



**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 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 Day Care Service Team. If you are creative, enthusiastic and passionate about improving quality of life, this could be the perfect role for you.

We live our values in everything we do, and we're looking for people who share that commitment. At Royal Star & Garter, we invest in our staff, supporting their skills, behaviours, and wellbeing. Our comprehensive training and focus on professional development mean you'll be encouraged to grow and thrive. If you're passionate and dedicated, enjoy being a part of a supportive team, and want to make a real difference to others, 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 Home Manager

Hours: 37.5 per week, Monday to Friday

Salary: £33,598 per annum
Contract: Permanent

More information:
lindsay.campbell@starandgarter.org



Job description

- 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.
- 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 our assessments and reviews
- Planning events and activities for day care guests and collaborating with the wellbeing team
- Ensuring that data for invoicing is correct, activity planning, care planning, recording, route planning
- Socialise and get involved in all activities with Day Care guests
- Other tasks as asked for by the Day Care Service Lead
- 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 Lead Nurse 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

Surbiton.Jobs@starandgarter.org

Person specification

Skills knowledge and experience:

- 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, ideally with D1 category (or willingness to undertake this training) with no more than 6 penalty points
- 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
- Computer and telephone skills
- Brave and able to speak out and challenge/report poor practice



Offer



Although we are a charity, we offer a generous package

- Salary of £33,598 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)
- 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 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

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.

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 in this pack, 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.

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/respice 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 and occupational therapists who offer hands-on support with warmth and encouragement.

