

**Job Title:** Resource Planner

**Grade:** Band C

**Reports to:** Area Business Manager or nominee

**Role Responsibilities:** Budget £0 FTE 0

### **The Role**

ECL's vision is to be the supplier of choice for Adult Health and Social Care. This role requires great planning skills, a commercial awareness and the ability to deliver a customer-centric service.

The role is to provide high level resource planning to frontline workers, Occupational Therapists and Physiotherapists to deliver community based services to customers across Essex. Dealing directly with ECL staff and customers with empathy and assurance of service delivery, it will require a high level of understanding of the geographical area and resources available to be efficient and cost effective for both the customer and the business. The post holder will be expected to understand the staff allocation and rostering system in use (currently CACI) and will be expected to work on their own initiative when dealing with last minute rota changes. This is a pivotal role to ensuring a safe and effective service is delivered in the community services of ECL

### **Job purpose**

To provide the Planning support provision to our Services to support service users living in the community.

To work within a multi-disciplinary team to achieve the best possible outcomes for people. The role will manage employee resource planning to ensure appropriately skilled and sufficient employees are available to carry out customer home visits safely and effectively. This is a key integral role to ensure the smooth running of services, optimising staffing efficiency, customer and staff safety and consistency in rota planning. It is essential planners work closely with Service Co-ordinators, the Registered Manager and frontline staff to fulfil Reablement at home, 'Provider of Last Resort' and Short term care and support requests. The role is autonomous and requires the post holder to review rotas, allocate rotas and revise rotas on a constant basis, depending upon the needs of the service. This is a pivotal role to ensuring a safe and effective service is delivered in the community services of ECL

### **Key Accountabilities**

- Work flexibly and collaboratively across structural boundaries as part of cross functional teams, and in support of key functional outputs, regardless of where you sit within the organisation.
- Think creatively, challenging the norms, and constructively challenging those around you (including those more senior) to ensure continuous improvement, commercial astuteness, and inspire the same in colleagues.

- Ensure the proper assessment, management and mitigation of risk, including information Governance, health and safety and business continuity.
- Responsible for recognising a disclosure of a concern from an individual that requires a safeguarding intervention to be made and to take appropriate action.

### **Role Specific Accountabilities**

- Manage all staff rotas on behalf of the locality
- Manage daily changes to rota/delivery schedules including annual leave and sickness.
- Manage all gaps relating to sickness, annual leave and training liaising with Manager and Registered Manager.
- Ensure rosters are regularly reviewed to meet all service contractual KPIs.
- Ensure effective use of staff availability through effective job allocation.
- Minimise travel time on the community resource system to ensure maximum contact time with clients, maintaining continuity of carer wherever possible.
- Perform any other duties commensurate with the grade of the post.
- To know at all times staff allocations day by day to ensure referrals are accepted in line with capacity.
- Familiarisation of customer needs and requirements to ensure customer focused support is delivered through matching staff skills against individual customer's needs.
- Ensure contractual hours are being met against weekly Staff Utilisation Reports.
- To take immediate action to try to ensure urgent and emergency requests for Reablement/POLR/ STC are fulfilled. This may require rotas to be changed at short notice and so a high level of communication and influencing skills are needed.
- To suspend, start and cancel packages of support as requested by Manager and Registered Manager
- To work effectively with other team members to help support and improve the performance of the team achieving outcomes and targets To plan, organise and improve your work to meet specified requirements and deadlines

- To communicate information using telephone/e-mail
- To support and maintain the use of information technology systems and software
- Ability to develop and maintain effective working relationships and respond appropriately to the needs of colleagues and customers
- Effective organisational skills with the ability to plan, develop and prioritise work to meet deadlines and changes in priority
- Demonstrate excellent communication skills when dealing with colleagues, Community Care Assistants, Managers and a range of health professionals.
- The post holder will be expected to understand the staff allocation and rostering system in use (currently CACI) and will be expected to work on their own initiative when dealing with last minute rota changes. This is a pivotal role to ensuring a safe and effective service is delivered in the community services of ECL
- To continually review, develop and improve systems, processes and services in support of ECL's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

### **Key Skills & Qualifications**

- Good standard of education.
- Strong Customer Service skills.
- Ability to learn and use IT systems used in the service.
- Understand resource planning and be computer literate to be able to book sessions on an electronic system.
- Need attention to detail and ensure visit changes are actioned in a timely manner.
- Ability to identify when a rota requires changes to enable to the maximum number of people to be seen within agreed parameters.
- To regularly check rotas and ensure that visits are happening in real time according to the needs of the customer and take remedial action as and when necessary

- Experience of working within a care environment would be an advantage.
- Experience with dealing with sensitive data and understanding of Information Governance.
- Accurate record keeping with an eye for detail.
- Ability to interpret community care assessments into customer plans.

## ECL's Values

**Caring** – supporting others with care, compassion, and positive engagement

**Excellence** – working efficiently and innovatively to achieve excellence



**Integrity** – being open and having the courage to do what is right.

**Teamwork** – working together to achieve our common goals