

Roster & Operations Coordinator



MASH Trust is an innovative provider of health and disability support services based in Palmerston North, supporting 2,000+ people and whānau.

Our services are offered through day programmes, support within MASH homes, and support in the community. We operate throughout the lower North Island in Wellington, Kapiti, Horowhenua, Manawatu, Whanganui, and Hawkes Bay.

MASH Trust Mission & Values

Our Mission: Working together to achieve great lives.

Our Values

- Relationships – Build open relationships based on honesty and respect
- Communication – Communicate with an open mind and heart
- Mana – Recognise and promote the mana and strengths of the individual
- Opportunities – Take opportunities to learn and grow together
- Believe – Believe that together we will make a difference
- Fun – Make fun a goal

Overview

Reports To:	Roster and Operations Lead
Direct Reports:	Nil
Location:	Palmerston North
Hours:	Full-time (80 hours per fortnight) Hours of operation of the service 6am to 9pm, 7 days per week and on call. Roster of hours to be worked determined by Roster & Operations Lead and may be subject to change from its publication with 21 days' notice
Delegations:	Tier 5 – In accordance with current delegations' policy

Role Purpose

To ensure the future direction and allocation of resources to areas that align with our strategy, to help us achieve our goals and drive sustainable growth.

To operate collaboratively and across functions as one team to tackle the challenges and optimise the opportunities in front of us together.

The Roster & Operations Coordinator supports the onboarding, shift allocations, training & development and other resourcing of services within Mental Health and Disability services in both Residential and Community settings. The Roster & Operations team provides contribution to various MASH Trust portals used for repairs and maintenance to support the wider operational team and support for various projects, pieces of work and new initiatives within Operations and Enabling services as required.

The Operations Team is responsible for operationalising the MASH Quality Framework and The MASH Way in all aspects of service delivery to meet the changing expectations, needs and aspirations of the people we support and to ensure MASH remains a partner of choice for our funders and stakeholders.

The Team will drive operational efficiency and compliance with statutory requirements, while also being focused on the future and the changes needed to continuously improve delivery of quality, people-centric services.

By leading for the future, living the MASH values, delivering operational excellence, and being connected with stakeholders, this role will contribute to the continued growth of MASH's reputation and influence.

Key Relationships

All MASH Trust staff have a responsibility for managing relationships in some or all the key sectors we work within. In this role, the key relationships to be developed are as follows:

Internal:

- Executive Leadership Team (ELT), Senior Leaders, MASH managers and staff

External:

- The people we support, family/whānau, external consultants and contractors, suppliers and other providers (e.g. Insurers, Vendors, Auditors)

Key Areas of Responsibility

Key Area of Responsibility	Tasks	Performance Measures
Organisation Service Support and Development	Delivers services and support that meet the needs of the 'customer' (internal and external), whānau and our funders. This includes contacting the people we support, family/whanau as required. Maintain and fill rosters and obtain resources as may be required for new and existing services.	85–90% satisfaction rating from service users and whānau (via surveys or feedback tools) Rosters published on time (e.g. 2–4 weeks in advance) Reduction in roster changes after publication Incident rates related to staffing shortages or errors trend downward
Service Growth and Development	Throughout the service lifecycle, identify opportunities for improved service performance, gather feedback, and incorporate continuous improvement initiatives to enhance service quality and the satisfaction of the people we support. Provide information for reporting on matters such as roster performance, compliance and other reporting to Operations on areas of delivery that Roster and Operations support.	Measurable improvements in service outcomes and the provision of support worker services to the people we support Improvement in user experience scores (e.g. ease of access, coordination, responsiveness) Reporting content is fit for purpose in accordance with variety of stakeholder requirements and is provided on time

Service Delivery Support	Provide high quality services to the people we support, and delivery of services internally within the organisation. Ensure tasks required are completed accurately and on time. Maintain positive working relationships with internal teams and ensure clear communication of roster information. Adhere to MASH standards. As relevant and where required contribute to the resolution of any concerns or complaints relating to service delivery.	≥ 95% of roster requests/actioned tasks delivered accurately and on time High satisfaction ratings from Service Managers and frontline teams and the people we support and their whanau 100% adherence to MASH policies, procedures, and quality framework Complaints can be resolved in a timely way as the information required is available. Improvements in services occur because of complaint resolutions and associated learnings. Appropriate escalation of issues to Roster and Operations Lead with clear documentation supporting the risks.
Service Documentation Creation	Maintain accurate and comprehensive documentation related to service delivery. Capture and document essential information, processes, and outcomes to support effective service provision, quality assurance, and regulatory compliance.	Accurate, complete, and timely records are maintained Standard operating procedures exist for all processes related to the services performed by the R & O team
Rostering Management	Coordinate, create and manage staff work schedules enabling the optimal allocation of people resources of MASH frontline staff. This includes shift understanding and planning, consideration of employee fit and suitability, understanding resource constraints, workload distribution, compliance and fairness together with alignment to the various employment terms and conditions of staff.	Rosters published on time (e.g. 2–4 weeks in advance) Reduction in roster changes after publication Incident rates related to staffing shortages or errors trend downward.

