



Title Operational Development Officer Deprivation of Liberty Safeguards Team	Department Adult Social Care, Health and Public Protection	Post Ref.
Job Purpose <p>To support the County Council's Deprivation of Liberty Safeguards (DoLS) Team in ensuring that business processes, systems, procedures and practise are streamlined to deliver time and cost efficiencies whilst ensuring a required standard of quality.</p> <p>To undertake a range of duties allied to service improvement, including process reviews, procedures and guidance, analysing and interpreting data and contributing to project initiatives relating to service reviews and planning.</p>		
Key Responsibilities <ol style="list-style-type: none">1. To lead on designing, planning and coordinating changes to operational systems and processes in relation to DoLS, with day-to-day responsibility for the process review work stream.2. To be responsible for working with front line colleagues to establish business requirements of the DoLS service in relation to the Mosaic upgrade and other IT systems and their impact on business processes. This responsibility includes acting as the key contact for IT colleagues.3. To lead on analysis of operational performance data and make recommendations to the Strategic Development Manager4. To use an in depth knowledge of business processes and operational demands to identify and quantify opportunities for process improvements in the DoLS service.5. To contribute towards the DoLS service plan aimed at delivering an efficient and cost effective use of resources.6. To bring business process insight into decision making and problem solving processes.		Key Accountabilities <ol style="list-style-type: none">1. Accountable to the DoLS Strategic Development Manager who is managed by the Service Director for Mid-Nottinghamshire.2. Support the delivery of the annual DoLS programme plan and strategy.3. To act autonomously in supporting the practical implementation of developments in national legislation and statutory guidance into business processes4. To support to the development of systems to improve data gathering and service intelligence to improve business processes and increase capacity5. To attend relevant DoLS meetings, working groups and liaise with key stakeholders to complete designated

<p>7. To ensure confidentiality of information in respect of records maintained and tasks undertaken within County Council Policy and as stipulated by the Corporate Information Security Strategy, the Data Protection Act and other legislation.</p> <p>8. To work with the DoLS Strategic Development Manager to consider the impact of developments in national legislation and statutory guidance on operational business processes.</p> <p>9. To work with other members of the DoLS team and Business Support to ensure effective service delivery.</p> <p>10. To act responsibly as a member of staff in order to establish the trust, confidence and support of managers and employees, maintain effective working relationships and thereby contribute to a working environment which is safe, considerate and supportive to all.</p>	<p>actions.</p> <p>6. Alert the Line Manager of issues that could affect performance and exposure to risk</p> <p>7. Promotion of health and safety policies and that of other persons and premises affected by your work or for which you are responsible</p>
<p>The post holder will perform any duty or task that is appropriate for the role described</p>	

Person Specification	
<i>Education and Knowledge</i>	<i>Personal skills and general competencies</i>
<p>1. Management or business qualification to NVQ 3 or equivalent work based experience</p> <p>2. Significant knowledge/experience of using numerical data analysis to make recommendations and inform decision making</p> <p>3. Excellent working knowledge of the principles and practice of stakeholder management, performance and risk</p> <p>4. In depth understanding / knowledge of process mapping tools and methodology (such as Lean+) and practical experience of applying this to drive efficiency</p> <p>5. Strong Knowledge and understanding of the main issues affecting the service area including legislation, national policies and guidance</p>	<p>1. Sets an excellent example of customer care for other staff</p> <p>2. Anticipates internal and external needs of partners to provide excellent service continually striving to improve efficiency and effectiveness</p> <p>3. To be positive, flexible, resilient and remain outcome focussed to achieve success</p> <p>4. A desire to innovate and share knowledge and information to contribute to team successes and achievements</p> <p>5. Ensures the Council's policies for fairness and respect are delivered including setting high personal standards</p> <p>6. Takes an active role in managing risk, health and safety, safer</p>

<p>6. Able to effectively use technology to work efficiently and encourage and facilitate front line colleagues and partner agencies to do so also</p> <p>7. Substantial experience of working autonomously, under-pressure and in a fast paced and changing environment</p> <p>8. Well-developed planning and organisational skills with the ability to use own initiative to plan, manage and prioritise own work programme.</p>	<p>working and other issues relating to DoLS</p> <p>7. Able to understand and communicate complex information in a straight forward way to a range of stakeholders, in order to secure buy in for operational /strategic development and change</p>
<p><i>Experience</i></p> <p>9. Experience of effective working with a range of organisations, service users and senior managers</p> <p>10. Experience of carrying out research and meeting set objectives with minimal supervision</p> <p>11. Substantial experience of using process re-engineering and problem solving in an operational environment</p> <p>12. Substantial experience of working in a fast paced environment in a climate of change</p>	
<p><i>Role Dimensions</i></p> <p>13. A countywide post with responsibility for the process review work stream, data analysis and other discrete pieces of research and analysis to support operational and strategic development within DoLS</p> <p>14. To use strong interpersonal skills and communications skills (verbal and oral) to work with front-line colleagues, business support, and external partners to accept and implement more efficient and effective operational processes within DoLS</p> <p>15. To solve problems and meet operational targets, involving devising solutions and prioritising the resources available.</p> <p>16. Support the DoLS Strategic Development Manager to analyse and interpret, operational data, evolving legislation and national policies that relate to the DoLS service and to contribute to reliable conclusions and recommendations from the information presented.</p>	

17. To map all future versions of DoLS administration processes including a planned review prior to the Frameworki conversion to Mosaic in autumn 2016.
18. To organise project activities and support the DoLS Strategic Development Manager in the practical implementation of developmental changes to the DoLS service. Examples may include, but are not limited to, the following-
- New model for identifying and allocating DoLS authorisation tasks;
 - Updated processes for working with external agencies;
 - Reconfiguring prioritisation processes;
 - Mapping technological solutions e.g. increasing the suite of online DoLS forms.

Date 12/07/2016