



Type: guide	Northumbria Blood Bikes: Auxiliary Role Description - Shadow Shift Coordinator		
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Approved:	21 st Nov 2017	By:	Executive Committee
Doc Ref	AUX2106	Version	1.0

A. Why do we need this guide

This document sets out the roles and responsibilities of an Shadow Shift Coordinator.

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 Shadow Shift Coordinator 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 Shadow Shift Coordinator role.

1. Aims of the Role

- 1.1.** The Shadow Shift Coordinator will assist the Rota Manager in ensuring there is an active list of suitable Shadow riders and drivers to fulfil the requirements.

2. Who does this role report to

- 2.1.** The Shadow Shift Coordinator reports to the Rota Manager.
- 2.2.** The Shadow Shift Coordinator will 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 Shadow Shift Coordinator will

- 3.1.1.** Maintain an active data base of suitably trained riders and drivers who meet the requirements as a Shadow Shift Rider or Driver.
- 3.1.2.** Lead by example at all times.
- 3.1.3.** Demonstrate the use and understanding of NBB policies and procedures
- 3.1.4.** Be the initial point of contact for any new rider or driver who wishes to request a shadow
- 3.1.5.** Allocate a suitable and available shadow rider/driver to a member requesting a shadow
- 3.1.6.** Reallocate another shadow rider/driver, if the assigned shadow rider/driver becomes unavailable, as soon as possible to maintain support and shift coverage on OLRs.
- 3.1.7.** Actively obtain feedback with the member and /or shadow rider/driver after the members shift and act appropriately.
- 3.1.8.** Ensure any member milestones are entered on website.
- 3.1.9.** Liaise with rota manager regarding the integrity of the service and adherence.
- 3.1.10.** Ensure any procedural changes that affect the shadow shift role are cascaded to the list of shadow riders and drivers.
- 3.1.11.** Add new Shadow riders and drivers to the Shadow Slack channel

- 3.2.** The shadow shift coordinator will not be responsible for

- 3.2.1.** Booking any vehicle on OLRs

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 not 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 milestones

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 not require a personal NBB email address
- This role does require a role based email address-
shadowcoordinator@northumbriabloodbikes.org
- This role does require access to the email group-
shadow@northumbriabloodbikes.org

4.1.4. Additional requirements for Slack:

- This role requires a Slack account
- This role does require access to the Shadow channel

**Northumbria Blood Bikes:
Auxiliary Role Description - Shadow Shift Coordinator**

Version Control and History

Date	Version	Author:	Reason for Change
21 st Nov 2017	1.0	Ronnie Paton	First Version
6 th Dec 2019	1.0	Ronnie Paton	Document review no changes