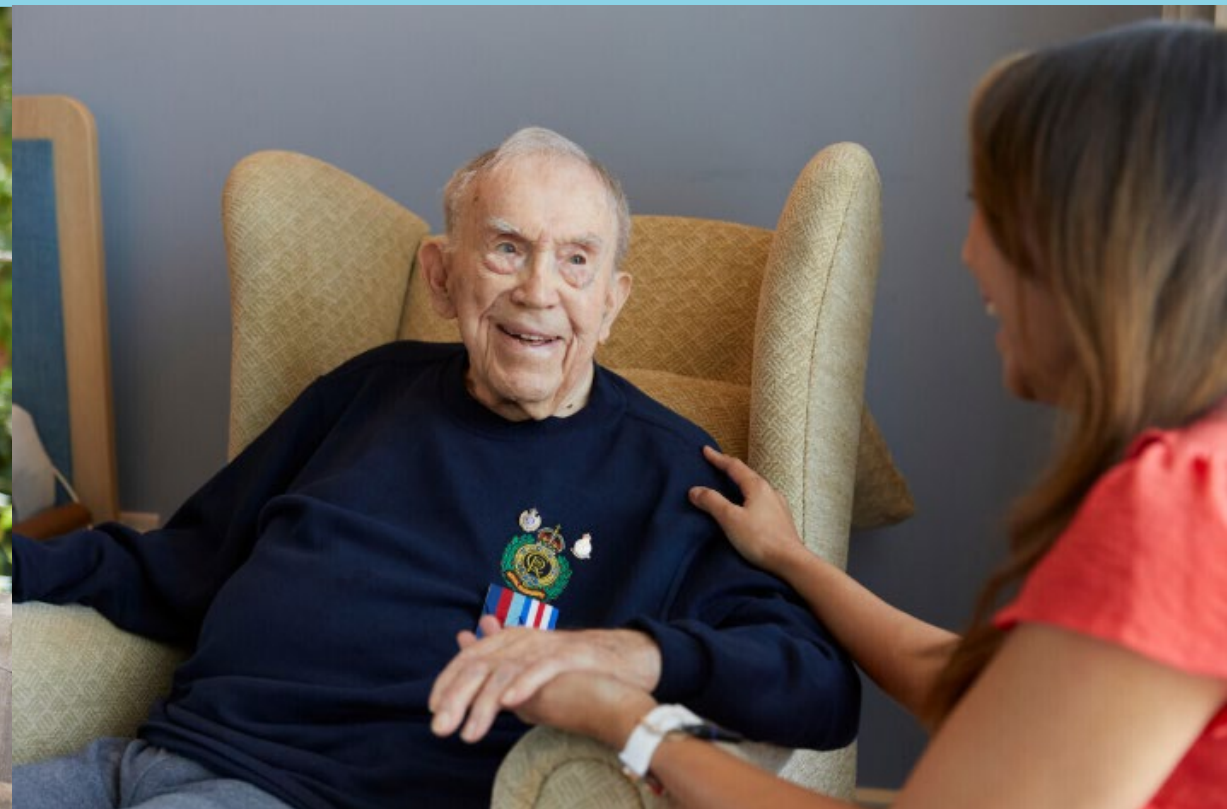




**Royal Star  
& Garter**

Care with courage



# Volunteer Coordinator

Candidate information pack





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# Welcome to Royal Star & Garter

Thank you for your interest in Royal Star & Garter. It's an exciting time to join us as we embark on our five-year strategy which will see us enhance the services we provide to our beneficiaries, evolve our current operations and expand our services beyond our current four homes.

As Volunteer Coordinator you will be integral in enhancing our volunteering opportunities and volunteer experience across our Homes and as our new five-year strategy takes shape, across our community services. The role is part-HR processes, part-opportunity development and totally people focussed. This is a new role for us so if you want something to get your teeth in and which will give you variety please read on.

The values that Royal Star & Garter holds are integral to everything we do, and we expect staff to uphold them. In the case of this role, it will be an important element of ensuring appropriate consistency across the Homes.

