

Job Description

Job Title: Deprivation of Liberty Team Coordinator

Job number

Grade NJC Pay Scale Grades 5/6

Responsible for providing specialised support to the DoLS function, ensuring day to day activities are undertaken with the Service

Build relationships between the DoLS service/team and operational teams

Gathers and analyses information and makes recommendations for service improvement

Embeds the use of IT systems in the workplace

Main accountabilities

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

Main accountabilities	
1.	<p>BUSINESS CO-ORDINATION</p> <ul style="list-style-type: none"> • Manage the day to day DoLS support activity directly with the service • Work with peers to provide flexible cover arrangements when required • Support the development and implementation of DoLS/LPS processes to achieve a quality and consistent service. • Identify and share best practice • Support changes that impact the DoLS service and provide advice to service/team managers and their teams. • Represent the team at meetings, events and working groups
2.	<p>LEADERSHIP & WORKFORCE DEVELOPMENT –</p> <ul style="list-style-type: none"> • Impart knowledge and expertise through mentoring and coaching • Contribute to and support the delivery of DoLS training • Report on the success of DoLS activities to teams and wider
3.	<p>MANAGEMENT INFORMATION –</p> <ul style="list-style-type: none"> • Support the DoLS Team and the Safeguarding Service in relation to required support activities • Support service/ team work activity, initiatives and events ensuring active participation • Gather and analyse data as requested by the service • Advise team/service on emerging and relevant issues relating to the business highlighting areas of concern • Provide support to managers with self-service systems
4.	<p>COMMUNICATION</p> <ul style="list-style-type: none"> • Communicate messages clearly and appropriately and provide updates on emerging issues • Represent the Service at meetings with both internal and external stakeholders • Engage and work with key partners such as CPFT, LGSS and PCC as appropriate

5.	CUSTOMER SERVICE <ul style="list-style-type: none"> Promote excellent customer service across the team Proactivity deal, provide solutions and signpost incoming communication by liaising with staff, families and professionals to provide information, advice or support, as directed by the service.
6.	GENERAL <ul style="list-style-type: none"> Support audits, inspections, reviews and new operating systems as and when required Advise and inform others on matters relating to own job or section or directorate Work across the directorate as required. Ability to travel.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/Desirable
GCSE or equivalent standard	General Education to GCSE standard with an A-C grade in English & Maths or equivalent standard.	E
IT Qualified	CLAIT/IBT2/RSA/ECDL or equivalent standard.	E
NVQ/or other qualification	Business Administration equivalent standard or health/social care?	D
NVQ4/ILM	Management qualification or equivalent	D

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/Desirable
Knowledge		
Demonstrable experience of working in a business support environment.		E
Detailed knowledge and understanding of any relevant legislation appropriate to key area of service expertise	Knowledge and understanding of GDPR, Data Protection and Freedom of Information Act & other appropriate service legislation. Detailed understanding of Social Care – particularly in relation to Mental Health. The wider act as Essential and MCA as Desirable,	E
Knowledge of effective communication principles	Communication methods to different audiences	E

Understanding of customer care principles	Demonstrable track record of dealing with the public in a positive and sensitive way	E
Principles of project management	Basic understanding of how to manage projects effectively and roles and responsibilities required.	D
Knowledge of Cambridgeshire County Council policies and procedures		D
Skills		
Good IT skills	Excellent IT skills, sufficient for accurate data inputting, effective record management, producing letters and other documents, and providing statistical information	E
Good interpersonal, listening and communication skills	Proven skill in providing a sensitive and personalised service to clients and to maintain good working relationships with others teams and partners.	E
Interpret and explain complex issues	Able to communicate clearly and concisely to a variety of audiences	E
Excellent organisational and administrative skills	Able to plan and organise in the most effective way, managing own priorities and leading others.	E
Ensures targets and deadlines are met	Prioritises to meet deadlines, whilst maintaining quality and performance standards	E
Influencing skills	Ability to influence others	E
Numeracy	Able to work accurately with financial and numerical information.	E
Resilience	Ability to work in a challenging and demanding environment	E
Positive approach to change	Able to approach change positively and lead others to do so	E
Decision making	Ability to make decisions and provide advice to managers regarding decisions required	E
Committed to ongoing personal and role development	Can evidence personal development	D
Experience	Give an idea of the type and level of experience required do not specify years of experience.	

Experience of working in Adult Social Care environment and working with the mental Capacity Act/ DoLS	Proven experience of working in Adult Social Care and knowledge of the Mental Capacity Act and DoLS.	E
Experience of working with financial systems and records and providing guidance to others.	Experience of working with finance systems and keeping accurate financial records – check**	E
Experience of managing and leading a team of staff	Proven experience in providing quality Supervision/Appraisals and the ability to lead, coach and mentor a team of staff to ensure service objectives are delivered Ability to identify Learning and Development needs and opportunities within the team.	D
Experience of project working	Experience of working on projects either on a formal or informal basis	D
Experience of leading change	Demonstrable experience of leading change positively and influencing others	D
Experience of stakeholder working	Experience in working across services and/or with external services	D
Experience of working in the local authority sector		D

Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced ✓	Enhanced with barred list checks

Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible)	Fixed	Flexible ✓	Field	Home
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