Royal Star & Garter

Care with courage





Community Connector Brain Health – Community Services, Wigan

Candidate information pack



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Welcome to Royal Star & Garter

We're really excited to introduce this specialist role at Royal Star & Garter. It's a chance to help build a new offer for veterans and their partners living with dementia or the effects of an acquired brain injury, and to make it easier for their families and carers to find support. The service will launch with pilots in Wigan and Portsmouth.

What excites me about this role is how much you can do by taking the time to understand what matters to someone. You might help a person reconnect with an activity they've always enjoyed, adapt how information is shared so it's easier to use, or help a family work out who to turn to as their needs change.

We're looking for someone who brings relevant experience, patience and a practical approach. You'll be comfortable adapting how you communicate, building trust over time and working alongside families, clinicians and community organisations. You'll also have a real say in how the role develops, using what you hear from people and their families to shape the support we offer.

If you'd love to bring your experience to a brand-new role and help us build a service around what people tell us they need, we'd love to hear from you.

Kelda Fasasi
Assistant Director – Community Services
Royal Star & Garter

The role at a glance

Title: Community Connector – Brain Health

Contract: 2 Year FTC

Location: Community-based Wigan (travel across designated geographical areas)

Reports to: Head of Community Services

Hours: 37.5 hours per week

Salary: £38,571

Job description

Purpose

- Working across community settings and people's homes, the Community Connector – Brain Health will build trusted relationships, undertake holistic wellbeing assessments and provide tailored support reflecting what matters most to each individual. They will maintain appropriate contact, review progress and adapt support as needs and circumstances change.
- Bringing specialist knowledge of dementia and/or acquired brain injury (ABI), they will help veterans and their partners navigate challenges affecting daily life. Using a strengths-based, person-centred and trauma-informed approach, they will remove barriers to wellbeing and connect people with appropriate services and support, including Royal Star & Garter's own services.
- Working with individuals, families, carers and partner organisations, they will coordinate timely, compassionate support and provide specialist guidance to colleagues on brain health needs and reasonable adjustments.

Key responsibilities

Assessment & Support

- Undertake holistic wellbeing assessments with veterans and their partners.
- Build trusting relationships through home visits, telephone contact and community appointments.
- Identify physical, cognitive, communication, emotional, behavioural, practical, financial and social support needs.
- Agree personalised support plans based on individual strengths, goals, preferences and identified risks.
- Regularly review progress and adapt support as needs, risks or circumstances change.

Navigation & Coordination

- Provide information, advice and signposting to appropriate services.
- Support individuals to access welfare benefits, grants and financial assistance.
- Identify when clinical or other specialist advice is required and facilitate timely referrals, including to memory, neurology, neurorehabilitation, wellbeing, mental health, speech and language therapy, occupational therapy and social care services.
- Co-ordinate support across health, social care, rehabilitation and voluntary sector organisations.
- Ensure individuals, families and carers experience a coordinated and seamless journey through services.
- Signpost individuals to relevant Royal Star & Garter services, where appropriate, and follow up on referrals to monitor outcomes.
- Develop positive relationships with health, local authority, housing, veteran and community partners, representing Royal Star & Garter professionally within local networks

To apply

Send your CV and a covering letter (no more than two sides) outlining how you meet the person specification to: communityservices.jobs@starandgarter.org

Job description - continued

Key responsibilities

Safeguarding & Risk

- Recognise safeguarding concerns, changes in presentation and signs of increased vulnerability, using timely and informed decision-making to respond and escalate appropriately.
- Complete proportionate risk assessments and contribute to positive risk management, including risks associated with cognition, communication, behaviour, self-neglect, falls, medication and community safety.
- Maintain accurate, timely and confidential records of all contacts, assessments, interventions and outcomes.
- Ensure confidentiality and information governance requirements are met, and work in accordance with the Mental Capacity Act, consent and best-interest principles where applicable.

Service Development

- Support the growth of Royal Star & Garter Community Services.
- Contribute to service evaluation and outcome measurement.
- Identify gaps in local provision and opportunities for partnership working.
- Share specialist learning, contribute to staff awareness and continuous improvement, and help develop Brain Health, dementia and ABI-inclusive practice.

- Community-based with regular travel.
- Flexible working may be required.
- Full UK driving licence and access to a vehicle essential.

Person specification

Essential behaviors / characteristics:

- Compassionate, approachable and emotionally resilient.
- Excellent listening and communication skills, with the ability to adapt communication for people with cognitive or communication difficulties.
- Strong relationship-building abilities.
- Self-motivated and able to work independently, using sound judgement to make timely and informed decisions.
- Organised with excellent time management.
- Solution-focused and proactive.
- Committed to person-centred, strengths-based, trauma-informed and rights-based practice.

Essential experience / knowledge:

- Substantial experience supporting people living with dementia and/or acquired brain injury, and their families or carers.
- Experience undertaking person-centred, holistic assessments and developing outcome-focused support plans.
- Strong knowledge of dementia and/or ABI, including their potential impact on cognition, communication, behaviour, relationships and daily living.
- Knowledge of relevant health, social care, rehabilitation, welfare benefits and community support pathways.
- Experience working collaboratively with families, carers, multidisciplinary teams, and statutory and voluntary organisations.
- Sound knowledge of adult safeguarding, the Mental Capacity Act, consent, positive risk management and information governance.
- Excellent IT and record-keeping skills.
- Ability to manage a varied community caseload.

Desirable experience:

- A relevant professional qualification or specialist training in dementia, ABI, health, social care, rehabilitation or a related field.
- Experience working with the Armed Forces community.
- Knowledge of veterans' welfare and support services.
- Experience in social prescribing, care navigation, neurorehabilitation or community development.
- Experience supporting families and carers, facilitating training or sharing specialist practice.
- Experience of partnership development, service evaluation and collecting outcome measures, with knowledge of the Armed Forces Covenant and VALOUR programme.



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

- £38,571
- 37.5 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.

Community Services

Alongside our four Homes, we bring support to veterans and their partners in their own communities. Our Day Services and Lunch Clubs offer company, activities and a warm welcome, and our Telephone Friendship Service makes sure no one has to feel alone.

We're now launching new community teams in Wigan and Portsmouth. Community Physiotherapists and Occupational Therapists will work with people at home to build strength, confidence and independence, and Community Connectors will help us reach people earlier, connecting them with the right support at the right time. Together, they'll help more veterans and their families live well where they are.



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.

Inspected and rated Outstanding ☆ CareQuality Commission





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.

Inspected and rated Outstanding ☆ CareQuality Commission

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.

Inspected and rated Good CareQuality Commission

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.

Inspected and rated Good CareQuality Commission