



Type: Guide	Northumbria Blood Bikes: Auxiliary Role Description - Shift Controller Assistant		
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A. Why do we need this guide

This document sets out the roles and responsibilities of a Shift Controller Assistant.

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 Assistant 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 years 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 Assistant role.

1. Aims of the Role

- 1.1.** The Shift Controller Assistant will assist the Shift Controller Team Leader to give additional support to new and existing Shift Controllers, ensuring that there is an active list of Controllers to fulfil the rota on a daily basis.

2. Who does this role report to

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

3. Responsibilities and Duties of the role

- 3.1.** The Shift Controller Assistant will:

- 3.1.1.** Make introductions to assigned new Shift Controller(s) within agreed timescales.
- 3.1.2.** Ensure all new Controllers receive consistent coaching and support as rolled out by the Shift Controller Team Leader.
- 3.1.3.** Ensure new Shift Controllers assigned to them have the right support during the new controller's mutually agreed training shifts and provide telephone support as required.
- 3.1.4.** Be part of a proactive team of Assistants who can offer advice and support to existing Shift Controllers.
- 3.1.5.** Provide feedback and coaching on a minimum of two training shifts with the assigned new Controller by way of shadow and solo shifts, concentrating on:
 - Correct setup of the Hospital Hotline, call taking for the duration of the shift and capturing the relevant information in compliance with organisational requirements.
 - Correct setup and operation of the Wave Dispatch system, observing correct radio protocols.
 - Cross reference telephone call data with Rider and Driver standard job entries on OARS for accuracy.
 - Cross reference Scheduled job entries on OARS for accuracy.
- 3.1.6.** Provide feedback to & collect from assigned Controller after each of their assisted shifts, responding and acting as appropriate, reporting any potential issues to the Shift Controller Team Leader.
- 3.1.7.** Report the progress of assigned new Shift Controllers to the Shift Controller Team Leader via completion of their training card on 'Trello' to ensure Shift Controller 'sign off' is met within a minimum of two full shifts covered and advising the Shift Controller Team Leader when the members 'sign off' milestone is reached to ensure correct permissions are granted.
- 3.1.8.** Attend or provide feedback for meetings as requested by the Rota Team or with the Controller Training team, when required.
- 3.1.9.** Attend any training sessions as required by Rota or Controller Training team.

3.2. The Shift Controller Assistant requirements

3.2.1. Must lead by example.

3.2.2. Must have demonstrable knowledge of all role related NBB policies and procedures.

3.2.3. Be an active member with a demonstrable track record of regular successful shifts.

3.2.4. Have flexibility to be available for members during the assisted shifts.

3.2.5 Must have a good basic knowledge of Windows based IT programmes required for controlling duties. This is required to assist new controllers with IT issues during their training.

3.3. The Shift Controller Assistant shall not be responsible for

3.3.1. Creating new members on OLRs.

3.3.2. Changing permissions for Controller website access.

3.3.3. Updating member training progress.

4. IT System Requirements

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

4.1.1. Additional requirements for website access:

- This role does not require access to the 'Mail to All' facility.
- This role does not need to edit website pages.
- This role will require access to the following Auxiliary Shift Controller Support functions via the allocated 'AUX' tab on the NBB homepage:
 - OARS - Shift Controller Entries.
 - OARS - Shift Controller Entries - BOB run.
 - OARS - Shift Controller Entries - HEXHAM run.
 - OARS - Rider and Driver Entries.
 - OARS - Rider and Driver Entries - BOB run.

This access is required to fulfil the functions laid out in 3.1.5 above.

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 requires a role-based email address:
controllerassistant#@northumbriabloodbikes.org.uk
where # denotes the assistant number.
- This role does require access to the email group:
contollers@northumbriabloodbikes.org.uk

4.1.4. Additional requirements for Slack:

- This role requires an online Slack account.
- This role requires access to the Controllers channel within Slack.

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Version Control and History

Date	Version	Author	Reason for change
Nov 2017	1.0	Ronnie Paton	First Issue
Nov 2022	1.1	Paul Curran	Document review