

GLPC Job Description

Job Title	Team Manager (Deprivation of Liberty Safeguards Service)		
Location	County wide		
Reporting to (job title)	Deprivation of Liberty Safeguards Service Manager		
Service/Section/School	People – Adult Social Care Operations		
Effective date	September 2017		
Evaluated Grade	H	Job Number	G.2246

Job Purpose:

Manage staff, resources, and relationships with key agencies to ensure the timely and effective assessments of applications made under the Deprivation of Liberty Safeguards. To represent the Supervisory Body (Devon County Council), in matters concerning the Deprivation of Liberty Safeguards, to ensure that the Supervisory Body meets all its legal obligations and to minimise any financial or reputational liabilities. To work in partnership with Managing Authorities to ensure that all necessary applications are made for Adults who fall within the remit of the Deprivation of Liberty Safeguards. To work with Statutory and Voluntary Agencies to ensure the human rights of Service Users are respected and upheld.

Ensure teams and individuals:

- Understand and apply legislation and national policy requirements, with particular reference to the Deprivation of Liberty Safeguards.

Understand and apply Devon County Council (and where appropriate partner agency) policies;

- work within agreed procedures;
- develop and maintain effective working relationships;
- meet required performance expectations;
- deliver a service to the public that meets required quality standards and which optimises the opportunity for people to lead and manage their support.

This role requires the ability to fulfil all spoken aspects of the role with confidence and fluency in English.

Main duties and responsibilities:

1. Line manage designated staff within relevant agency policies including managing absence; performance; and leave.
2. Provide supervision, learning and development, and performance appraisal in accordance with policy, and ensure that professionally registered staff have access to supervision by an appropriately qualified and registered professional.
3. Monitor individual performance in respect of workflow requirements, and quality and outcomes from assessment and support planning; evaluate performance with the individuals and the team, informing planned development activity and reviewing evidence of continuous improvement.
4. Prioritise applications for Authorisations under the Deprivation of Liberty Safeguards, ensuring there is a consistent approach to the allocation of assessments in line with ADASS guidelines

Managing resources:

1. Manage the deployment of staff to meet service requirements.
2. Manage access to, and interface with, other professionals and teams, and partner agencies, in the context of integrated health and social care provision, and with voluntary and community sector as required, to support effective service delivery through communication, collaboration, and joint working.
3. Ensure effective local operation of budget monitoring and control;
4. Authorise funding for support arrangements within scheme of delegation, ensuring the best value is achieved; and DCC policy and contracting arrangements are applied.
5. Ensure that opportunities are available to support development of the wider and future workforce, including offering placement and other learning opportunities.
6. Retrieve, analyse and appraise data for monitoring of activity and performance to support the team to meet key targets and deliver service improvements.

Managing practice and risk:

1. Ensure statutory requirements and guidance; national directives; and DCC policy and guidance including procedures and protocols for safeguarding adults and children are met and applied in all areas of team/individual activity;
2. Manage the flow of work to ensure timely assessment and review, minimising the financial and reputational risks to Devon County Council.
3. Ensure involvement of service users, carers, and families in assessments with the aim of minimising any deprivation of liberty and making sure that where restrictions are in place they are kept to a minimum.
4. Monitor risk to timely, safe, and effective service delivery, alerting more senior managers to risk and issues as these arise or increase;
5. Provide expert professional, technical and practice advice to staff encompassing guidance about the requirements of policy and legislation (including Care Act, Mental Health Act, The Deprivation of Liberty Safeguards and The Mental Capacity Act).
6. Ensure accurate and timely record keeping by all staff in line with Data Protection Act and Caldicott principles.
7. Lead, co-ordinate, and manage arrangements to resolve situations of high complexity and risk, including situations where legal remedy or safeguarding investigation may be required.
8. Seek and provide appropriate expert advice as required.
9. Review the quality of practice against required standards, providing feedback and supporting and monitoring improvement where required.
- 10 Lead on and maintain service improvement in line with strategic direction.
- 11 Implement DCC customer service standards, and ensure that these are applied by all team members; respond as required to representations and complaints

Managing self:

1. Maintain up-to-date knowledge and skills relevant to the role; including ensuring attendance at mandatory training.
2. Positively represent DCC in contact with people, colleagues, and other agencies to promote the principles of the Mental Capacity Act.
3. Undertake any tasks determined relevant to the role of team manager, identifying and undertaking personal development as required.

This document outlines the duties for the time being to indicate the level of responsibility. It is not a comprehensive or exclusive list and the duties may be varied from time to time which do not change the general character to the job or the level of responsibility entailed.

Person specification:

Attribute	Essential	Desirable	Method of Assessment
Management of people	<ul style="list-style-type: none"> ○ Ability to manage people, finance and information. ○ Awareness and experience of supervising and developing staff, using both formal and informal processes. ○ Ability to advise and support staff managing complex cases 		○
Experience	<ul style="list-style-type: none"> ○ Experience of managing complex cases, using legislation and policy. ○ Significant experience as a practitioner in social care or a closely related area of work. ○ Experience of supervising and developing staff. ○ Experience of working in partnership with other agencies. ○ Experience of managing within resource/financial constraint. 	○	○
Practical Skills	<ul style="list-style-type: none"> ○ Ability to retrieve, analyse and appraise information in a variety of formats. ○ Chairing & recording meetings. ○ Prioritising demands in relation to individual need and available resources. ○ Time management skills. 	○	○
Communication	<ul style="list-style-type: none"> ○ Ability to communicate with people who may be seeking to access support. ○ Ability to seek, access and consider the views of others and provide appropriate responses in line with organisational policy and directives. ○ Ability to communicate in difficult and charged situations. ○ Ability to communicate clearly in person, over the telephone, and in writing. 	○	○
Personal Qualities	<ul style="list-style-type: none"> ○ Ability to uphold the confidence of a diverse range including staff; managers; people seeking to access support and their families; the public and representative groups; and partner agencies. ○ Ability to work under pressure, prioritising and managing competing demands. ○ Ability to initiate change, and to support individuals and groups through periods of change. 	○	○
Strategic Thinking	<ul style="list-style-type: none"> ○ Ability to apply information to analysis of local need and service requirements. ○ Ability to develop local/team plans to meet requirements. 	○	○

	<ul style="list-style-type: none"> Knowledge and understanding of, and ability to apply, relevant national policy and strategy. 		
Technology / IT Skills	<ul style="list-style-type: none"> Ability to use Information Technology systems including Microsoft Office. Familiarity with, and ability to use, electronic case recording systems. 	◦	◦
Education and Training	<ul style="list-style-type: none"> Professional qualification in Social Work, occupational therapy or nursing as relevant to the requirements of the role. Qualified Best Interests Assessor 	◦	◦
Professional Registration	Professional registration as Social Worker, Occupational Therapist, or Nurse, as relevant to the requirements of the role.		Certificate/Registration
Equal Opportunities	Devon County Council and its staff seek to eliminate discrimination, advance equality and foster good relations.		Demonstrate knowledge at Interview
Physical	Able to carry out the duties of the post with reasonable adjustments where necessary		OH1
Other relevant factors	Commit and conform to DCC Customer Service Standards		

