



Job Profile template

JOB TITLE: Senior Best Interest Assessor

GRADE: POB

POST NO: 24676

JOB TIER:

DBS CHECK: 'Enhanced

DIRECTORATE: Adult Social Care

SERVICE: Dols Team

REPORTING STRUCTURE Team Manager

Reports to: Dols Team Manager

Direct Reports:

Indirect Reports Dols Coordinator

ROLE PURPOSE:

Management of Dols team, ensuring agreed team plans and performance targets are delivered and that a culture of 'putting our residents first' is maintained.

To lead and manage the Deprivation of Liberty Safeguards (DoLS) team, ensuring the effective delivery of statutory responsibilities as a Senior Best Interest Assessor. The role is responsible for upholding the Council's vision of 'putting our residents first' by safeguarding the rights and well-being of vulnerable adults, maintaining high standards of professional practice, and ensuring compliance with legal and policy frameworks. The postholder will drive continuous service improvement, support team development, and foster collaborative relationships with residents, families, and partner agencies.

Job Description

1. Resident & Community Contribution

- Contributions of Senior Best Interest Assessor to Residents / Community
- Ensures the rights and well-being of vulnerable adults are safeguarded by conducting thorough, person-centred Best Interests Assessments under the Mental Capacity Act (MCA) and Deprivation of Liberty Safeguards (DoLS). This protects individuals who lack capacity from unlawful deprivation of liberty and upholds their human rights.
- Promotes the Council's vision of 'putting our residents first' by making lawful, proportionate, and individualized recommendations, always prioritizing the least restrictive options for care and support.
- Engages directly with residents, their families, and advocates to ensure their voices, wishes, and preferences are central to all decisions affecting their lives.
- Acts as a key resource for safeguarding, identifying and raising concerns where necessary, and ensuring that all actions taken are in the best interests of the individual and compliant with legal and ethical standards.
- Fosters collaborative relationships with community partners, health professionals, and care providers to achieve positive outcomes for residents subject to DoLS, and to promote awareness of safeguarding and residents' rights.
- Supports continuous improvement in service quality and community trust by contributing to policy development, quality assurance, and professional mentoring within the team.
- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

2. People Management

- To be responsible for the selection, development and performance of the Dols team in line with the Council's HR policies.
- To ensure all team members receive the appropriate level of communication to maintain engagement with the Council's vision, priorities and activities.
- To be responsible for maintaining a safe and healthy working environment in line with Health & Safety at Work Act (1974).
- Monitor and review the performance of team members, providing constructive feedback and supporting professional growth through regular supervision and appraisal.
- Mentor and support the development of Best Interest Assessor students and less experienced staff, planning learning experiences and tracking their progress.
- Act as a senior resource for advice, guidance, and expertise to practitioners and partner agencies, fostering a culture of continuous learning and high professional standards.

- Promote a positive, inclusive, and collaborative team culture aligned with the Council's values, ensuring all team members are engaged with the Council's vision and priorities.
- Support the selection, induction, and ongoing development of team members in line with HR policies and service needs.

3. Operational Service Delivery

- Specific Service Delivery Management Duties of Senior Best Interest Assessor
- Oversee and coordinate the allocation and completion of Best Interests Assessments under the Mental Capacity Act (MCA) and Deprivation of Liberty Safeguards (DoLS), ensuring statutory timescales and quality standards are met.
- Ensure all assessments, recommendations, and authorisations are person-centred, legally compliant, and reflect the Council's commitment to safeguarding and promoting residents' rights.
- Maintain accurate and timely records of assessments, outcomes, and actions in line with Council policies and statutory requirements.
- Liaise with care providers, health professionals, and partner agencies to facilitate effective service delivery and resolve complex cases.
- Monitor caseloads and workflow within the team, identifying and addressing any barriers to timely and effective service provision.
- Respond to urgent or complex cases, providing expert advice and direct intervention where necessary.
- Contribute to the development and implementation of operational procedures, ensuring continuous improvement in service delivery and compliance with best practice.
- Support the delivery of training and guidance to team members and stakeholders on DoLS processes and legal frameworks.

