

Kent County Council

Job Title: MCA DOLS Manager

Directorate: Adult Social Care & Health
Division: Countywide Services
Grade: KR12
Responsible to: Head of Deprivation of Liberty Safeguards

Purpose of the Job:

This is a post with key accountabilities with regards to the local authority's discharge of its statutory responsibilities under the Mental Capacity Act (MCA) including the Deprivation of Liberty Safeguards (DOLS). The post holder will be required:

- To be the lead for the local authority on policy, procedural and practice issues relating to MCA in general and DOLS in particular.
- To have specialist expertise in policy, practice and legislation regarding Health and Social Care Duties and Powers, and provide expert advice and support to senior managers and frontline staff across all service areas regarding the lawful and professional application of MCA in Kent.
- To develop procedures and staff guidance to support robust and consistent decision-making and innovative practice within Kent County Council regarding MCA.
- To develop and maintain effective data management processes and efficiencies within the service regarding MCA and DOLS.
- To represent Kent County Council on internal panels and working groups relating to MCA and Deprivation of Liberty Safeguards, including local, regional and national networks.
- To provide advice, guidance and support to senior management, senior officers and elected Members of the County Council in respect of policy and strategic developments, and the potential impact of new and proposed legislation.

Main duties and responsibilities:

- 1) Provide expert, case-specific and general policy advice to front-line staff and managers regarding best practice and national and local developments relating to MCA in order to ensure lawful and equitable support to Kent citizens.
- 2) Instruct and work closely with Invicta Law in the progressing and continual monitoring of Kent County Council's response to legal challenges under section 21 A of the Mental Capacity Act. Monitor legal budget spend and work with others including DOLS assessors, DOLS IMCA and RPR providers, operational managers and staff to take a pro-active approach in DOLS legal work in the best interests of Relevant Persons. Maintain oversight of DOLS legal cases to ensure a robust approach across all cases in light of case law development and developing trends.
- 3) Develop specialist knowledge and expertise and maintain a high level of understanding of the authority's policies and procedures, legal judgements as well as external influences such as legislation and partnership agency working, in order to undertake the role of 'expert' in the field of MCA and DOLS.
- 4) Provide overall management of the DOLS Office Practitioner Team including duty (office lead) complex queries, complaints, and FOIs.
- 5) Review and assessment of individual performance and behaviours of senior practitioners/BIA's through regular one to one meetings and appraisals. Identify training and development needs to ensure continuing professional development and service improvement in meeting business need.
- 6) Undertake DOLS authorisations to evaluate and inform development of BIA practice.
- 7) Review the development and capacity of the local authority's Best Interests Assessors (BIA) workforce, including working with the BIA Team Manager in developing qualifying BIA training for local authority staff, contributing to BIA forums and team meetings to share and build knowledge of practice expertise amongst BIA team and internal and independent assessors. Share regular practice updates with a range of professionals and allied agencies.
- 8) To be the lead officer for the Council's Supervisory Body functions and responsibilities under the Deprivation of Liberty Safeguards.
- 9) Maintain oversight of the functioning of the contracts relating to the provision of DOLS Mental Health Assessors, IMCA and RPR in Kent, as well as maintain overview of capacity and performance of such provision for DOLS Relevant Persons placed out of area.
- 10) Manage within budget by controlling and monitoring expenditure, liaising with partnership agencies where appropriate, in order to maximise the effective use of

available resources, whilst maintaining service and performance levels and compliance with the law.

- 11) Provide reports to senior managers as required, on DOLS activities and related trends and issues.
- 12) Chair the MCA DOLS Local Multi Agency Network (LMAN), including ensuring positive contributions and attendance from all relevant sectors and professionals, and reporting to the Kent and Medway Safeguarding Adults Board. Use the forum to discuss policy and practice issues, review joint working and share learning in relation to local and national developments including changes in legislation.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Organisational Responsibilities

All corporate directors, directors and senior managers have an explicit responsibility to deliver the collective agenda of the Council. These are fundamental elements of their role not an addition and are summarised as follows:

