

**JOB TITLE Resource Co-Ordinator  
BAND 4**

**Job Summary**

- Production of staff rosters that meet the requirements of the Blood Collection Plan
- Point of contact for rostering queries and absence reporting
- Coordinate the movement of staff to ensure effective operation of blood donation clinics.
- Supports the Resource Manager in the administration of rostering systems and contributes to ongoing development and implementation.

**Responsible to**

**Reporting: Resource Manager**

**Accountable: Resource Manager**

**Professionally: Resource Manager**

**Responsibilities and Duties**

**Service Delivery and Performance**

Coordinates changes to daily staffing schedules for operational teams, taking into account skill mix and staffing levels across all remote teams.

Processes annual leave requests in ESR for all staff within the scope of the Resource Centre.

Ensures timely completion of electronic pay cards for submission to the payroll department.

Responsible for the timely updates of information within the Crown system for all staff within the scope of the Resource Centre.

Uses Oracle system to process Resource appropriate stock for Resourcing purposes.

Assists the Resource Manager in the administration of rostering systems.

Contributes to the resolution of operational issues through analysis of Resource information, providing advice and recommendations to problem solve.

Supports Resource Manager with resource planning decision-making.

Supports the Resource Manager and the Resource and Planning Manager to optimise the utilisation of staffing through effective resource distribution across the donation clinic programme.

Assists in the preparation and delivery of initial and ongoing training for new Resource Department staff.

Provides guidance, advice and support to Resource Support Administrator in all aspects of their duties.

Acts as a mentor for staff.

When required, participates in 'out of hours' duties to deal with urgent resourcing issues.

Required to participate in an Out of Hours on-call rota.

Responsible for own diary commitments and prioritises workload according to operational need.

Uses initiative when dealing with day-to-day resourcing issues, such as short notice absence and staff movements.

Participates in the collection and analysis of resourcing data required for operational and strategic planning  
Recommends actions to maintain appropriate resource levels for each clinic.

Uses initiative when dealing with variances in skill mix to ensure appropriate levels of staffing across all clinics.

Collects and prepares data relating to all aspects of the rostering system, such as staffing levels, absence impact on operational duties, allocation of contractual hours and reports findings to the Resource Manager and the Resource and Planning Manager.

Ability to manage workload with frequent interruption.

Required to guide staff in a supportive manner.

Required to maintain concentration when complying rosters.

**Quality**

Assists in the investigation of resource related incidents, utilising DATIX.

Undertakes checks of rostering system to ensure accountability of contractual hours of all staff within the scope of the Resource Centre, maintaining appropriate auditable records.

Reports incidents of non-compliance to contractual hours requirements to Resource Manager.

Analyses pay card data and reports findings to Resource Manager.

Supports Resource Manager and the Resource and Planning Manager in the implementation of new policies and procedures affecting their area of responsibility.

Makes suggestions on changes and enhancements to improve quality, efficiency and effectiveness and reduce risk.

Contributes to the development and review of departmental Standard Operating Procedures

Contributes to the implementation and ongoing development of electronic rostering systems, making recommendations based on expertise.

Uses appropriate resourcing systems to provide data to support achievement of departmental KPI's.

Participates in resourcing related trials/pilots as required.

Attends general seminars, conferences etc relating to Resourcing, Workforce Utilisation and Rostering systems.

## **Communications**

Provides a point of contact for all rostering related queries and absence reporting

Establishes and maintains strong working relationships with a range of internal stakeholders

Communicates confidential, sensitive, or contentious information to a range of internal stakeholders

Reports operational staffing issues affecting service delivery to the Resource Manager

Ensures distribution of Collections team staff rostered duties information, including any changes to the daily rota

Supports the Resource Manager and the Resource and Planning Manager by promoting proposed workplace changes in a positive manner, reporting any difficulties encountered

Liaises with Resource Manager and Operational Managers regarding scheduling of Collections team training

Liaises with Planning department regarding resourcing requirements of the blood collections programme.

Liaises with Transport and Logistics department regarding scheduling of team driver training and assessments.

Supports Collections team managers and supervisors in the use of rostering systems.

Negotiates with Collections team staff to gain agreement on changes to rostered duties

Receives and relays sensitive staffing information in a confidential manner

Undertakes presentations on Resource related topics

Actively engages in departmental meeting schedules

## **Digital and Information**

Daily use of PC including email, excel spreadsheets and the update of databases including the production of charts etc.

Required to analyse data.

Daily use of paper-based and electronic rostering systems

Requirement to input data into various spreadsheets / databases ensuring accuracy.

Required to use multiple Visual Display Units on a daily basis.

Required to provide support and guidance to staff in the use of rostering systems and associated processes.

## PERSON SPECIFICATION

### Qualifications and Knowledge

#### Essential

Educated at NVQ level 3 or equivalent level of relevant experience.

Good knowledge of software packages such as Microsoft Office Knowledge of staff rostering processes

#### Desirable

Knowledge of electronic rostering systems.

Knowledge of blood donation clinic staffing

### Experience

#### Essential

Experience of staff rostering and working time regulations

Experience of dealing with confidential and sensitive matters

Experience of working in a service delivery environment

Experience of working across teams

Experience of working with a variety of internal stakeholders

Experience of working in a busy office environment

#### Desirable

Exposure to organisational change

Experience of writing standard operating procedures

Experience of working in a healthcare environment

## Skills and Attributes

### Essential

Excellent communication and interpersonal skills  
Ability to plan ahead whilst being able to adapt to short notice changes  
Ability to problem solve and find solutions  
Ability to prioritise and organise workloads  
Problem solving skills.  
Well-developed negotiation and persuasion skills  
Ability to work under pressure  
Ability to interact with people at all levels

### Desirable

Ability to speak Welsh  
Coaching and mentoring skills

## Other

### Essential

Approachable.  
Tenacious and resilient.  
High degree of self-motivation  
Able to Maintain Confidentiality  
Flexible approach to work and able to work outside normal office hours as required  
Ability to travel between sites and across a wide geographical area.

Satisfactory Standard DBS clearance including an/a Adults and Childrens Barred List check (delete as appropriate)

### GENERAL REQUIREMENTS

Include those relevant to the post requirements

**Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.

**Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.

**Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.

**Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.

**Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.

**Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post. .

**Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.

**Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

**Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.

**Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.

**Data Protection Act 1998:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the

Data Protection Act 1998 and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.

**Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.

**Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment on any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.

**Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.

**Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.

**Infection Control:** The organisation is committed to meet its obligations to minimise infections.

All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board Infection Prevention & Control Policies and Procedures.

**No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board sites, including buildings and grounds, are smoke free.



Flexibility Statement: The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.