



Job Description

Job Title	DoLS Co-ordinator
Directorate	Adult Services and Health
Service Area	DoLS Team
Grade	5
Competency Level	1
Salary	£26,845 - £31,099
Job Type	Hybrid
Location	Cunard/Citywide
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	N/A

Job Purpose

To co-ordinate and process DoLS applications made to Liverpool City Council

Directly Responsible For:

N/A

Directly Responsible To:

Team Leader



Main Areas of Responsibility:

- To be responsible for the day-to-day management of the processing of requests for Deprivation of Liberty authorisations (Mental Capacity Act 2005/DoLS)
- To be the first point of contact for telephone callers; providing general advice and/or information on matters relating to the DoLS process
- To be responsible for the receipt, scrutiny, recording and processing of requests for authorisation under the DoLS
- To assess the quality of all information received into the MCA/DoLS service from Managing Authorities and assessors and be confident in challenging staff across multi-organisational boundaries in order to attain the desired standard
- Interrogation of Liquid Logic for verification of information regarding requests for authorisation
- To be responsible for the appointment of Best Interest Assessors (BIA) and Mental Health Assessors (MHA), Independent Mental Capacity Advocates (IMCA), Paid Representatives under DoLS
- To be responsible for overseeing the notification of all decisions under the DoLS process. This includes letters re outcome of assessments, reviews, appointment of representatives, monitoring of conditions and termination of authorisations
- To be responsible for the recording and monitoring of conditions placed on standard authorisations
- To be responsible for the monitoring of the relevant persons representatives to ensure they are carrying out their duties
- Ongoing development, maintenance and review of all of the administrative systems (manual and electronic) necessary to underpin the record keeping, monitoring and reporting of the Deprivation of Liberty Safeguards (DoLS)



- To work closely with the Team Manager around initiatives to develop and implement quality assurance mechanisms to ensure data is accurate and of high quality
- To monitor, review, evaluate and develop procedures for the DoLS administrative process in compliance with legislative and policy guidelines and to implement changes of policy or practice affecting the delivery of service
- Arrange relevant training for Best interest Assessors and refresher training and forums for all assessors
- Responsible for ordering of goods and supplies through SAP when requested
- Responsible for updating financial spreadsheets, raising period orders, limit orders and processing payments for BIA and Mental health assessors
- Arrange interpreters, IMCA and other advocates as required
- To assist with planning, developing and implementing information and data collection, recording systems and analysis mechanisms in relation to MCA/DoLS
- To provide information to partnership organisations in response to requests for information from supervisory body
- To address and seek to resolve any practice and/or conduct issues arising out of service user complaints.
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To undertake other duties as commensurate with grade

Supervision and Management Responsibility:

- N/A



Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact.

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities.

Physical Demands of the Job:

N/A

Corporate Responsibility:

- Contribute to the delivery of the Council Plan.
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement.
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance.
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan.



Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level 1.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.



Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Qualifications equivalent to NVQ Level 3 (A)
- Evidence of continuous professional development (AI)

Desirable

NIL

Experience

Essential

- Experience in quality assuring referrals to ensure that information provided is accurate and relevant (AI)
- Proven experience of communicating with providers, service users and carers (AI)
- Experience of providing feedback to professionals where completed documents do not meet the required standards (AI)
- Experience of complex negotiations and resolving potentially contentious situations (AI)
- Experience of working with IT systems - word, excel etc. (AI)



Desirable

- Experience of inter-agency working and ability to develop partnerships
- Experience of using both qualitative and quantitative techniques to provide reports to senior managers

Skills/Abilities

Essential

- Work positively and flexibly within a team environment, developing and implementing proposals for change (AI)
- Willingness to work flexibly within a changing environment, managing conflicts, pressures and priorities (AI)

Desirable

- Self-motivated and proactive in managing own workload, functioning effectively under pressure to deliver agreed pieces of work to a high standard and agreed time scales
- Innovative, solution driven to solving problems and conflict resolution
- Interpret, analyse and organise complex information and present coherently in written and verbal form to inform commissioning and planning activities
- Ability to develop and promote partnership working with key stakeholders and partners
- Well developed IT skills

Commitment

Essential

- N/A



Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- A commitment to upholding the principles of equality and diversity. Challenges discriminatory and other unacceptable behaviour immediately and in a non-confrontational way
- A commitment to professional development, and participation in professional and personal development activities as set out in the Service training plan

Other

Essential

- N/A

Desirable

- N/A