We are committed to investing in our staff - in both their professional development and personal wellbeing. We offer a comprehensive induction supported by training and an informal learning approach. Our range of benefits are also designed to support our staff.

We are looking for someone who is passionate about our values, someone with positive energy and who wants to work as part of a fabulous team to make a real difference. If this is you, then I look forward to receiving your application.

Kate Silver  
Director of People

## The role at a glance

**Title:** Volunteer Coordinator

**Location:** Hybrid

**Reports to:** Director of People

**Management of:** No line management

**Hours:** 35 p/w. Generally Monday-Friday but some evening / weekend working may be required.

Open to job share applicants

**Salary:** £36,000

**More information:**

Kate Silver, Director of People  
[Kate.Silver@starandgarter.org](mailto:Kate.Silver@starandgarter.org)

# Purpose & key responsibilities



## **Purpose of the role**

To lead the recruitment, onboarding, placement and ongoing support of volunteers across our Homes and ad-hoc volunteers; provide support for corporate volunteering relationships and; support the effective running of our Telephone Friendship service so that volunteers have an excellent experience and the people we support receive high-quality, person-centred support.

## **Key responsibilities**

### **1. Volunteer strategy and planning**

- Develop a volunteering strategy and associated implementation plan for the range of volunteering opportunities covering purpose, opportunities (including corporate volunteering), marketing, recruitment, induction, training, communication, recognition and retention.
- Promote a positive, inclusive volunteering culture that reflects our values and supports a high-quality experience for volunteers and the people we care for.

### **2. Recruitment and onboarding**

- Collaborate with the Marketing team on recruitment campaigns.
- Manage the end-to-end recruitment process: enquiries, information sessions, application, interviews, references and DBS checks as required.
- Match volunteers to roles based on skills, interests, availability and service needs.
- Design and coordinate, engaging inductions and role-specific training (including safeguarding, boundaries, confidentiality and communication) for all volunteers.



# Key responsibilities continued



## **3. Volunteer support, supervision and recognition**

- Provide ongoing support to volunteers through regular check-ins and group meetings, responding promptly to any issues, concerns or conflicts.
- Work with Home Managers and staff so volunteers are welcomed, properly briefed and safely integrated into day-to-day activities in each Home.
- Ensure Telephone Friendship volunteers are well supported by the TFS admin team.
- Develop simple approaches to recognising and thanking volunteers, including informal appreciation and more formal recognition.

## **4. Corporate volunteering and partnerships**

- Work with the Corporate & Community Manager and teams in the Homes to develop and deliver a programme of high-quality corporate volunteering opportunities.
- Act as key point of coordination for corporate volunteers, planning and coordinating volunteering days and projects that are safe, meaningful and aligned with our needs.
- Gather feedback from corporate volunteers and staff to improve future activities and build long-term, mutually beneficial relationships.

## **6. Systems, data and safeguarding**

- Maintain accurate volunteer records, including recruitment checks, training completed, availability, roles and contact details, in line with data protection requirements.
- Produce reports on volunteer numbers, hours, activities and feedback to inform planning, funding bids and impact reporting.
- Ensure all volunteer activity complies with organisational policies and procedures, including safeguarding, health and safety, confidentiality and boundaries, and escalate concerns appropriately.

# Person specification



## **Essential experience**

- Experience of recruiting, inducting and supporting people in paid or unpaid roles, including handling sensitive information and checks.
- Experience of building positive relationships with a wide range of people.

## **Desirable experience**

- Experience of coordinating or managing volunteers, or of staff supervision in a people-focused setting (e.g. care, health, community, charity, housing).
- Experience of working with corporate partners, community groups or external stakeholders.
- Awareness of safeguarding, equality, diversity and inclusion, and commitment to applying these in all volunteer activities.

