

Statement of Accountability:

Kairuruku Rārangi Rosters Coordinator

Role Context

The role of Rosters Coordinator exists to support frontline mental health teams who deliver services on behalf of the Trust.

The position holder will provide a meaningful interface to the delivery of rosters that meet the varied demands of the Tangata Whaiora within our services.

Role, Purpose and Scope of Role

- Undertaking operation roster management, identifying gaps and working with Service Managers, Team leaders, staff, casual staff and agencies to ensure rosters are maintained across the services
- Communicating/publishing rosters on a regular basis
- Administering urgent roster changes in partnership with Service Managers (Management led)
- Tracking roster change costs (casual/agency).

Key Relationships

Accountable / Reports to

People & Culture Advisor

Relationships With

- Service Managers
- Senior Management team
- People & Culture
- Agencies
- Casual staff (Pool)

Core Functions of Role

In partnership with Service Managers undertake the following:

- Update and maintain weekly Rosters within the roster portal (Zambion)
- Prepare monthly rosters in advance (known leave etc.)
- Process all roster emails and communications in a timely manner
- Communicate efficiently with staff (e-mail, phone, e-txt) to fill any roster gaps.
- Liaise daily with Service Managers regarding roster cover and issues
- Orientate new staff into the rosters process including arranging observation shifts
- Undertake resource acquisition on an as needed basis
- Send out rosters to all services at agreed frequencies
- Update and maintain relevant contact lists
- Liaise with Agencies and Casual pool staff to cover roster gaps.

Working Environment and Physical Demands

Stepping Stone Trust aims to provide a safe workplace, where nobody is placed in an environment or asked to do anything which will result in physical or mental harm. Here are some of environments and potential hazards that might be encountered in this role.

*Those in **bold** represent the likely environments of this position*

Office	Residential facilities	Outdoors
Vehicle	Private home	Community

*Those in **bold** represent the likely hazards of this position*

PHYSICAL	BIOLOGICAL	TEMPERATURE
Hand and portable tools Mechanical handling Stacking and storage Transportation (car etc) Confined space / working at heights Ventilation Working at heights in walkways and aisles Equipment guards Energy isolation Noise	Insects Bacteria Animals (e.g. Rats)	Extremes of heat or cold Hot substances / products Fire hazard
	CHEMICAL	PHYSIOLOGICAL
	Chemicals and other substances Mist and/or Dust Dangerous Goods	(Possible catalysts for stress and / or fatigue)
	RADIATION	Times of increased intensity or duration of workload Organisational demands of work (e.g. 24-hour availability)
	Infra –red, ultraviolet Microwave	Tight deadlines Provision of support to others during peak periods
LIGHTING	VIBRATIONS	Shift work
Lighting levels	Vibrating platforms	
ERGONOMIC	POWER SYSTEMS	EMERGENCY RESPONSE
Manual handling Work station set-up	Electrical Hydraulic	Responsible for items to be secured e.g. earthquake Evacuation routes

Those in bold represent the essential physical requirements of this position

TYPE	FREQ.	TYPE	FREQ.	TYPE	FREQ
Stooping	O	Sedentary – sitting	F	Lifting / manual handling	O
Pulling	O	Kneeling	O	Grasping	O
Crouching	O	Typing	F	Crawling	R
Talking	C	Reaching	O	Hearing	C
Standing	O	Repetitive hand motions	O	Fine finger motions	O
Walking	F	Pushing	O	Driving	O
Climbing	R	Other – please record:			

Note: **C** = Constantly: 67-100%; **F** = Frequently: 34 – 66%; **O** = Occasionally: 1 – 33%; **R** = Rarely: 0 – 1%

*Those in **bold** represent the visual requirements of this position*

Close vision	Distance vision	Colour vision
Ability to focus	No special vision requirements	

Person Specification:

Rosters Coordinator

Education and Qualifications

NCEA level 2 (or equivalent)

Broad experience in Microsoft Office Suites, databases and the Internet.

Technical or Professional Knowledge, Skills and Experience

Attributes

- Warm personality to engage in person and via telephone
- Demonstrates systems thinking to progress admin. tasks
- Demonstrated ability to stay calm in high pressure situations
- Logical and structural thinker
- Task oriented, organised in self and work practice
- Honed customer services, communication abilities
- Appropriately assertive (balance empathy, with firmness).

Knowledge

- Able to adapt quickly to software requirements – computer aware
- Intermediate computer skills, particularly in Windows software with the ability to learn new systems fast
- Familiar with field-based software systems (an advantage)
- Working knowledge of the mental health sector (preferred).

General Competencies

Alignment to Core Values

Alignment to the vision, mission and core values of SST

Teamwork

Maintains healthy team relationships especially with respect to handling conflict; aware of differences in personalities and the importance of positive relationships to achieve outcomes

Teachable

Desires to learn best practice; follows instruction

Communication

Develops rapport easily; addresses issues positively; competent in verbal and written communication

Team Fit

Aligns with team's values and composition; aware of own strengths and how they affect other people in the team

Verification

We agreed that this Statement of Accountability accurately reflects the key responsibilities of the position at today's date.

Manager's Signature:

Manager's Name:

Date:

Employee's Signature:

Employee's Full Name:

Date:

This Statement of Accountability will be reviewed at least once a year during the course of the Performance Review Meetings. Any changes which need to be made will be signed off by the responsible Senior Management Team member, and People & Culture.