

Job Profile Information: Deprivation of Liberty Business Support Officer

This supplementary information for *Deprivation of Liberty Business Support Officer* for Job Level 3 Zone 1

Camden Way Category 3

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

- To provide a professional, proactive, customer focussed business administration service to the Deprivation of Liberty Safeguards Service which is a specialist service located within Camden's Assessment and Care Management Service and operates to the following principles:
- The customer sets the nominal value
- We will only do the value work
- We work and learn as one (as a team)
- We build in learning
- We design against demand enabling services to meet their statutory and legal obligations to customers and Camden Plan objectives.

Example outcomes or objectives that this role will deliver:

- To be the first point of contact for customers/colleagues contacting the service, handling calls and responding appropriately.
- To provide administrative assistance to the MCA/DOLS coordinator in the following:
- Processing and monitoring the progress of applications to the service in order to ensure that statutory timescales and duties are adhered to.
- Organising assessments and reviews Issuing of authorisations Appointing and allocation to Assessors, Independent Mental Capacity Advocates; Relevant Persons representatives and Interpreters.
- Planning and Co-ordination of training for relevant professionals Completion and preparation of statutory forms.
- To provide advice to Care Homes and Hospitals on the administrative process of submitting applications.
- To develop and maintain a tracking system for the Applications for the purposes of monitoring legal timescales and the production of statistical reports for the MCA/DoLs coordinator.
- To collate and provide statistical information to the MCA/DOLs coordinator required for local and national requirements.

- To maintain lists of suitable Assessors, Independent Mental Capacity Advocates and Representatives under the Deprivation of Liberty Safeguards.
- To set up organise meetings and events for the service, arranging venues, attendance, refreshments as required ensuring equity accessibility issues are always taken into consideration. To Act as minute taker as required.
- To provide administrative and business support for the day to day financial management control of the service, including complex financial processes such as raising invoices, preparing journal transfers and service level agreements payments to funded services and providers across HASC and partner agencies
- To provide effective support to the meet the various needs of the service; by developing and implementing business support systems; improve existing, systems, provide, advice, training and assistance to colleagues within the Division on the use of such systems.
- To ensure the service has the necessary office equipment and tools to carry out their functions and that the office accommodation and equipment are well maintained placing orders on e-buy and arranging delivery of goods when necessary.
- To assist in processing and monitoring of any requests to access service user information under the Deprivation of Liberty Safeguards in compliance with the Data Protection Act and Freedom of Information Act.
- To undertake any other duties or responsibilities as required by the MCA/DOLS Coordinator.

People Management Responsibilities:

N/A

Relationships;

- The post holder will be required to liaise with various teams and services across the organisation.
- Mental Health Colleagues
- Head of Service
- Senior Service Managers
- Service Managers
- Team managers
- Social Workers
- Advocates

- Best Interest Assessors
- Doctors / Hospitals

Work Environment:

- The post holder will be mainly office based with frequent contact with the public and internal and external colleagues including fact to face contact.
- The Post Holder will report to the MCA/DOLS Co-ordinator.
- Work Priorities will be determined by the MCA/DOLS co-ordinator, however posts holders will be required to have a high level of initiative in order have to manage their own workload effectively whilst working collaboratively with other colleagues as appropriate.
- This post demands a high level of flexibility and adaptability in order to respond to legislative and organisational changes.

Technical Knowledge and Experience:

- Experience of having worked in a fast faced, customer focused environment.
- Excellent knowledge and application of IT systems and software packages.
- Ability to work with minimum supervision, using problem solving skills and initiative to provide a customer focussed support service.
- Excellent levels of literacy and numeracy.
- Ability to work flexibly, balancing competing priorities and meeting deadlines whilst understanding the needs, timescales and deadlines of others
- Ability to deal diplomatically and confidentially with a wider range of stakeholders internally and externally
- Ability to identify improvements to processes and systems and to share the recommendations with the wider team.

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

Chart Structure