4. Service Planning & Development

- Ensure that an annual Team Plan, aligned to the Group / Service Plan(s), is developed, agreed and communicated to team members in a timely manner.
- Ensure clear Service Level Agreements (SLA's) are in place where appropriate, covering all aspects of service delivery with performance and response levels, together with the escalation process if SLA's are not met.
- Maintain a current service workforce plan including a succession plan for all key roles within own team.
- Contribute to the development and review of the annual Team Plan, ensuring alignment with Group and Service Plans, and communicate objectives and priorities to team members in a timely manner.
- Support the establishment and monitoring of Service Level Agreements (SLAs), ensuring all aspects of service delivery are covered with clear performance and response levels, and participate in escalation processes if SLAs are not met.
- Maintain and update the service workforce plan, including succession planning for all key roles within the team.

- Participate in policy development and service improvement initiatives, ensuring that service planning reflects current legislation, best practice, and emerging case law.
- Engage in quality assurance and governance activities, contributing to audits, reviews, and the implementation of recommendations to enhance service delivery.
- Foster collaborative working relationships with internal and external stakeholders to inform service planning and respond to changing needs within the community.

5. Financial & Resource Management

- To take responsibility for the effective management of the allocated department / team budget.
- To ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.
- To ensure that all workforce expenditure is compliant with corporate guidance and that any temporary resource is purchased through the Council's agency contracts.
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- Monitor and report on budget usage, identifying opportunities for cost savings and ensuring value for money in all service activities.

6. Service Improvement

- Implement continuous monitoring of team and individual performance and productivity to ensure the delivery of Service Level Agreements (SLA's) are maximised.
- Manage the implementation of improvement initiatives and change programmes using the Council's Project Management and Service Improvement methodologies.
- Based on the job description template and best practice for this role in Adult Social Care, here are two suitable duties you can insert under "Financial & Resource Management":
- Additional Financial and Resource Management Duties
- Ensure all workforce expenditure is compliant with corporate guidance and that any temporary resource is purchased through the Council's agency contracts.
- Monitor and report on budget usage, identifying opportunities for cost savings and ensuring value for money in all service activities.

7. Contacts

- Primary contact will be with other officers within the Council, and service users / residents and their representative bodies. To include who the contacts are and nature of interaction.
- Internal colleagues across Adult Social Care, including social workers, team managers, and safeguarding leads.
- Legal services for advice on complex cases and compliance with statutory frameworks.
- Health professionals such as GPs, psychiatrists, nurses, and occupational therapists involved in assessments or care planning.
- Care home and domiciliary care managers to coordinate assessments and implement recommendations.
- Advocacy services and Independent Mental Capacity Advocates (IMCAs) to ensure residents' voices are heard.
- Local authority partners, including commissioning and quality assurance teams.
- External agencies such as the Care Quality Commission (CQC), NHS bodies, and voluntary sector organizations involved in safeguarding or supporting vulnerable adults.
- Family members, friends, and other informal carers who play a role in supporting the individual.

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.
- You may be required to undertake periods of on call which are related to your role

9. Key Performance Indicators

1. Timeliness of Assessments
 - Percentage of statutory DoLS Best Interests Assessments completed within required timescales.
 - Average time taken from referral to completion of assessment.
2. Quality and Compliance
 - Proportion of assessments meeting legislative requirements and internal quality standards (as evidenced by audit outcomes and error rates).
 - Number of assessments requiring revision due to non-compliance or quality issues.

