

Care for Veterans

a Royal Star & Garter Home



Care Coordinator - Worthing
Candidate information pack



Welcome

We are a charity that provides loving, compassionate care and support to veterans and their families, both in our Homes and through services that reach into the wider community. Following our recent merger with the Armed Forces charity Care for Veterans in Worthing, I'm delighted to share details of an exciting opportunity at this Home.

We are looking for 2 special people who are passionate about our values, people with positive energy and who want to work as part of a fabulous team to make a real difference. If this is you, then we look forward to receiving your application.

We are committed to investing in our staff - in both their professional development and personal wellbeing. We offer a comprehensive induction supported by training and an informal learning approach. Our range of benefits are also designed to support our staff.

Thank you for your interest in joining Care for Veterans, a Royal Star & Garter Home.

Vicky Strange
Home Manager

The role at a glance

Title: Care Coordinator

Location: Gifford House, Worthing.

Hours: 37.5 hours Monday to Friday

Salary: £25,993 pa (£13.33per hour)

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.

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.

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.

Key responsibilities

To apply

Send your CV and a covering letter outlining how you meet the person specification to:

Worthing.jobs@careforveterans.org.uk

Job description continued

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.

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.

- Champion best practice and together with the physiotherapist, motivate colleagues to provide high quality Wellbeing activities which promote choice, inclusion, independence and happy living
- Engage with external stakeholders within the local community, developing professional relationships, for example but not limited to intergenerational opportunities
- Actively engage with families through our relatives meetings and during visits to the home

To apply

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

Worthing.jobs@careforveterans.org.uk

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

Skills knowledge 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.

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.

Conditions of employment

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

- Satisfactory references from two referees 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

We reserve the right to update and amend your job description to ensure it accurately reflects the role.

Offer

Although we are a charity, we offer a generous package

- Salary of £25,993 per annum
- 37.5 hours per week Monday to Friday
- 25 days holiday per annum plus bank holidays
- Employer pension contribution of 7.5% with matching employee contribution of 5%
- Life insurance of three times your 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
- Additional annual leave for Military Reserves and Cadet Forces Adult Volunteers



Values

As two charities currently merging, we expect you to role model the Royal Star & Garter values, while also demonstrating understanding of the values held by Care for Veterans.

Royal Star & Garter

- With love
- Living positively
- As a family
- Standing in their shoes
- Take courage

Care for Veterans

- Privacy
- Dignity
- Rights
- Independence
- Choice
- Fulfilment



Care for Veterans

For over 100 years, Care for Veterans has provided long-term nursing care and rehabilitation for disabled veterans and their families from all over the UK.

Today, our 60-bed home in Worthing offers nursing and rehabilitation care with a specialism in disability. We provide loving, compassionate care and rehabilitation to approximately 100 beneficiaries each year, often for veterans who are facing the toughest battle of their lives.

We recognise that each individual and their needs are unique and we share the Royal Star & Garter approach to delivering quality care, also providing a range of therapies designed to provide comprehensive support.



About us

Royal Star & Garter

We provide care, support and friendship for veterans and their families to live well. We do this in our Homes and through a range of services reaching into the community.

Our specialist nursing and dementia care focus on wellbeing, independence and living life to the full. The Wellbeing Teams offer meaningful activities, supporting skills and wishes, while in-house physiotherapy builds their strength and mobility.

We are here to guide and support our residents and their families through this new life phase so that they can enjoy quality time together. Day Care and Lunch Clubs offer a lifeline for veterans and their partners who may be struggling with isolation or loneliness. We also support people in their own homes, providing companionship through our Telephone Friendship Service.

Our range of services means that we support veterans and their families as their care needs change. We will never stop trying to do more to help improve their lives.