



## House Coordinator

### Candidate Briefing Pack





Dear Candidate

Thank you for your interest in becoming a House Coordinator at The Children's Trust.

The Children's Trust is the UK's leading charity for children with brain injury. We are unique, with an international reputation for the work we undertake to improve the lives of the children and families with whom we work.

We provide information and support to thousands of children with brain injury and their families annually, through education, care, therapy, and research. We provide expertise and experience in meeting the needs of children and young people with acquired brain injury, neuro-disabilities, and complex health needs.

As a House Coordinator you will report to the House Manager. Your role will be responsible for the day-to-day problem solving, acting as the central point of contact, and supporting the House Managers to ensure the smooth operation of the Houses.

This is a chance for an outstanding candidate to make a significant and lasting difference to the lives of thousands of children and families.

Kind regards

**Bethan Eaton-Haskins, MBE**  
**Director of Nursing and Quality**



## The Charity

The Children's Trust is the UK's leading charity for children with brain injury and neurodisability.

The charity provides rehabilitation, medical care, special education, community services and expert information.

Our key services are:

- Rehabilitation for children with Acquired Brain Injury (ABI)
- A non-maintained special school, with associated residential houses for children with complex education, health, therapy, and care needs
- Online information and support via our Bumps Happen hub and publications.

Our residential services based at our national specialist centre in Tadworth, Surrey, work in partnership with the NHS and local authorities to provide a step-down pathway of care between hospital and home. The centre is entirely child and family focused to ensure that their needs are appropriately supported.

In the community, we provide clinical support to complement local services and give children and young people with ABI the best chance of succeeding at home and in school.

We are the only paediatric centre with a national specialised commissioning contract (through NHS England) to provide brain injury rehabilitation for children with severe brain injury. Our other services are funded through local health commissioners (such as clinical commissioning groups), social care and education authorities,

together with the millions raised through voluntary fundraising.

Thanks to the generosity of The Children's Trust's supporters, our 24-acre Tadworth site features a modern hydrotherapy pool, accommodation for parents, specially adapted equipment, a nature trail, and soft play areas.

We run a non-maintained special school for children with complex education, health, therapy, and care needs with associated residential houses. The Children's Trust School supports children and young people from 2 - 19 years old and is dual-registered with the Care Quality Commission (the school residential houses) and Ofsted Education.

The Children's Trust is a charitable organisation with approximately 500 committed staff and over 1,000 volunteers with a range of expertise across nursing and care, education, therapy, retail, operations, and centralised support functions such as finance, HR, fundraising and communications.





## Description

<b>Job Title</b>	House Coordinator
<b>Reports to</b>	House Manager
<b>Direct reports</b>	None
<b>Level</b>	Coordinator
<b>Location</b>	Tadworth, Surrey
<b>Salary</b>	£26,861 per annum
<b>Hours of Work</b>	37.5hrs per week
<b>Working Pattern</b>	The role requires flexibility in terms of hours of work.
<b>DBS</b>	Enhanced with Children's & Adult's Barred List

## Job Purpose

The role of House Coordinator is to be responsible for the day-to-day problem solving, acting as the central point of contact, and supporting the House Managers to ensure the smooth operation of the Houses.

As the House Coordinator, you will have direct contact with children and their families, often during challenging times. This role therefore requires a level of empathy and the ability to communicate effectively in emotionally charged situations, which is not typically expected of other administrative roles within the organisation.

## Duties and Responsibilities

### Office Administration

- Organise admission and discharge paperwork.
- Support the filing of medical notes, ensuring care plans are in good order and meet regulatory compliance requirements and/ or quality standards.
- Collate, prepare, and archive all notes, documents, and care plans of discharged children.
- Assist the House team with their typing, filing and office management tasks.
- Type-up staff Personal Development Reviews, review reports, care plans, and letters, as requested by the teams, whilst maintaining confidentiality at all times.



