



**Royal Star
& Garter**

Care with courage



Day 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 supporting our amazing veterans. It is a role that will suit someone who is driven, motivated and has the ability to lead by example.

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: **Day Care Coordinator**

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

Reports to: Deputy Manager/Clinical

Hours: 18.75 per week, 3 days between
Monday to Friday

Salary: £16,263 per annum (£16.68 per
hour)

Contract: Permanent

More information:
Lindsay.campbell@starandgarter.org

Job description

Purpose

- To promote and ensure the delivery of person-centred, high-quality support to Star & Garter Day Care guests visiting the Home for day care services.
- To be vigilant and proactive to ensure that people are treated with respect, dignity and that all individual's rights to privacy, independence and choice are met.

Key responsibilities

- To establish, maintain and develop relationships with Day Care guests and staff within the Day Care Service
- To work collaboratively with a wide range of colleagues including operations, finance and wellbeing
- To support Day Care guests access the Day Care Service and to ensure a high standard of customer care is provided throughout
- As the Day Care Service develops, to provide personal care and support with activities of daily living
- To complete MIDAS Training – a course to promote the safer operation of minibuses, ensuring the safety of day care guests while using the vehicle
- To support the administration of this service including handling enquiries, sending emails, carrying out assessments and reviews
- Planning events and activities for day care guests and collaborating with the wellbeing team
- Ensuring that data for invoicing is correct
- Socialise and get involved in all activities with Day Care guests
- Meet and greet Day Care guests at mealtimes and oversee mealtime experiences and ensure they are supported as appropriate. Make it a social occasion with conversation to help discover more about them to enhance their well-being and linking this information to social activities
- Liaise with the Clinical Lead and discuss ideas and suggestions for meaningful interaction with Day Care guests.

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 at

Surbiton.Jobs@starandgarter.org

Person specification



Essential behaviours / characteristics

- Is willing to work towards an appropriate competency based qualification
- Is physically fit and able to safely manoeuvre wheelchairs, trolleys and hoisting equipment
- Has full driving licence
- Has a person-centred approach and experience working with older people, either Dementia Care or other care environment
- Ability and willingness to use initiative take a lead role and motivate others
- Works flexibly and as part of a team
- Good written and verbal English language and communication skills
- Customer focused
- IT and telephone skills
- Brave and able to speak out and challenge/report poor practise
- Commitment to undertake organisational training as required

Desirable experience

- Previous experience in a similar role



Our offer



We offer a generous package

- Salary £16,263 per annum (£16.68 per hour)
- Full time: 18.75 hours per week, across 3 days 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.

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.



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.



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.

