



**Royal Star
& Garter**

Care with courage



Care Coordinator- Surbiton

Candidate information pack





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Welcome to Royal Star & Garter

Thank you for your interest in Royal Star & Garter.

Since I joined this fabulous charity, I have been amazed and humbled by the passion and dedication of every member of staff. Our teams in our three Homes are nothing short of exceptional in the care they deliver, while our teams in Central Services provide unrivalled support.

I am looking for someone really special to join our Care Team. My ideal candidate will be someone confident in providing high quality nursing care to the amazing veterans that we support. It is a role that will suit a Healthcare Assistant who is driven and motivated, with the courage to go the extra mile for the residents.

It matters to me who you really are. We strive to live our values in everything we do, and we want the people who join us to do the same. Having the right person join our team is important.

We are committed to investing in our staff – in skills, behaviours and wellbeing. We have a comprehensive training offer for our team members and your continued professional development is important to us. We are looking for people who share our values, people with passion and dedication who want to work as part of a team. People who want to make a difference to others. If this is you then I look forward to receiving your application.

Helena Maher
Home Manager

The role at a glance

Title: **Care Coordinator**

Location: Royal Star & Garter,
Upper Brighton Road, Surbiton
KT6 6JY

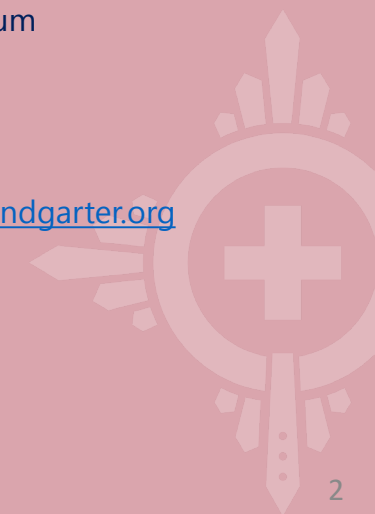
Reports to: Deputy Manager/Clinical Lead

Hours: 37.5 per week, Monday to Friday

Salary: £29,041 per annum

Contract: Permanent

More information:
Lindsay.campbell@starandgarter.org



Job description

Purpose

The Care Coordinator will provide essential administrative support to the nursing and dementia care teams, ensuring a smooth transition for new residents and maintaining excellent service for current residents. The role involves working collaboratively with colleagues to deliver a seamless administrative service while upholding a compassionate, respectful, and dignified environment for all residents and visitors.

Key Responsibilities

1. Customer service:

- Provide a professional, welcoming, and customer-focused service for residents, visitors, and staff, adhering to all relevant policies and procedures to ensure safety and well-being.
- Manage the process for new residents, coordinating with the Clinical Lead for assessments, follow-up, and scheduling visits for new residents and their families.
- Support new residents with their move-in and settling-in processes to ensure a smooth transition into the Home.

2. Communication and administration:

- Handle internal and external queries, deliveries, correspondence, and communications efficiently. Accurately record relevant information, provide responses, or direct information to the appropriate team member in a timely manner.
- Serve as the first point of contact for the nursing and dementia floors, addressing telephone queries, and providing guidance or signposting to appropriate services as required.
- Assist the nursing and dementia teams in managing diaries, ensuring all paperwork is in place for resident assessments and reviews.
- Provide the administration support for recruitment and induction of staff, liaising with the Clinical Lead, Deputy Manager and People Business Partner.
- Provide administrative support to the Clinical Lead and Deputy Manager in implementing HR procedures, such as absence management and Learning and Development activities, in compliance with CQC and GDPR regulations.
- Arrange and coordinate bookings for visiting healthcare professionals and hospital appointments, ensuring residents receive timely and appropriate care.
- Perform administrative tasks to support resident safety and wellbeing, including updating resident information, maintaining the Duty of Care folder, arranging transportation for appointments, and assisting with the Home's activities and outings programme.

Key responsibilities

To apply

Send your CV and a covering letter (no more than 2 sides) outlining how you meet the person specification and what you will bring to our team

to Lindsay Campbell

Surbiton.Jobs@starandgarter.org

Job description

Purpose

- To liaise with the finance team for resident invoices, financial queries and additional resident payments.
- To liaise with the Resident Liaison and Occupancy Lead and Home Manager regarding resident's financial status.

