



**Royal Star
& Garter**

Care with courage



Care Coordinator - Solihull

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 in summer 2024 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 team. My ideal candidate will be someone who is highly organised, enthusiastic and driven to succeed.

More importantly 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.

We are committed to investing in our staff – in skills, behaviours and wellbeing. We have a comprehensive training offer for our staff 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, and people who want to make a difference to others.

If this is you then I look forward to receiving your application.

Katie McCauley
Home Manager

The role at a glance

Title: Care Coordinator

Location: Royal Star & Garter,
Tudor Coppice, Monkspath Hall Road,
Solihull, B91 3DE

Reports to: Deputy Manager/Clinical
Lead

Hours: 37.5 per week, full time. Monday
to Friday

Annual salary: £26,000

Contract: Permanent

More information:
solihull.jobs@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.

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 wellbeing.
- 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.
- To liaise with the finance team for resident invoices, financial queries and additional resident payments.
- To liaise with the Placement and Support Officer and Home Manager regarding resident's financial status.

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 solihull.jobs@starandgarter.org

Job description - continued

3. 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.

4. 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.

5. General Duties

- Undertake other duties as required, consistent with the nature of the role as determined by your manager.
- Comply with all organisational policies and procedures.
- Promote the interests and reputation of the Home at all times, ensuring that its culture and ethos are upheld.
- Promote and maintain a safe environment by adhering to the Home's Health & Safety Policy, security procedures, and guidelines for moving and handling residents.
- Actively promote equality of opportunity in all day-to-day activities.
- Maintain a high degree of confidentiality at all times, both in and outside of work.

To apply

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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

Essential 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 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 partners 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

- Salary of £26,000 per annum
- 37.5 hours per week, Monday to Friday
- Equivalent of 28 days holiday including 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)
- Two months full occupational sick pay, 1 month half 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

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 & 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

We provide loving, compassionate care to veterans and their partners who live with disability or dementia. Our Homes in Solihull, Surbiton and High Wycombe offer specialist residential long and short break care. In addition we are developing a range of services to help us reach the wider military community including Lunch Clubs, Day Care and a Telephone Friendship Service.

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.

