financially aware.

# Person Specification

<b>Job Title:</b> Deprivation of Liberty Safeguards Referral Officer	<b>Section:</b> Adult Safeguarding Team
<b>Department:</b> People	<b>Post Number:</b>

KEY CRITERIA	ESSENTIAL	DESIRABLE
<b>Qualifications and Training</b>	<p>5 GCSE level (A* - C) to include English, or equivalent (or appropriate experience)</p> <p>Experience of customer facing related work.</p>	NVQ in Customer Service or Administration.
<b>Competence Summary (Knowledge, abilities, skills, experience)</b>	<p>Good interpersonal skills with the ability to build rapport with individuals and teams easily and to provide information and advice to the public and/ or customers</p> <p>Excellent verbal and written communication skills with a high attention to detail and an excellent telephone manner.</p> <p>Effective time management, with the ability to prioritize incoming work and to meet deadlines.</p> <p>Ability to work independently as required and to be able to plan and organise own workload, recognising when to seek advice or to escalate concerns.</p> <p>Experience of working within the framework of the Mental Capacity Act 2005 and Deprivation of Liberty Safeguards</p> <p>A sound understanding of the administration process of Deprivation of Liberty Safeguards and legal requirements of the supervisory body</p> <p>Proficient in MS Office i.e. able to use the majority of systems functions without assistance. Utilizes information and communications technology to access and communicate information</p> <p>Ability to create letters, emails, presentations and documents competently.</p> <p>Numeracy – works accurately with figures, e.g calculate %, cross checking data.</p> <p>Attention to detail and accuracy.</p> <p>Displays accurate keyboard skills, rapid data input.</p> <p>Proven ability in capturing, storing and accurately retrieving information to meet service needs.</p> <p>Able to work without supervision using own</p>	Experience of working with people with Adult Social Care needs and their carers.

	<p>initiative.</p> <p>Understanding of and commitment to the requirements of safeguarding adults at risk.</p> <p>.</p>	
<b>Work-related Personal Requirements</b>	<p>Work effectively under pressure in a busy, diverse and demanding work environment.</p> <p>Able to work with confidential and sensitive information and to use tact, diplomacy, and sensitivity whilst doing so.</p> <p>Well-developed listening skills and the ability to assimilate information.</p> <p>Communicates effectively with people at different levels using all access channels.</p> <p>Able to cope with and adapt to changing circumstances and priorities.</p>	<p>Genuine interest in people and a commitment to ensuring that people with Adult Social Care Needs have maximum choice and control over their own life.</p>
<b>Other Work Requirements</b>	<p>Able to work outside normal office hours when required.</p> <p>A satisfactory enhanced Disclosure and Barring Service check.</p> <p>Knowledge of equal opportunities, confidentiality and data protection.</p>	



# About the Department

The following link takes you to more information about our Department:

<https://www.bracknell-forest.gov.uk/council-and-democracy/how-council-works/council-staff-and-departments>

## About Adult Social Care at Bracknell Forest

Bracknell Forest is at the forefront of developing and delivering innovative services to vulnerable members of the community. What drives our highly regarded work is an underlying belief that every person matters, that everyone deserves the highest possible levels of care and support and that people deserve the opportunity to make choices that suit their individual needs. Finally, we recognise that what most vulnerable people need is the chance to live their lives as fully as possible without unnecessary intervention, but instead have access to appropriate support, assistance and rehabilitation.

At Bracknell Forest we believe passionately in our people who provide such vital services to vulnerable members of our community. This is no idle boast we invest heavily in learning and development, we are committed to multi-disciplinary working to help our teams deliver more effectively and feel a greater sense of achievement and recognition for their efforts. We have strong partnerships in place with PCTs and hospitals; we encourage our people to contribute ideas in regular informal and formal settings and we get our team members involved in decision making processes bringing their experience and front-line knowledge to bear influencing those decisions.

## Location

This position is based at Time Square, Market Street, Bracknell, Berkshire, RG12 1JD

## Work Style / Parking

Your work style is "Free", because your job requires you to work away from a desk on a regular basis. Roles which involve working in the field/attending meetings at workbase and other offices and/or working in other locations, eg schools, doctors surgeries and could in part be done at home or another location for a proportion of the working week.

For a 5:3 desk ratio this amounts to 40% away from the desk. The extent, timing and location of remote working will be by agreement with your manager and local working practices. Further details of the workstyles can be found in the Council's Flexible Working Policy.

There is very restricted parking at our town centre offices. If you would like a car parking space when you start your employment with us we will send you an online form to complete. Please note there will be a charge for parking which will depend on your salary and working hours. You will receive further details from the HR department after a conditional offer has been made. To find out more information about parking at Bracknell Forest Council visit <https://www.bracknell-forest.gov.uk/roads-parking-and-transport/parking/bracknell-town-centre-parking>

Alternatively, the bus and train stations are nearby.

# Learning and Development

It is important to us that you feel confident and able to do a good job. We actively encourage all employees to take up the wide variety of learning and development available. We use a formal appraisal process and electronic training needs analyses to identify skills gaps and personal development opportunities.

As well as face to face workshops, we support coaching and mentoring opportunities, secondments, project working and access to a range of e-learning.

# Values and Behaviours

The council shares a set of values that we try to demonstrate in all that we do.

We are **Forward thinking** – we innovate, we plan, we focus on delivery.

We are **Open-minded** – we learn from what we do and are open to new ways of doing things.

We are **Respectful** of others – and treat them as we would wish to be treated ourselves.