	Support and manage staff requests for roster changes. Distribute and communicate clear and concise rosters to service delivery staff. Provide roster plans 4 weeks in advance.	
Operations Support	Update maintenance portal used for MASH repairs and maintenance of operational homes and surrounding environments. Manage end to end job requests submitted by frontline staff. As required and directed provide resource support for work to be performed within the Learning and Development Framework. Provide support for projects, pieces of work and new initiatives within Operations and Enabling services as required.	The portal accurately reflects the services and jobs required by the frontline staff and these are effectively managed and resolved with timely updates to key stakeholders Support provided by the R & O team to Learning and Development allows for the achievement of the Learning and Development framework outcomes New projects and initiatives are well supported by the R & O team to operationalise new work or initiatives effectively, successfully and on time
People, Culture & Wellbeing	Consider self and others contributing in a way to affect a positive culture and team environment. Embrace learning and development opportunities, building individual capability. Undertake Personal Development Plan each year achieving goals and objectives set.	Improvement in engagement and retention and employee job satisfaction scores within the team and wider organisation occur. Learning and development and Personal Development Plans objectives are being achieved
Risk Management	Identify, and escalate to the Roster & Operations Lead or Group Manager Operations situations of potential/real risk to MASH and its commercial stability. Adhere to MASH Trust's policies and procedures.	Risks are escalated promptly and supporting information is provided as necessary. MASH Trust policies and procedures are followed to reduce risk to the organisation and ensure quality and consistency are maintained.
Stakeholder Engagement	Support the maintenance of a positive image of MASH internally and externally.	Assist to raise the organisation's reputation and profile (both internally and externally).

	Develop and maintain strong internal stakeholder relationships with Operations and enabling services working as One Team and ensuring connected and shared visions and outcomes are achieved.	Bring to MASH information relevant to our organisation to ensure we continue to innovate and evolve based on best practise and sector developments. Feedback supports that you engage with stakeholders positively and professionally and that real collaboration occurs.
Health and Safety, Privacy	Work in accordance with MASH's Health and Safety Framework and Plan as well as the Privacy framework. Apply health and safety policies and procedures operating within the framework of acceptable workplace practice. Comply with responsibilities of the Health and Safety at Work 2015 legislation.	Work safely encouraging and supporting others to do the same. Health & Safety incident reporting and analysis is completed promptly and in accordance with policies and procedures. Required corrective actions are taken. Strategies are in place and actions taken that reduce harm and improve safety while growing a resilient workforce. All staff are trained in the Privacy Act 2020 and their obligations as it relates to their role.
Continuous Improvement	Contribute to continuous improvements within the Roster and Operations team demonstrating a commitment to and a culture of curiosity, improvement, and shared learning across MASH.	We build on our culture of quality and innovation and can demonstrate improvements in consistency and responsiveness. Audits are completed with few, if any, improvement recommendations.
Te Tiriti o Waitangi & Cultural Competence	Demonstrate commitment to honouring Te Tiriti o Waitangi. All staff are expected to support better health outcomes for Māori by working in partnership with Māori, respecting Māori leadership and perspectives, and helping to create a culturally safe environment. This includes learning about Te Tiriti, understanding its relevance to our work, and making sure Māori voices and needs are included in our decisions and services.	We can demonstrate understanding of Te Tiriti o Waitangi and its relevance to their role. There is evidence of increased Māori participation and engagement and improved equity, cultural safety and positive outcomes for kamahi and whanau Māori.

Other Duties	Any other duties reasonably associated with the role.	
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Travel

Travel to MASH sites across the lower North Island may be required.

Person Specification

The ideal applicant for this position will be able to fulfil the following criteria

Job Specific Knowledge and Skills:

- ▶ Situational leadership understanding
- ▶ Cultural awareness
- ▶ Understanding of the needs of the people we support and their whanau
- ▶ Proven problem-solving ability
- ▶ Ability to identify areas for improvement with the ability to give constructive feedback
- ▶ Experience in networking and engaging with a variety of stakeholders across a region, builds rapport easily and quickly
- ▶ Strong communication skills
- ▶ Team building skills
- ▶ Strong organisational skills and time management

Job specific experience:

- ▶ Experience in dynamic and changing environments, previous rostering experience desirable
- ▶ People and supervision/coordination experience of a service in Health and Disability
- ▶ An understanding of cultural issues, tikanga and te Tiriti o Waitangi and its implications for MASH
- ▶ Knowledge and understanding of the needs of people with disabilities and an empathy for the communities in which MASH operates
- ▶ Report writing skills
- ▶ Ensures accountability
- ▶ Builds strong customer centric solutions

Qualifications and other requirements:

- ▶ Relevant tertiary qualification or 2 years' experience in a similar role
- ▶ Ability to manage difficult conversations
- ▶ Flexibility – ability to work hours as rostered and at varying working locations as needed
- ▶ Understanding of systems and processes
- ▶ Working in an agile and flexible manner
- ▶ An understanding of the Health and Safety of workers
- ▶ Full, clean NZ driver licence.

Acknowledgement

The information contained in this job description is intended to describe the nature and level of work to be performed. This is not considered an exhaustive list of all the responsibilities, duties or skills required in the role. Duties may change following discussion with the role holder.

Employee Acknowledgement

I confirm that I have received, read, and understood the job description for my role. I understand the responsibilities, expectations, and requirements outlined, and I have had the opportunity to ask questions about any parts that needed clarification.

Employee Name: _____

Signature: _____

Date: _____