Staff support and coordination:

- Ensure the accurate recording of care staff attendance, regularly updating HFX for bank shifts and additional hours to maintain smooth operational processes.
- Collate data for the Home Manager and Deputy Manager as required for Quality Assurance and external audits. Ensure data is accurate, timely, and compliant with regulatory standards.

Operational Home support:

- Act as the point of contact for logging health and safety concerns via the facilities system, ensuring prompt action and resolution.
- Provide support in emergency situations, including contacting emergency services (999) if required and directing ambulance staff upon arrival.
- Understand and carry out fire safety duties as required by the role, managing visitors in the reception area and following the Home's fire safety procedures.

Key responsibilities

To apply

Send your CV and a covering letter (no more than 2 sides) outlining how you meet the person specification and what you will bring to our team

to Lindsay Campbell

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Person specification



Essential Behaviours / Characteristics:

- High ethical standards and integrity.
- Detail-oriented with a strong commitment to accuracy.
- Ability to work independently and as part of a team.
- Strong organisational skills with the ability to manage multiple priorities.
- Commitment to continuous learning and professional development.

Qualifications and Experience:

- Excellent administrative and organisational skills.
- Strong communication and interpersonal abilities.
- Ability to work collaboratively in a team and independently.
- Compassionate, empathetic, and respectful approach to care.
- Knowledge of CQC and GDPR regulations is desirable.
- Experience in a similar role within a healthcare or care home setting is preferred.



Our offer



We offer a generous package

- Salary £29,041 per annum
- Full time: 37.5 hours per week, Monday to Friday
- Equivalent of 25 days holiday per annum plus bank holidays (pro-rata for part-time)
- Modern working environment
- Employer Pension Contribution of 7.5% with matching Employee contribution of 5%
- Life insurance of 3 x salary (until age 70)
- 10 weeks full occupational sick pay, before statutory sick pay
- Access to appropriate professional bodies and payment of membership fees after 6 months of employment
- Learning and Development – fully funded opportunities to support you in your role
- Access to mental health, financial and legal support
- Additional leave for Armed Forces Reserves and Cadet Forces Adult Volunteers

How to apply



Send your CV and a covering letter of no more than 2 sides explaining how you meet the 'Essential Behaviours' for this role. You should include the values and behaviours you would bring to the role and the team.

The interview will be based on behaviour and potential. This means that, as well as ensuring you have the skills to be a good fit for the role, you also fit with behaviours and values of the team and charity.

There is more detail about the job in the Job Description on our website but remember, it is your behaviours that are important for your application.

Your CV and covering letter should be sent to Surbiton.jobs@starandgarter.org for the attention of Lindsay Campbell by 5 December 2024

Mandatory requirements

All offers are subject to:

- Enhanced DBS check
- Right to Work in the UK and satisfactory reference checks

Conditions of employment



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

- Satisfactory references covering the last 5 years 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 vision and mission

Vision: A future where all veterans can live life to the full.

Mission: To provide an outstanding range of quality care and therapies to veterans and their partners living with disability or dementia.

Our care

Our Surbiton Home offers a warm welcome to residents and their families. The Home is rated 'Good' by the Care Quality Commission and "Outstanding" in Care and staff provide specialist dementia and nursing care tailored to the needs and wishes of each individual. Every aspect of the Home has been designed with our residents' wellbeing in mind.

Our staff are highly skilled and motivated and are constantly evolving services and innovating our care to meet present and future needs.

Surbiton

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



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

High Wycombe

Our High Wycombe Home is our newest and has been designed for the comfort and wellbeing of our residents. Specialist nursing and dementia care is offered in a relaxed, homely environment, where residents can enjoy the many activities, share their day with friends or enjoy time in the spacious lounges and landscaped gardens.



Inspected and rated

Outstanding ☆



Solihull

Our Solihull Home offers a warm welcome to residents and their families. The Home is rated 'Outstanding' by the Care Quality Commission in all five areas and staff provide specialist dementia and nursing care tailored to the needs and wishes of each individual. Every aspect of the Home has been designed with our residents' wellbeing in mind.



Inspected and rated

Outstanding ☆

