

JOB DESCRIPTION

Best Interests Assessor (BIA) Lead

Introduction

This is a full-time role for a national independent Occupational Therapy Practice. The role is within our Key Accounts team who manage our Best Interest Assessment service for various local authorities as part of the Deprivation of Liberty Safeguards (DoLS) process.

The role will be a mixture of some field-based work across the UK; undertaking a number of mental capacity and best interests assessments each month, and office-based work. The role will also provide support to the wider BIA and office team at our head office in Hook, Hampshire. Part of the role will involve QA of other BIA reports and contributing to service development and new contracts. It requires a highly organised and engaging person with excellent communication and people skills. The role would be suitable for an experienced Best Interests Assessor looking to move into the private sector and maintain some hands-on, client-facing work alongside providing office-based support to the BIA team, quality assurance and service development.

The BIA Lead will work within the established bulk contracts/key accounts team, with the opportunity to develop the role, whilst gaining a valuable insight into many aspects of private practice.

You will be expected to liaise with and develop strong working relationships with our associate BIAs, and you must be able to nurture relationships with our local authority clients. We pride

Applications & enquiries

Applicants should submit a CV and covering letter to matthew@theotpractice.co.uk or if you would like to discuss the role in more detail please call Matthew Bertram on 0330 024 9910

ourselves on our willingness to go the extra mile to foster an environment that genuinely values our clients.

As a role involving direct contact with service users and their families, the personal skills, attitude and temperament of the successful candidate will be of great importance. At The OT Practice we pride ourselves on being friendly and caring, but professional.

Our Company ethos

- We make clients & potential clients feel understood and provide sound professional advice – even if it ends up being for free.
- We are friendly & caring, but always remain professional.
- We are socially responsible – if there is a better option for a prospective client then we say so.
- We are a private practice and understand that generally our clients are looking for more than what statutory services provide and are willing to pay for that service.
- We are driven and go the extra mile if that is what is needed to convert an enquiry or to keep a client happy.

Details of the role

The overall aim of the BIA Lead will be to carry out a number of best interest assessments each month to a high standard. At other times the BIA will be providing advice and guidance to our associate BIAs, providing QA on reports and contributing to service development.

1. Carrying out Mental Capacity and Best Interests Assessments:
 - Liaising with relevant parties and coordinating assessment visits.
 - Carrying out mental capacity, age, no refusals and best interests assessments in line with the Mental Capacity Act, relevant codes of practice and national/local guidance.
 - Completing comprehensive written reports (Form 3 and any other relevant documentation) to a high standard and with a suitable level of analysis and detail to support conclusions reached.
 - Consulting with all relevant parties as part of the DoLS process.
 - Liaising with relevant local authority as required during the process.
2. Quality Assurance and BIA Lead Role:
 - Undertaking QA reviews on a selection of reports.
 - Assisting the account management team with queries on BIA reports.
 - Acting as the company lead on DoLS.
 - Supporting the associate BIAs with any queries on assessments and reports.
 - Supporting the account management team in enforcing standards and timeframes with associate BIAs
 - Liaising with relevant local authority to resolve any queries raised by them or BIAs.
 - Cascading training to the office-based accounts team.
3. Service development
 - Contributing to bids/tenders and meetings in relation to new and existing contracts.
 - Contributing to service development and improvements to the BIA service.

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Skills and qualifications

The following skills and qualifications will be required/desirable:

- Qualified Best Interests Assessor with relevant professional body registration
- 3 to 5 years of experience of working as a BIA
- Understanding of all relevant legislation and guidance in relation to the Mental Capacity Act and DoLS
- Ability to analyse and distill complex information clearly within reports
- Ability to account for time accurately
- High attention to detail, particularly in relation to preparing and proof reading reports.
- An understanding of tenders and contract documentation would be useful.
- Highly competent with computers and online technology (tech savvy).
- Excellent written and verbal communication skills.
- Willing to undertake a DBS check.

Personal skills & attributes

Fundamental to this role is the character and temperament of the individual. They will be expected to be highly organised, efficient and have a strong sense of responsibility. Important personal skills and attributes include:

- Personal pride in work and modelling best practice.
- Caring, friendly and always willing to listen.
- Taking responsibility and having the ability & confidence to make good decisions.
- Problem solver and determined.
- Ability to work independently and within a team environment.
- Act on own initiative, self motivated and tenacious.
- Conscientious, hard working and diligent.
- Exceptionally well organised and able to put their own strategies and processes in place to maintain a well organised working environment.
- Be able to earn respect and in turn have authority within the team and therapist network due to excellent knowledge of cases and organisation.
- Outstanding attention to detail.
- Efficient working style and ability to juggle tasks without missing things.
- Able to remain calm, composed and professional.

What we offer you

We pride ourselves on being a caring and friendly, but professional company. We believe the growth of our business to date is directly attributed to ensuring our values are at the core of everything we do. Based in the centre of Hook, with free parking and excellent transport links. Offering a competitive salary depending on experience, with 23 days holiday, plus bank holidays, and other company benefits.

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