Whole Council

- Seek to improve the lives of all residents in Kent and economy of Kent
- Act as corporate parent to the Council's looked after children
- Take an active role in promoting and ensuring the Council's responsibilities for safeguarding are met.
- Understand, communicate and contribute to the delivery of KCC's strategic aims
- Meet statutory obligations and promote and ensure compliance with policies and procedures and the Council's Code of Conduct (Kent Code).
- Advise elected members and support the democratic process
- Promote the Council brand and enhance the overall reputation of the Council
- Understand and monitor the measures of performance, including customer insight, which define successful outcomes for KCC services
- Maintain and ensure a relentless focus on the customer
- Act to support the Council-wide need to deliver services within budget, thereby avoiding an overspend that could damage the financial viability of the Council • Overcome professional and service silos to achieve the County Council's objectives.

Integration of Services

- Focus resources where they have the biggest impact
- Deliver services that are flexible and adaptable
- Integrate services within KCC and work with partner agencies to ensure a seamless customer experience
- Fully and inclusively engage all staff in the delivery of services, demonstrating the Council's leadership values and competencies.

Embedding Commissioning and Engaging relevant markets

- Establish an outcome focused organisation
- Meet the financial regulations and standing orders of KCC
- Challenge the status quo and engage with the market to constantly improve
- Ensure all services are delivered effectively and efficiently
- Proactively and continuously seek to improve service delivery
- Proactively manage risk to avoid inertia whilst not exposing the Council to needless and avoidable challenge or loss

Managing Change

- Understand and support the Authority's overall change agenda
- Deliver required outcomes of service specific change on time and to budget
- Understand the quality of staff, support their development, nurture those with talent
- Identify the skills for the future and the level of staff through robust workforce planning
- Identify and deal with underperformance.
- Deliver to agreed budget and income targets.

Kent County Council
 Person Specification: Kent MCA DOLS Manager

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
Qualifications	<ul style="list-style-type: none"> • NVQ 5 or equivalent or degree and professional qualification and knowledge • A relevant professional qualification (Social Work, Nursing, Occupational Therapy or Chartered Psychologist) as well as up to date registration with the appropriate professional body • Kent Manager (working towards completion) • BIA Qualified
Experience	<ul style="list-style-type: none"> • Experience of working in one or more relevant professional area • Experience of the supervision and management of staff • Experience of report writing
Skills & Abilities	<ul style="list-style-type: none"> • <i>Operations Management</i> – Familiar with methods, techniques and tools for planning, organising, resourcing, directing, coordinating and monitoring ongoing (non-project) activities. • <i>Analytical Thinking</i> – Acquiring a proper understanding of a problem or situation by breaking it down systematically into its component parts and identifying the relationships between these parts, selecting the appropriate method/tool to resolve the problem and reflecting on the result, such that learning is identified and absorbed. • <i>Team Leadership</i> – Communicate the vision and set direction, creates the climate for effective work, creates development opportunities and encourage continuous improvement, clarify expectations, delegate tasks, responsibilities and authorities, and monitors performance. • <i>Written and Oral Expression</i> – Ability to communicate effectively, both verbally and in writing to a range of multi-agency partners, peers, senior managers and people in the community. Produce written material to a high standard which is suitable for a range of different audiences. • <i>IT Literate</i> – With an understanding of information systems, including Mosaic and Power BI reports.

Knowledge	<ul style="list-style-type: none"> • <i>Policy and procedures</i> – Sound and comprehensive knowledge of relevant policy and procedure with KCC, including roles of teams, officers and members, policies and agendas of partnership agencies and political situation. • <i>Specialist knowledge</i> – Sound and comprehensive knowledge of MCA and DOLS, including updates in case law and legislation. • <i>Technical Field</i> – Willingness to maintain continuous professional development as required. • <i>GDPR</i> – Full awareness of implications of GDPR in all data management, together with <i>data protection and confidentiality</i>. • <i>Corporate Industry and Professional Standards</i> – Awareness of and work within national legislation, and Corporate and directorate policies and procedures relating to health and safety, equal
	<p>opportunities, KCC equality and diversity policies, procedures and legislation.</p>
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>