



Type: guide	Northumbria Blood Bikes: Auxiliary Role Description - Shift Controller Team Leader		
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Approved:	19 January 2018	By:	Executive Committee
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**A. Why do we need this guide**

This document sets out the roles and responsibilities of an Shift Controller Team Leader.

**B. Who is responsible for this guide**

The Rota Manager of the group is responsible for the maintenance of this guide.

The Executive Committee is responsible for approving this guide.

All members of NBB Committee and any holder of the Shift Controller Team Leader role should be familiar with the information in this guide.

**C. When will this guide be reviewed**

The guide will be reviewed a maximum of two year's following its approval.

**D. How will changes be notified**

The latest version of the guide will be made available via the members' library on the group website. New versions will be announced via email to all members of the executive committee and holders of the Shift Controller Team Leader role.

## **1. Aims of the Role**

- 1.1.** The Shift Controller Team Leader will assist the Rota Manager in ensuring there is an active list of suitable controllers to fulfil all the required controller shifts.
- 1.2.** Lead the team of Controller Assistants, who can provide the support to all new Shift Controllers as required, whether telephone or face to face.

## **2. Who does this role report to**

- 2.1.** The Shift Controller Team Leader reports to the Rota Manager.
- 2.2.** The Shift Controller Team Leader may need to liaise with other members of the Committee as deemed necessary to carry out the role effectively.

## **3. Responsibilities and Duties of the role**

### **3.1.** The Shift Controller Team Leader will:

- 3.1.1.** Maintain an active database of suitably trained Shift Controllers and Controller Assistants.
- 3.1.2.** Upon new volunteer completion of the Shift Controller Workshop, liaise with the Rota Manager to ensure new Controllers have the relevant website permissions and OLRs access.
- 3.1.3.** Contact new Controllers who have completed the Shift Controller Workshop to advise of next steps for coaching and support with contact information regarding assigned Controller Assistant.
- 3.1.4.** Obtain feedback from Controller Assistants and act as appropriate to overcome problems to maintain the appropriate level of Shift Controllers.
- 3.1.5.** Obtain progress reports from Controller Assistants over assisted shifts to evaluate sign off for new Controllers, to include
  - Calls listened to for the duration of the shift taken on the hospital number to ensure compliance of capturing the relevant information.
  - Data entry accuracy of Controller jobs logged against calls and Rider/Driver OARS entries
- 3.1.6.** Update member training progress of Controllers when they are added or removed from the Controller register, as and when required.
- 3.1.7.** Monitor vacant Controller shifts on OLRs and provide updates to the Forum, Facebook and Email to ensure continued service.
- 3.1.8.** Act appropriately with any Controllers who haven't booked shifts over a specific period of time as agreed with the Rota Manager.
- 3.1.9.** Liaise with the Shift Controller Training Team regarding group training requirements to ensure the content meets the needs of the Controllers and NBB.
- 3.1.10.** Monitor the effectiveness of the Shift Controller Assistants and removing their access for the role in the case of unsatisfactory performance.

### **3.2. The Shift Controller Team Leader requirements**

- 3.2.1.** Must lead by example
- 3.2.2.** Must have demonstrable knowledge of all NBB policies and procedures.
- 3.2.3.** Been an operational Shift Controller for minimum of 1 year.
- 3.2.4.** When required perform duties of the Shift Controller Assistant.
- 3.2.5.** Active member with a demonstrable track record of regular successful shifts.
- 3.2.6.** Have some flexibility to be available for Shift Controller Assistants.

### **3.3. The Shift Controller Team Leader shall not be responsible for:**

- 3.3.1.** Creating new members on OLRs.
- 3.3.2.** Changing permissions for website access.

## **4. IT System Requirements**

### **4.1. This role requires additional access to ICT systems beyond those of a normal member**

#### **4.1.1. Additional requirements for website access:**

- This role does require access to the mail to all facility.
- This role does not need to create website pages.
- This role will require access to enter member training progress.
- This role will require access to modify Shift Controller web pages.
- This role will require access to Shift Controller Workshop registration and attendance records.

#### **4.1.2. Additional requirements for OLRs access:**

- This role does not require additional access to OLRs

#### **4.1.3. This role has Additional requirements for Email access:**

- This role does require a personal NBB email address
- This role does require a role based email address-  
[shiftcontrollerlead@northumbriabloodbikes.org.uk](mailto:shiftcontrollerlead@northumbriabloodbikes.org.uk)
- This role does require access to the email group-  
[contollers@northumbriabloodbikes.org.uk](mailto:contollers@northumbriabloodbikes.org.uk)

#### **4.1.4. Additional requirements for Slack:**

- This role requires a Slack account.
- This role does require access to the Controllers channel or any other Channel set up relating to the role of Shift Controllers.

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**Version Control and History**

<b>Date</b>	<b>Version</b>	<b>Author:</b>	<b>Reason For Change</b>
Jan 2018	1.0	Ronnie Paton	First Version
Jan 2020	1.0	Ronnie Paton	Document Review