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Relief Workforce and Rostering Coordinator

Job title: Relief Workforce and Rostering Coordinator

Reports to: Director of Services

Contract: Permanent, 40 hours per week

Salary: £30,000

Location: Newquay, Cornwall, with regular liaison across Green Light services

Job overview

The Relief Workforce Coordinator manages and coordinates Green Light's supplemental staffing pool, ensuring services have safe, compliant, and familiar support when gaps occur. Working alongside Managers this role acts as the central hub for Relief availability, processing Relief recruitment compliance checks, enforcing working hour regulations, and coordinating authorised agency cover.

This is a coordination, compliance, and oversight role within Services, working closely with the Director of Services, Registered Managers, and central teams to ensure all Relief workers are safe, compliant, and properly inducted before taking shifts

Registered Managers remain responsible for safe staffing decisions in their homes.

Key duties and responsibilities

Relief workforce coordination & gap management

- Maintain an accurate overview of current and upcoming staffing gaps, available Relief workers, and unfilled shifts across Green Light's homes, without directly managing or creating home rotas.
- Work with Registered Managers and Deputy Managers to understand changes in support needs, staffing requirements and planned absences.
- Seek to cover staffing gaps using available permanent employees first, then suitable Relief workers, before requesting authorised agency cover, while always prioritising safe staffing and continuity for the people we support.
- Coordinate suitable options for covering gaps within agreed parameters, obtaining operational authorisation where required.
- Consider the needs and preferences of the people we support, continuity, familiarity, skills, training, availability and any individual risk assessments or agreed support arrangements when proposing cover.

- Identify gaps that cannot readily be filled and give managers and the operational team timely information on the options available, action taken and any remaining risk.
- Support contingency planning for predictable pressures and respond calmly and promptly when staffing changes at short notice.
- Act as a central contact for Relief workers, maintaining regular communication about availability and opportunities for work.
- Coordinate fair and appropriate shift offers, recognising that Relief workers can accept or decline offered work.
- Record availability, shifts offered and worked, cancellations and relevant restrictions accurately.
- Work with managers to ensure Relief workers have the information, familiarity and support needed for the homes in which they work.
- Monitor engagement, reliability and periods of inactivity, raising concerns through the appropriate process.
- Arrange and record initial 6-week check-ins and structured 12-week reviews, gathering feedback from both the Relief worker and relevant managers and following up agreed actions.
- Maintain periodic check-ins thereafter to discuss availability, experience of working across homes, training progress and any support or concerns.
- Conduct and record all return to work interviews for Relief workers following sickness absence, discussing their wellbeing, readiness to return and any support needed. Follow up agreed actions and promptly escalate concerns requiring management decisions or HR advice through the appropriate route.

Relief compliance, DBS & onboarding

- Process Enhanced DBS applications for Relief candidates, run online DBS Update Service checks, and log clear outcomes before shift allocation.
- Verify Right to Work documentation and track visa expiration dates across the Relief pool.
- Partner with Recruitment, HR, and Training to track new Relief candidates through pre-employment checks, home inductions, and shadow shifts before confirming independent shifts.

Safe working and working patterns

- Monitor planned and recorded hours across homes to identify excessive hours, insufficient rest, fatigue concerns or potential breaches of documented working restrictions.
- Keep oversight of documented visa-related working hour restrictions, including 20-hour weekly limits where applicable. Check proposed shifts against hours worked or arranged across Green Light's homes, and escalate any concern before further shifts are confirmed.
- Identify regular or predictable Relief shift patterns, repeated block bookings or ongoing use of Relief workers to fill an established staffing requirement.
- Raise emerging operational concerns involving HR or Recruitment and Compliance where further advice is needed.

- Escalate concerns about suitability, competence, conduct or safeguarding promptly through the relevant operational process.

The postholder monitors and flags these matters; they do not make independent decisions about employment status, immigration conditions or formal employee relations outcomes.

Agency cover and workforce costs

- Liaise with external staffing agencies when authorised to do so and when agency cover is required.
- Maintain accurate information on agency bookings, including the home, shifts, frequency and any recurring reliance on particular workers or agencies.
- Raise concerns about agency worker suitability, reliability or performance promptly with the relevant manager.
- Highlight opportunities to reduce avoidable agency use through better planning, recruitment or appropriate use of Green Light's existing workforce.
- Provide clear information on Relief, additional hours and agency usage to support operational planning and visibility of workforce costs.