3. Stakeholder Engagement
 - Feedback scores from case management teams, health professionals, care providers, and external agencies regarding collaborative working and communication.
4. Service Improvement and Policy Contribution
 - Participation in policy development and service improvement initiatives (e.g., number of improvement projects contributed to, or policies reviewed).
5. Mentoring and Professional Support
 - Number of Best Interest Assessor students mentored, and their progress tracked.
 - Staff survey results on access to advice, guidance, and expertise.
6. Productivity
 - Number of cases handled per month/quarter.
 - Distribution and trends in caseload, including complex and court cases.
7. Continuous Professional Development
 - Completion of required training and CPD activities.
 - Evidence of reflective practice and learning from case reviews.
8. Safeguarding and Human Rights
 - Incidents or concerns raised and addressed relating to safeguarding and human rights.
 - Demonstrated commitment to person-centred, lawful, and proportionate decision-making.

Person Specification

Senior Best interest Assessor

This person specification will be used for recruitment to this vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
Degree or master's in social work	✓	
BIA Qualification	✓	
Practice Education qualification	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
Must be a qualified Best Interest Assessor, with current approval under the Mental Capacity Act 2005.	✓	
Must hold a professional qualification and current registration in one of the following: Social Work, Nursing, Occupational Therapy, or Psychology	✓	
Completion of an approved Best Interest Assessor training course	✓	
Enhanced DBS check required.	✓	
In-depth knowledge of the Mental Capacity Act (MCA), Deprivation of Liberty Safeguards (DoLS), and associated case law.	✓	
Demonstrable experience of applying relevant legislation and policy, with strong legal literacy.	✓	
Commitment to upholding the Council's vision of 'putting our residents first' and maintaining high standards of professional practice.		✓
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Substantial post-qualification experience in a relevant health or social care setting, such as social work, nursing, occupational therapy, or psychology.	✓	
Experience in applying relevant legislation, policy, and case law to complex cases involving vulnerable adults.	✓	

Proven ability to work collaboratively with residents, families, advocates, and multi-disciplinary teams to achieve positive outcomes.	✓	
Experience in mentoring, supervising, or supporting the development of less experienced staff or students		✓
Experience in service improvement, policy development, or quality assurance activities within Adult Social Care.	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
In-depth knowledge of the Mental Capacity Act (MCA), Deprivation of Liberty Safeguards (DoLS), and associated case law.	✓	
Strong understanding of safeguarding principles and the ability to identify and respond to concerns regarding vulnerable adults.	✓	
Ability to conduct thorough, person-centred Best Interests Assessments, ensuring lawful and proportionate recommendations.	✓	
Excellent communication and interpersonal skills, with the ability to engage effectively with residents, families, advocates, and multi-disciplinary teams.	✓	
Strong analytical and decision-making skills, with the capacity to interpret and apply complex legislation and policy to individual cases.	✓	
Ability to maintain accurate and timely records in line with statutory and organisational requirements.	✓	
Commitment to continuous professional development and reflective practice.	✓	
Ability to contribute to service improvement, policy development, and quality assurance activities.	✓	
Strong organisational and time management skills, with the ability to manage caseloads and meet statutory deadlines.	✓	

Our values

Respect

We appreciate what makes us different and include everyone.

- We recognise that we all have unique talents, skills and experiences.
- We provide a professional service to our residents and colleagues and lead by example.
- We celebrate diversity and ensure our working practices are inclusive.

Collaborative

We believe in the power of working together.

- We work collaboratively as one council.
- We promote creativity and innovation to improve outcomes for all.
- We recognise the strength of sharing knowledge and experience.

Efficient

We deliver the best possible outcome by carefully managing our resources.

- We are empowered to deliver the most efficient outcome.
- We harness new technology and tools to deliver our services efficiently.
- We look after our finances and maximise value for money for residents.

Integrity

There is no gap between what we say and do.

- We choose what is right over what is easy.
- We trust and support each other to get the job done.
- We are responsible and accountable for our actions, both good and bad.

Open and honest

We are transparent in the actions and decisions we take.

- We provide a safe space to have truthful discussions in a positive way.
- We encourage constructive feedback without fear of judgement.