We **Work together** as one Council, and we work together with partners and customers.

We are **Adaptable** - we embrace change, and we are flexible.

We are **Resilient** - we bounce back from setbacks and we find a way to carry on.

We are **Determined** – we have a “can do” attitude.

We show that we have these values in what we do, and how we do it.

It's important that we can learn and change; that we can find ways to solve problems; that we do the right things in the most cost-effective way; that we help to make things happen; that we are business-like in understanding risk, change and affordability; that we work well with others in a positive way.

If this sounds like the sort of people you'd like to work with, then we think we would like to work with you!

# Staff Benefits

Please visit <https://www.bracknell-forest.gov.uk/jobs/working-council>

# Terms and Conditions

Our Terms and Conditions are those of the National Joint Council for Local Government Services. The post will be offered as a permanent appointment subject to **1** month's notice on either side.

Offers of appointment are subject to right to work, satisfactory references, medical clearance and if applicable to the post, a Disclosure & Barring Service check. All employees will also be required to undertake a probationary period of 6 months. Appointment onto the permanent staff will be subject to the successful completion of this probationary period.

# Salary

The salary will be within the local Bracknell Grade BG-H. The grade range is £22,911 - £27,905; the starting salary offered will depend on your experience.

Your salary will go up by one point in the grade each year until you reach the top of the grade.

There is also a local weighting of £609 per annum

## Car Allowance

This post carries a Casual Car User Allowance. Business miles are claimed at 45p per mile for the first 8,500 miles and 25p per mile thereafter.

## Working Hours

Although your normal working week will be 37 hours, we understand the importance of a healthy work and lifestyle balance for our staff. Our flexible working scheme will give you some flexibility in your working day.

Whether you have an appointment, are waiting for a delivery at home or wanting to go to your son or daughter's sports day – there are always occasions that arise that you don't want to miss and just wish you could come into work late/ early. Using the flexitime system, you can take time off without using your annual leave.

Naturally we always need to maintain adequate cover – so you'll need to check the situation with your manager.

## Holidays

The annual holiday entitlement is 23 days plus bank holidays.

Annual holiday entitlement increases with length of service (4 extra days after 3 years continuous Local Government service).

To give you extra flexibility, you have the option of buying, selling or banking annual leave. By arrangement with your manager, you can buy or bank up to 10 days or sell up to 5 days (subject to making sure your leave days do not fall below 20 days per year). Pro rata for part time staff.

## Pension

Bracknell Forest Council operates the Local Government Pension Scheme, which is a Career Average Re-evaluated Earnings (CARE) scheme, open to everyone up to the age of 75. Contributions depend on salary level, for example, a salary of £21,001 to £34,000pa contributes at 6.5%.

# More about applying

## References

On your application form you will be asked to provide the names and addresses of two people who will provide a reference. At least one should be from your current/most recent employer. If you are not currently working with vulnerable adults but have done so in the past it is important that a reference is obtained from the employer by whom you were most recently employed working with vulnerable adults.

Employment references must be provided by your current or most recent line manager and **will not** be accepted from relatives or people writing solely in the capacity of friends. However, your referees may include someone you know with standing in the community i.e. a teacher, vicar etc

## Working in the UK

You must be entitled to work in the UK before you can start work with us. If you have any doubt of your ability to work in the UK visit: <http://www.ukba.homeoffice.gov.uk/visas-immigration/working/>

## Positive about people with a Disability



We are a Disability Symbol User and as such have made a commitment to guarantee an interview to all applicants with a disability who meet the essential criteria of the person specification.

To help us with our commitment to this guarantee, please indicate if you have a disability on your application form.

## Equal Opportunities

We are an equal opportunities employer and are committed to providing equality of opportunity to all. Our aim is to treat all employees and prospective employees with integrity, respect and consideration.

We aim to ensure that individuals are recruited, selected, trained and promoted on the basis of ability, job requirements, skills, aptitudes and other objective criteria. In this respect we will ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, nationality, ethnic or national origin, sex, sexual orientation, religion or belief, age, marital status or disability, or is disadvantaged by conditions or requirements which are not covered by legislation or existing codes of practice.

## Medical Questionnaire

You may be asked about your physical ability to perform the job during interview. As a condition of the Offer of Employment, the successful applicant will be asked to complete an Occupational Health questionnaire from which our Occupational Health Advisor will assess your medical suitability to do the job. You may be required to attend a medical examination.

## Working with Children and Adults at Risk

Bracknell Forest Council is committed to safeguarding and promoting the welfare of children and young people/adults at risk and expects all employees, workers and volunteers to share this commitment. We will ensure that all our recruitment and selection practices reflect this commitment.

This position requires an Enhanced DBS check (formerly known as a CRB disclosure) because it involves contact with (or access to data concerning) children/young people/

adults at risk. On your application form, you will need to tell us about any spent convictions, cautions, reprimands or warnings which may later appear on your DBS Certificate.

To find out more about the application process for working with children, young people and adults at risk visit <https://www.bracknell-forest.gov.uk/applying-job/applications-work-children-young-people-or-adults-risk>

The Local Safeguarding Children's Board (LSCB) has responsibility for working together to oversee the safety and well-being of children and young people in Bracknell Forest. Find out more about the LSCB at <https://www.bracknell-forest.gov.uk/health-and-social-care/keeping-adults-and-children-safe/protecting-children/safeguarding-children-board>

## What Happens Next To Your Application?

To find out more about the recruitment process please visit <https://www.bracknell-forest.gov.uk/jobs/applying-job/recruitment-process>