## **Personal attributes**

- Strong interpersonal and communication skills, able to build rapport, motivate and coach volunteers with different backgrounds and needs.
- A compassionate, person-centred approach and a genuine commitment to improving the lives of the people in our Homes and those using the Telephone Friendship service.
- Good organisational skills, able to manage multiple volunteer roles, locations and schedules and to prioritise effectively.
- Ability to deal sensitively with confidential information and maintain professional boundaries.
- Confident using IT systems (e.g. email, video calls, volunteer databases, spreadsheets) to manage information and keep in touch with volunteers.

# How to apply



Send A CV and covering letter of no more than two sides setting out how you meet with person specification and how you will deliver the purpose of role to [centralservices.jobs@starandgarter.org](mailto:centralservices.jobs@starandgarter.org).

## Our values



## With love



We carry out our work with love, care and compassion.

## Living positively



We are optimistic in everything we do, supporting veterans and their families in leading happy, fulfilled lives.

## As a family



We work and live as one team, one family, one community.

## Standing in their shoes



We show admiration and respect for people and never forget what they have done.

## Take courage



We are not afraid to do what is right and what is needed.

# Offer



## Although we are a charity, we offer a generous package

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- Salary £36,000
- 35 hours per week
- Equivalent of 25 days holiday per annum plus bank holidays
- Employer Pension Contribution of 7.5% with matching Employee contribution of 5%
- Life insurance of 3 x salary (until age 70)
- Ten weeks full occupational sick pay before statutory sick pay
- Access to appropriate professional bodies and payment of relevant membership fees after six months of employment
- Learning and development – opportunities to support you in your role

# Conditions of employment



Any offer of employment made will be subject to the following conditions:

- Satisfactory references covering the last 5 years from at least two references, including one from your current or most recent employer
- A pre-employment medical screening
- Enhanced DBS Disclosure
- Proof of the Right to Work in the UK

Confirmation in post will be subject to:

- A satisfactory 6-month probationary period.

# About us



## Our mission

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Royal Star & Garter was founded in 1916 to care for the severely injured young men returning from the battlegrounds of the First World War. Today, our mission is to provide outstanding care and support that recognises the needs of veterans and their families.

## Our care

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We provide care, support and friendship for those who have had the courage to serve so that they can live well. We deliver that through high quality Homes, a range of services in the local community, by driving innovative practice and by setting the standards for others to follow. We offer:

- Nursing care
- Dementia care
- Short-break/respice care
- End of life care
- Day care
- Lunch Clubs
- Telephone Friendship Service

# About us



## Our future

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We are developing new services beyond our four Homes, including an outreach service to provide support in veterans' own homes and a community for younger veterans. We continue to reach more ex-Service personnel in residential care through the Veteran Friendly Framework. Our work to promote greater collaboration will deliver better outcomes for the Armed Forces community.

## Our knowledge

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We have over 100 years' experience in providing pioneering nursing and therapeutic care to veterans living with disability and dementia. We are committed to sharing our knowledge and skills with other organisations to promote better care for all veterans and older people. We partner with health care, military and academic organisations for the benefit of our local communities.

## Sharing our experience

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We are passionate about innovation in our care to improve the lives of veterans and their families. We have been championing the development of nursing associates in the social care workforce for several years and support many of our carers to develop new skills.

# High Wycombe

Our High Wycombe Home (rated Outstanding by the CQC) has been designed with comfort and wellbeing in mind. There are plenty of activities to enjoy, opportunities to socialise with friends, or simply relax in the spacious lounges and landscaped garden.



# Solihull

Our Solihull Home is rated Outstanding in all five areas by the Care Quality Commission. Loving, compassionate care is tailored to each individual and every detail designed for comfort and wellbeing, it's a place where residents and their families can truly feel at home.



# Surbiton

With its stunning foyer and relaxed, spacious lounges, our Surbiton Home offers a warm, friendly welcome. Highly trained staff provide specialist care in comfortable surroundings, where the focus is always on the individual.



And rated **'Outstanding'** in the care category.



# Worthing

Our Worthing Home places each person at the heart of their care, with personalised rehabilitation plans that promote independence, confidence and wellbeing. The dedicated team includes in-house physiotherapists and occupational therapists who offer hands-on support with warmth and encouragement.

