

Job Outline

Resource Co-ordinator

All staff are expected to demonstrate Ark's values in their interactions with the people we support and their professional relationships with colleagues.

Ark is committed to upholding Peoples' Human Rights and supporting them to have the best life possible. To enable our staff to achieve this, we adopt the principles of Positive Behaviour Support, and this underpins our organisational approach to supporting people, staffs' practice and staff development.

Purpose:

Reporting to the Senior Resource Co-ordinator, the Resource Co-ordinator will provide an effective customer service to staff and Supported People which supports the delivery of consistent, quality services in a defined area.

The post holder will develop a sound understanding of service requirements, individuals' needs and preferences and staff availability and skills. Bringing these together the Resource Co-ordinator will match resources to requirements in a dynamic environment supporting the management team to deliver services, ensure the best use is made of staffing resources and reduce reliance on agency staff.

Acting as a central point of contact in relation to the deployment of staff, planning, adjusting, monitoring and reporting compliance using Ark's Information Management System (AIMS), the postholder will work closely with the Senior Resource Co-ordinator and AIMS Development Manager to support the development of the system and processes. The post holder will support local management teams providing information and administrative support.

Key Responsibilities of the role:

Leadership and Governance

- Develop a sound understanding of Ark's approach to staff deployment and ensure this is employed in practice.
- Contribute to the ongoing development of Ark's approach to staff deployment.
- Ensure that all staff deployment is managed through AIMS in keeping with the principles of Ark's approach to staff deployment.
- Support staff with overall compliance with AIMS.
- Maintenance of staff & agency staff records within the AIMS.
- Ensure own and others' practice is conducted within Ark's policies and procedures.
- Monitor and provide KPI data to support staff deployment and to support managers to manage their staff teams effectively and efficiently.
- Undertake AIMS work including preparing and logging information in Excel spreadsheets and producing Word documents.
- Analyse and report on all system information in line with the key performance indicators

Interpersonal Skills

- Develop effective working relationships with colleagues internal and external.
- Maintain regular contact with their line manager and take part in regular 1:1's and team meetings.
- Act as a first point of contact for staff and all departments within Ark in relation to AIMS queries.
- Build and maintain constructive relationships with managers, permanent staff, relief staff and agencies.
- Assist with the communication between relief staff/agency and services to ensure cover is managed efficiently and agency use is minimised.
- Support People & Organisational Development and Finance departments to streamline processes and information exchange.
- Take responsibility for continually developing self in order to maximise personal contribution to the role.
- Work closely with colleagues in Care and Support and across the organisation to provide appropriate professional expertise.
- Maintain effective relationships with staff within Head Office and in Care and Support.
- Work closely with the AIMS Manager to ensure that any project plans for the systems are being met or a revised within acceptable limits.
- Attend other internal meetings as required.

Leading Delivery

- Develop an understanding of supported peoples' support packages and their support requirements.
- Create, maintain and develop effective staff rotas.
- Ensure staff rotas are available a minimum of four weeks in advance for all services.
- Deploy staff to ensure their contracted hours are met.
- Maintain in-house record detailing agency staff competency and reliability and identify trends within the resource.
- Participate in a rota alongside team colleagues to provide weekend and/or out of hours cover to support service delivery.

Leading and Developing People

- Provide support during staff induction in the use of AIMS.
- Provide ongoing support and training for staff in the use of AIMS.
- Support and promote a learning culture within Ark.
- Take ownership for your own learning and development and attend training when required.
- Participate positively in Ark's supervision and performance management framework.
- Ensure all activity is within the policies, practices and procedures of Ark.

Decision Making

- Organise and plan own workload.
- Respond dynamically to changing circumstances / emerging requirements.
- Liaise with agencies proactively and, as a last resort, allocate agency staff where required, being mindful of travel expenses and locations to minimise costs.

- Exercise sound judgement in the provision of advice and guidance.

Innovation

- Support a culture of continuous improvement and pursuit of excellence.
- Regularly review feedback from staff and produce recommendations on how to improve AIMS.
- The post holder will be part of the AIMS Working Group to make suggestions to improve the system practices, procedures and processes.
- The post holder will manage and prioritise day-to-day tasks referring any problems to their line manager.
- Attend meetings and events as appropriate.

Resources

- Develop a detailed working knowledge of AIMS with a particular focus on the rota management system (People Planner).
- Support and implement other areas of system development as required.
- Responsible for contributing to the production of guidance materials for Ark staff to support their use of the AIMS.
- Manage rotas dynamically to respond to changing staff availability and supported peoples' changing needs.
- Co-ordinate the deployment of relief staff in collaboration with Care & Support management.
- Monitor the relief pool in relation to deployment across geographical areas.
- Support development of relief staff resource to better meet organisational requirements.
- Co-ordination of rota cover for all known and planned absences across services within agreed timescales.
- Organise and attend AIMS meetings, taking minutes and circulating these thereafter.

Person Specification

Qualifications

- As a minimum you will have English and Maths National 5 Awards (pass) / SCQF level 5.
- Ideally you will hold a SCQF award at level 7 or above.

Experience

- Working in a dynamic environment with changing priorities and challenging deadlines.
- Working in an environment requiring the efficient deployment of staff resources.
- Developing and/or managing staff rotas.
- Managing resources and ensuring capacity meets demand.
- Teamwork delivering a front-line service, preferably in care services.
- Working with digital systems to support operational activity.
- Maintaining accurate records
- Improving customer service/organisational efficiency.

- Experience supporting system development.
- Successfully working to/achieving organisational KPI's.
- Contributing to the performance of a successful team with a focus on delivery and continuous improvement.

Knowledge/Skills

- Excellent verbal, written, and interpersonal communication skills.
- Attention to detail.
- Operational knowledge/experience of Office 365, including Microsoft Word and Excel.
- An understanding of social care/social care services.
- Understanding of Learning Disabilities and peoples' support requirements.
- The ability to think creatively in relation to resource deployment/meeting capacity.
- The ability to monitor data and create reports.

Resource Co-ordinator Competencies

- Continuous Learning
- Communication
- Teamwork
- Professional Boundaries
- Problem Solving
- Customer Service
- Leadership
- Managing Change