Recruitment, induction and workforce planning

- Share information about recurring gaps, difficult-to-fill shifts, skills needs and sustained use of additional hours, Relief or agency cover with the Operational team and Recruitment and Compliance Lead to inform workforce planning and recruitment priorities.
- Help translate operational staffing needs into practical information for recruitment priorities, including Relief recruitment.
- Work with Recruitment, HR, Training and managers to support a smooth transition from recruitment and induction into a person's first shifts.
- Proactively work with managers to plan and arrange home inductions, orientation and shadow shifts for Relief workers in additional homes, building a wider pool of workers who are familiar with the individuals supported and can safely cover future gaps. Record completed introductions and any home-specific requirements before offering shifts.
- Offer shifts only where the worker's completed training, assessed competence, home induction, familiarity and any required supervision or risk assessment make the arrangement appropriate. Check the relevant information and resolve or escalate gaps before confirming the shift.
- Monitor Relief workers' progress towards completing all required training within their first three months, following up outstanding requirements with the worker, Training and relevant managers.
- Contribute operational insight to recruitment activity when requested.

Recruitment retains responsibility for candidate attraction; the Coordinator processes and monitors DBS, Right to Work, and onboarding compliance checks for the Relief pool.

Information, reporting and improvement

- Produce regular, concise workforce updates for the Operational team covering agreed measures such as unfilled shifts, Relief availability and use, agency cover, cancellations and recurring staffing pressures.
- Identify patterns that may point to a continuing vacancy, a wellbeing concern or a need to review how cover is arranged.
- Keep records of Relief check-ins and reviews, return to work interviews, training follow-up, working pattern concerns and agreed actions so that follow-up can be tracked.
- Work with managers to improve the accuracy and consistent use of RotaCloud and agreed rostering processes.
- Use feedback from managers and workers to suggest practical improvements to workforce coordination, Relief engagement and continuity of support.

Working relationships and decision-making

The Relief Workforce and Rostering Coordinator reports to the Director of Services. They work closely with the Deputy Director of Services on operational priorities and with managers across Green Light's homes.

The postholder coordinates staffing information and options for cover within agreed parameters. Registered Managers remain responsible for safe staffing and service delivery within their homes. Staffing risks and decisions outside the Coordinator's authority are escalated through the agreed management route.

The role liaises with Recruitment, HR and Training when their input is needed.

Values and behaviours

In this role, Green Light's values of empathy, integrity and empowerment should be evident in how the postholder works with people. They will communicate clearly, treat colleagues and Relief workers fairly, remain calm under pressure and remember that each staffing decision affects the experience of the individuals we support.

Person specification

Essential

- Experience administering Enhanced DBS applications and verifying Right to Work documentation.
- Understanding of Working Time Regulations (WTR 1998) 48-hour limits and rest break rules.
- Valid UK Driving Licence and access to a vehicle.
- Experience in rostering, workforce coordination, scheduling or a comparable operational role.
- Experience coordinating Relief, Bank or agency workers.
- Ability to organise competing priorities and respond effectively to changing, time-sensitive staffing needs.

- Sound judgement when matching people to work, identifying risks and knowing when to escalate.
- Strong communication skills and the ability to build effective relationships with managers, employees and Relief workers.
- Confidence using digital systems and spreadsheets to maintain accurate records and present useful information.
- Ability to handle confidential information appropriately and understand the importance of safeguarding.
- Ability to follow documented working restrictions, training requirements and risk controls accurately when arranging shifts.
- Commitment to Green Light's values and to consistent, person-centred support.

Desirable

- Experience in adult social care or another regulated service.
- Familiarity with RotaCloud or a comparable rostering system.
- Experience using workforce information to identify trends and support planning.

General

The postholder will need to work flexibly when urgent staffing issues arise. This job description reflects the current scope of the role and may be reviewed as Green Light's services and workforce arrangements develop. Other reasonable duties may be undertaken where they are consistent with the purpose and level of the role.