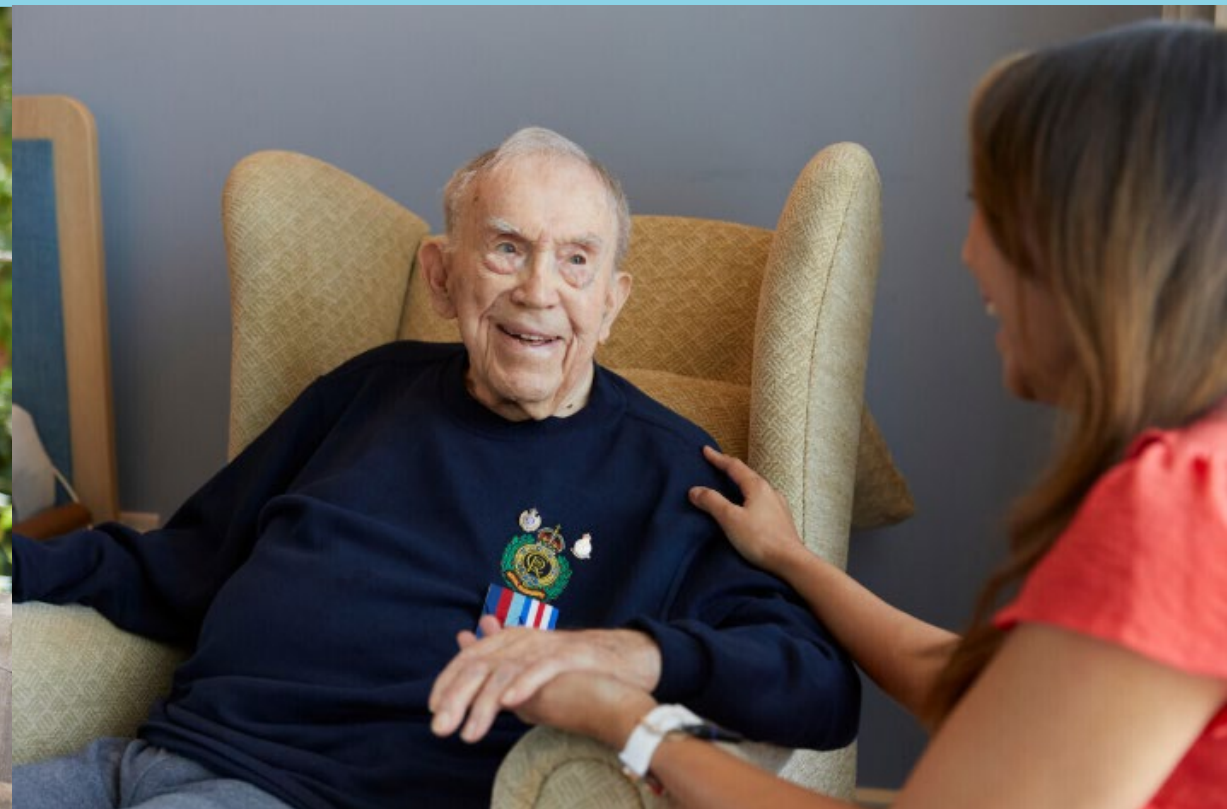




**Royal Star
& Garter**

Care with courage



Friendship Coordinator – Central Services

Candidate information pack





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Care with courage

Welcome to Royal Star & Garter

This is a really exciting time to join our Telephone Friendship Service as we continue to grow and develop the support we provide to veterans and their partners across the UK.

We are looking for a warm, empathetic and highly organised Friendship Coordinator who genuinely enjoys connecting with people and finding solutions. This is a remote role, working 25 hours per week, but you will be very much part of a supportive and evolving team.

Our standards are high. The relationships we build with the people we support and with our wonderful volunteers are at the heart of the service. Retaining and supporting both our volunteers and beneficiaries is therefore just as important as welcoming new people into the service.

You will need to be a great listener, an excellent communicator and someone who takes ownership when something needs resolving. We are looking for a real “solution finder” – someone who is compassionate and person-centred, but equally comfortable managing the important administration and follow-through that sits behind a high-quality service.

Most importantly, we want someone who genuinely cares about making a difference and is excited about helping us build on an already wonderful service as it enters its next stage of growth. We'd love to hear from you.

Kelda Fasasi
Assistant Director Community Services

The role at a glance

Title: Friendship Coordinator

Location: Remote working

Reports to: Telephone Friendship Service Lead

Hours: 25 hours per week
Mon – Fri 09:00 – 14:00

Salary: £18,800.60



Job description

Purpose

To support the effective delivery of the Telephone Friendship Service, ensuring person-centred and high-quality connections between TFS volunteers and beneficiaries. The role involves upholding the charity's values, treating individuals with dignity and respect, and enhancing the overall experience of our veterans

- Key responsibilities**
- Facilitate the Telephone Friendship Service to support veterans in the community.
 - Ensure the safety and well-being of veterans and volunteers, adhering to safeguarding protocols.
 - Pair volunteers with veterans based on shared interests, hobbies, and availability to foster meaningful connections.
 - Identify and implement opportunities for expanding the Telephone Friendship Service, ensuring sustainability and community impact.
 - Collect and analyse feedback through case studies to measure satisfaction and outcomes, ensuring that project goals are met.
 - Maintain accurate records for monitoring performance and facilitating monthly reporting requirements, while adhering to information governance and confidentiality standards.
 - Actively participate in the recruitment, retention, training, and development of volunteers, fostering a supportive peer environment.
 - Liaise effectively with stakeholders and partners to enhance the service and its reach.
 - Oversee the friendship relationships to ensure they are effective and beneficial for all parties involved.
 - Any other reasonable management request.

To apply

Send your CV and a covering letter (no more than two sides) outlining how you meet the person specification to:

centralservices.jobs@starandgarter.org

Please include any paid or voluntary experience that you think might be relevant and ensure that you tell us what you will bring to the role.

Person specification

Essential behaviours/ characteristics:

- Good interpersonal and relationship-building skills at all levels, in person, writing and on the telephone.
- The ability to produce work that is thorough and of high quality.
- A collaborative, pro-active team player who is keen to learn and develop within the role.
- Commitment to promoting equality and valuing diversity in practice.

Essential experience:

- Solid organisational and planning skills and the ability to work calmly and confidently under pressure, to prioritise one's workload and to proactively solve problems.
- Experience of providing reports and presenting information in an engaging and accessible way, in a variety of formats and for a range of audiences.
- Experience of data entry to a high level of accuracy and attention to detail.

Desirable Experience:

- Previous experience in a similar coordination, administration or customer service role.
- Experience of providing excellent customer service over the telephone.
- Experience of using databases or CRM systems to maintain accurate records.



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

- Salary of £18,800.60
- 25 hours per week
- Equivalent of 5 weeks holiday per annum plus bank holidays (pro-rata for part-time)
- 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

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

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/respite care
- End of life care
- Day care
- Lunch Clubs
- Telephone Friendship Service

About us



Our future

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

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

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, occupational therapists and speech and language therapists who offer hands-on support with warmth and encouragement.

