



Role Profile

Job Title: Mental Capacity Act and Deprivation of Liberty Safeguards Support Officer	Grade/ Level: L	Post Number: AO3262
Directorate: Adult Care	Job Family: Social Care	Date Prepared: 5 th February 2009. Reviewed November 2014 and February 2020

Role reports to the Mental Capacity Act/Deprivation of Liberty Safeguards Team Manager

Working alongside current permanent Support Officer staff:

- 2 x WTE and 1 x 15 hour per week post holders in Adult Social Care

Job Purpose:

- To be responsible for the administration and co-ordination of the processes and statutory systems for the delivery of Swindon Borough Council duties in relation to the Mental Capacity Act and their role as Supervisory Body as required by the Mental Capacity Act 2005 and Deprivation of Liberty Safeguards Code of Practice 2008
- To assist in the provision of an efficient and responsive first line service to Swindon's Managing Authorities, staff of Supervisory Bodies, Independent Mental Capacity Advocates, Relevant Persons' Representatives and service users and/or their representatives and families

Key Accountabilities:

1. To receive, review and record written requests for authorisations under the Deprivation of Liberty Safeguards within the standard timescale and refer them to the team.
2. To assist the team in:
 - Triage of referrals
 - Organising assessments
 - Issuing standard authorisations
 - Appointing Independent Mental Capacity Advocates and Relevant Persons' Representatives
 - Undertaking monitoring of conditions
 - Organising reviews and re-assessments

3. To administer and process standard forms in relation to the Deprivation of Liberty Safeguards
4. To prepare and distribute routine correspondence and prepare draft documents for complex correspondence, where necessary
5. To timetable and if required progress chase all pending assessments, authorisations and reviews with relevant officers to ensure compliance with all statutory timescales prescribed by the Deprivation of Liberty Safeguards Code of Practice and the local protocol
6. To record and maintain all related information on a databases and electronic records systems, ensuring all records are up-to-date. To ensure that all information about individuals related to requests and authorisations under the Deprivation of Liberty Safeguards is handled and stored confidentially and securely in accordance with local requirements, the Data Protection Act 1998 and General Data Protection Regulation 2016 and shared in line with the agreed information sharing protocol.
7. To assist in the processing and monitoring of any requests to access service user information in regard to individual requests, authorisations and reviews under the Deprivation of Liberty Safeguards to ensure compliance with the Data Protection Act, General Data Protection Regulations and other relevant local and national policies.
8. To maintain data quality on the relevant databases by correcting errors, identifying any necessary amendments to the system and undertaking system administration functions as necessary.
9. To develop an effective working relationship within the team, Swindon Borough Council, service users and/or their representatives, Managing Authorities, Clinical Commissioning Groups and other staff in relation to the Deprivation of Liberty Safeguards Service
10. To be responsible for assisting in producing statistical reports from the database on a regular and ad-hoc basis and circulating these to managers and senior management team within Swindon Borough Council, as instructed, and to assist in the development of their Mental Capacity Act compliance monitoring systems and procedures.
11. To provide support and information to Swindon Borough Council staff, service users and/or their representatives and Managing Authorities about the Mental Capacity Act and Deprivation of Liberty Safeguards. To respond to queries and where necessary assess and prioritise urgency and pass on as appropriate.
12. To follow sensitively relevant protocols in relation to any complaints made in relation to Deprivation of Liberty Safeguards requests

Supplementary Accountabilities:

1. To process relevant invoices in line with local protocols/procedures
2. To take and distribute minutes of relevant Mental Capacity Act meetings and other meetings as required

3. To undertake general office duties in relation to supporting the Mental Capacity Act/Deprivation of Liberty Safeguards Team Manager in meeting the duties of Swindon Borough Council in relation to the Mental Capacity Act and the Deprivation of Liberty Safeguards Service

4. To participate in team meetings, supervision and training events as required.

Job Scope:

No management of work of others

Typical tasks supervised/allocated to others:

None

Job Scope:

Budget: None

Assets:

Knowledge and Experience:

- Good general level of education
- Previous experience in an administrative post necessary
- Previous experience in a post involving health or social care administration preferable

Decision Making:

- To respond to queries and where necessary assess and prioritise urgency and pass on as appropriate.
- Post holder may be required to timetable and progress chase all pending assessments

Contacts and Relationships:

- Work will come from Mental Capacity Act/Deprivation of Liberty Safeguards Team Manager and from referrals from care homes and hospitals in Swindon or beyond where Swindon holds responsibility for the individual.
- Post holder will respond to written/email and telephone enquiries and referrals from Swindon Borough Council, staff across the statutory, voluntary and private health and social care community, other statutory agencies and the general public
- Post holder will coordinate assessments involving Best Interest Assessors, Mental Health Assessors, Independent Mental Capacity Advocates, Relevant Persons' Representatives, care providers and users of services and/or their representatives

Creativity and Innovation:

- Post holder will be required to administer and process standard forms in relation to Deprivation of Liberty Safeguards and use good planning and monitoring skills to ensure legal timescales are maintained

Emotional Demands of the job:

- Post holder will work with confidential information of a sensitive and potentially distressing nature
- Post holder will be responding to work which will involve users of services who experience consequences of serious health conditions e.g. significant dementia, serious acquired brain injury, significant learning disability or those experiencing end of life care
- Post holder may be responding to communication from users of services and/or their representatives in situations of distress or dispute.

Job Specific Competencies

- Ability to communicate appropriately and effectively by telephone and in writing
- Ability to give clear information on processes involved in Deprivation of Liberty Safeguards policy and procedures
- Ability to use a variety of word processing and IT data management packages, email, diary and planning systems, power point and other spreadsheets
- Ability to understand confidentiality, duties and responsibilities involved in implementation of statutory procedures

Features of the role:

- Office based environment
- Post holder may be responding to telephone communications that may be disturbing or distressing in situations which may involve distress or dispute.

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, "is what I am doing in the best interests of Swindon and its people,"?

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

Employee Signature:

Print Name:

Date

Line Manager's Signature

Print Name:

Date: