 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION	
Directorate: Adults & Health		Service Area: Assessment & Support Planning – Mental Capacity Act Deprivation of Liberty Safeguards (MCA DoLS)	
JOB TITLE: Apprentice: DoLS Support Officer			
GRADE: National Minimum Wage for Age			
REPORTING TO: Development Officer – MCA DoLS			
APPRENTICESHIP QUALIFICATION: Business Administrator – Level 3			
Duration: Fixed Term up to 18 Months			
1.	JOB SUMMARY: To provide administrative support in the Deprivation of Liberty Safeguards (DoLS) Administration team including processing requests for authorisation of Deprivation of Liberty in care homes and hospitals. To support the ongoing monitoring of DoLS authorisations and ensure that those in the DoLS process are provided with the relevant information in a timely manner. To work towards completion of the above Apprenticeship Qualification whilst gaining relevant on the job work experience.		
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS		
	1.	To assist in the administration of the Deprivation of Liberty Safeguards (DoLS) by processing requests for authorisation, allocating assessments to assessors and co-ordinating documentation to ensure the Council’s statutory timescales and responsibilities are met	
	2.	To ensure that documentation is processed within the necessary timescales	
	3.	To process requests for information relating to DoLS authorisations, including monitoring reports to be completed by care settings, for example.	
	4.	To action the ongoing required tasks for DoLS authorisations, ensuring that all necessary parties are kept informed.	
	5.	To ensure that information is shared securely, and in line with General Data Protection Regulations (GDPR).	
	6	To accurately maintain records on the Access Database and any other recording systems.	
	7	To be a friendly and professional point of contact for the team, ensuring the appropriate distribution of correspondence / messages.	
	8	To process referrals for Mental Health Act assessments as necessary	

	9	To provide the administrative support for the incoming Liberty Protection Safeguards, as agreed, and to contribute to the development of processes within the new framework	
	10	To respond to queries as necessary	
3. GENERAL <p>Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.</p> <p>Workforce Culture, supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.</p> <p>Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development</p> <p>Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.</p> <p>Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.</p> <p>Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.</p> <p>Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.</p>			
		Name:	Signature:
		Date	
Job Description written by:	(Manager)	Natalie Shaw	13.05.22
Job Description agreed by:	(Post holder)


PERSON SPECIFICATION

Job Title/Grade	Apprentice DoLS Support Officer	National Minimum Wage for Age
Directorate / Service Area	Adults & Health	Assessment & Support Planning – MCA DoLS

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<p>Level 2 English Language & Maths qualifications - GCSE at Grade C / 4 or above or equivalent Level 2 Functional Skills</p> <p>Minimum 5 GCSEs Grade C/4 or above or equivalent Level 2 qualifications (must include English & Maths)</p> <p>PLEASE NOTE: You must not hold a Level 3 Business Administration qualification</p>		Application form
Experience	<p>Working as part of a team (this could be in a sporting, educational, work or social setting) as well as demonstrating use of own initiative</p> <p>Customer Service Experience</p>		Application / Interview
Knowledge & Skills	<p>IT Skills including ability to use Microsoft Office e.g. Word and Excel.</p> <p>Communication skills - listening, spoken and written.</p>	<p>Experience of working with Microsoft Access databases</p> <p>Awareness of the MCA DoLS</p>	Application/Interview

	<p>Be articulate and able to communicate with a wide range of people</p> <p>Ability to organise own workload and work to deadlines</p> <p>Work effectively under pressure.</p> <p>Have the ability to understand and follow written working procedures.</p> <p>Ability to solve problems logically.</p> <p>Have the ability to understand and apply regulations and written instructions.</p> <p>Attention to detail</p>		
Specific behaviours relevant to the post	<p>Demonstrate the Council's Behaviours which underpin the Culture Statement.</p> <p>Committed to own personal development</p> <p>High personal standards of self-discipline</p> <p>Highly motivated, energetic, not easily discouraged</p> <p>Committed to providing a customer-focussed service</p>		Application / Interview
Other requirements	<p>Subject to an enhanced DBS check</p> <p>Ability to or willingness to work towards independent travel around Borough</p>		

Person Specification dated May 2023

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
Directorate: Adults & Health	Service Area: Assessment & Support Planning
JOB TITLE: Apprentice DoLS Support Officer	
GRADE: National Minimum Wage for Age	
REPORTING TO: Development Officer – MCA DoLS	

The following are the known risks for this role as identified through a Risk Assessment. More than one risk may apply. Where there are no known risks this will be indicated.

Known Risks - which require Baseline Health Surveillance Screening before or at start of employment and ongoing health surveillance with Occupational Health		
Known Risk	Yes	No
Noise: Employee Is likely to be regularly exposed to noise above the exposure action level. (Daily or weekly exposure of 85dB)		N
Vibration: Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s ² A(8) 9		N
Respiratory: Employee will be exposed to Hazardous Substances such as machine generated wood dust, mineral dust, solder flux, glues, resins, cutting oils, latex. (Those working with respiratory/skin irritants or sensitizers as defined by COSHH)		N

Known Risks which require a Medical Assessment with Occupational Health prior to starting employment and ongoing assessment during employment.		
Known Risk	Yes	No
HGV/LGV/Fork Lift Truck/Passenger Carrying Vehicle/Minibus (Group 2) Licence Drivers: Employee will be required to drive an HGV/LGV/FLT/PCV/Minibus.		N
Asbestos: Employee likely to be exposed to asbestos. Work with asbestos' includes: <ul style="list-style-type: none"> ○ Work which removes, repairs, or disturbs asbestos ○ Ancillary work (work associated with the main work of repair, including maintenance work on equipment) ○ Supervisory Work (work involving direct supervision over those removing, repairing, or disturbing asbestos) 		N

Known Risk	Yes	No
Lead: Employee likely to be exposed to lead or lead based products (handling, processing, repairing, maintenance, storage, disposal) The lead must also be in a form in which it is likely to be: <ul style="list-style-type: none"> ○ Inhaled, e.g., lead dust, fume or vapour. ○ Ingested, e.g., lead powder, dust, paint or paste; or ○ Absorbed through the skin, e.g., lead alkyls or lead naphthenate. The regulations do not apply to work with materials or substances containing lead where, because of the nature of the work, lead cannot be inhaled, ingested, or absorbed.		N
Confined Spaces - Safety Critical: Employee will be required to work in a confined space where specialist equipment or breathing apparatus is needed.		N
Working at Heights - Safety Critical: Employee will be required to work at a height .		N
Blood-borne viruses: Employee is at risk of exposure to Blood-borne viruses e.g., needle stick injury, human bite, contact with human blood or other bodily fluids and sewerage.		N

Other Known Risks		
Known Risk	Yes	No
Council Vehicles or transport that does not require a Group 2 licence: Employee will be required to drive a Council vehicle or regularly transport service users/clients/pupils in their own vehicle as part of normal duties.		N
Food Handlers: Employee will be preparing and handling food <i>Food Handlers Questionnaire to be completed and sent to Occupational Health</i>		N
Night Workers: Employee will be regularly working at night <i>Optional Night Worker Questionnaire available</i>		N
Lone Working (including Home Working): Employee will be required to work alone.	Y	
DSE Users: Employee will be required to use Display Screen Equipment (DSE) <i>DSE Training and assessment should be completed on commencement – arranged by manager</i>	Y	
Any Other: Please identify any other known risks associated with this job role.		N

As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.

Signature of Manager:



Date: 13.05.2022