

A Day in the Life.....

Business Support Officer - Deprivation of Liberty Safeguards (DoLS)

The working environment is extremely fast-paced where a pro-active approach and constant re-prioritisation of work is required. The workload is shared between all team members so being supportive, a good team player and excellent communicator ensures the work is processed professionally and effectively.

Daily roles and responsibilities

- Processing the DoLS applications following a stringent procedure - this includes:
 - Data processing (input and retrieval)
 - Accessing Care First (input and retrieval)
 - Using secure data transfer (AnyComms)
 - Dealing with confidential and sensitive data
 - Working with tight statutory timescales
 - Liaising and negotiating with internal and external colleagues (including Best Interest Assessors; Section 12 Doctors and Service Managers)
 - Preparing all paperwork after authorisation has taken place
 - Ensuring further applications are submitted and outstanding paperwork is received from the Relevant Person's Representatives (RPRs)
- Working closely with DoLS Operational colleagues to ensure a seamless process.
- Occasional administrative support will be required for the Best Interest Assessor (BIA) Forums, attending meetings to take notes, arranging meeting and liaising with external assessors.
- Screening and processing of invoices via Councils financial system SAP.
- Answering office phone and dealing with all queries appropriately
- Dealing with all emails in the team email boxes
- Dealing with day to day post