- Ensure that meetings are arranged and administered proficiently and that appropriate minutes are taken and disseminated in a timely manner.
- Act as the first point of contact for general enquiries (both internal and external) received on a day-to-day basis.
- Assist in the production of the duty rota on the Staff Care system, ensuring it is communicated to all parties, as requested.
- Produce information and data from the Staff Care computerised rota system, as requested by the House Managers.
- In conjunction with the House Managers, monitor staff sickness absence and arrange reviews as required.
- Regularly check and amend SMI rotas for accuracy, enabling the House Managers to close rotas for staff to sign off their electronic timesheets.
- Manage the SMI timesheet and SMI payment approval process for House staff and temporary staff working on House, liaising with payroll services.
- Assist the House management leadership team with staffing levels and resource and the booking of temporary staff when approved.
- Check any manual timesheets are correct prior to authorisation by the House Managers.
- Coordinate bank and agency staff in Staff Co-ordinator's absence, in liaison with House Managers/Deputies/Team Leader/Shift leader.
- Complete weekly absence returns and produce required information/data from the Staff Care computerised system, as requested by the House Managers.
- Update annual leave records in liaison with the House Managers.
- Train new staff on "in-house" IT systems and office procedures within the first week of staff induction and help them to complete all relevant online training within the first few weeks of their employment.
- Co-ordinate team days and support team training events.
- Add new starters to our SMI staff care system, carrying out training in the use of SMI for their off/shift requests and timesheet signoff.
- Update the ICRS system (Integrated Child Records System).
- Update staff supervision records.
- Coordinate the Team Day Agenda and book facilitators, as necessary.
- In the House Manager's absence, coordinate with the shift leader about the day-to-day staffing on House, allocations and making decisions on Bank and agency staff requirements, in collaboration with the Staff Coordinator, ensuring that the diary is up to date with current staffing figures.
- Coordinate with the training team to keep training compliance levels on House at required standard. Book staff onto training sessions through the Access training system including adding training dates to the SMI staff rota.



- Coordinate with the clinical staff to ensure all internal and external medical equipment is ordered and ensure safe stock levels.
- Order any stock items required by the House Managers and maintain an adequate supply of stationery within a pre-determined budget.
- Place orders for any required equipment and/or resources for the children and young people, as deemed necessary.
- Ensure staff competency records are scanned and the information added to their SMI record.
- Print the Policy of the Month and ensure all staff read and sign that they have read it.
- Induction Fire Checklist – ensure new staff receive training and keep records of Emergency Procedures update.
- Maintain up-to-date petty cash records, and organise funds for children’s birthday parties, outings, and staff expenses.
- Liaise with the Help Desks to coordinate any repairs, to arrange deep cleans maintenance of equipment (including office equipment) and redecorating of rooms as required.
- Organise transport for children or staff, as required.
- Photocopy children’s and young people’s paperwork for solicitors for use in ongoing legal cases.
- Organise and book visitors to site, including parking and arrange virtual meetings.
- Meet, greet, and maintain good relationships with parents, staff, volunteers, and visitors.
- Liaise with families and the accommodation team for parent accommodation to be organised.
- Arrange appointments directly with hospitals and ensure parents/social workers are informed.
- Contact parents/carers/social workers regarding onsite appointments, on behalf of Doctors’ administrative staff.
- Update ECRs (electronic records) on a weekly basis.
- Update emergency pack as required in conjunction with ECRs.
- Undertake other or additional duties that are within your skills and abilities, as the organisation may reasonably require from time to time.

### **Management of self and others**

- Prioritise own workload and work with minimal supervision.
- Assess situations and determine what needs escalating to the House Manager or shift leader.
- Attend all relevant training and complete mandatory training annually.
- Adhere to the policies and procedures of The Children’s Trust.
- Always maintain professional boundaries and professionalism.



### **Communication**

- Adopt an effective system to share important information with teams ensuring efficient communication throughout the House, across all shifts.
- Answer and manage telephone enquiries in a professional manner, taking messages and referring to relevant staff members, as and when required.
- Deliver post and pathology specimens to and from Reception.
- Keep all policy and procedure files up to date, establishing an efficient and accurate system to record that all are read and signed by staff.

### **Governance**

- Maintain accurate records

### **Professionalism**

- Takes action and raises concerns.
- Adhere to the policies and procedures of The Children's Trust.
- Maintain professional boundaries and professionalism at all times.
- Committed to demonstrating the organisations values and behaviours at all times.

### **Health and Safety**

- Adheres to all Health and Safety guidelines, principles, and regulations to perform your role and comply with The Children's Trust policies and procedures.
- Provide evidence of all vaccinations (or medical exemption) required for the post.
- Adhere to manual handling procedures and complete mandatory manual handling training.
- Promotes the health and safety of others.
- Uses the incident reporting and risk assessment system (IRAR), to identify and report risks and incidents/actions if directed.
- Responsible for identifying and mitigating risk within the work environment.

### **Wellbeing and Emotional Resilience**

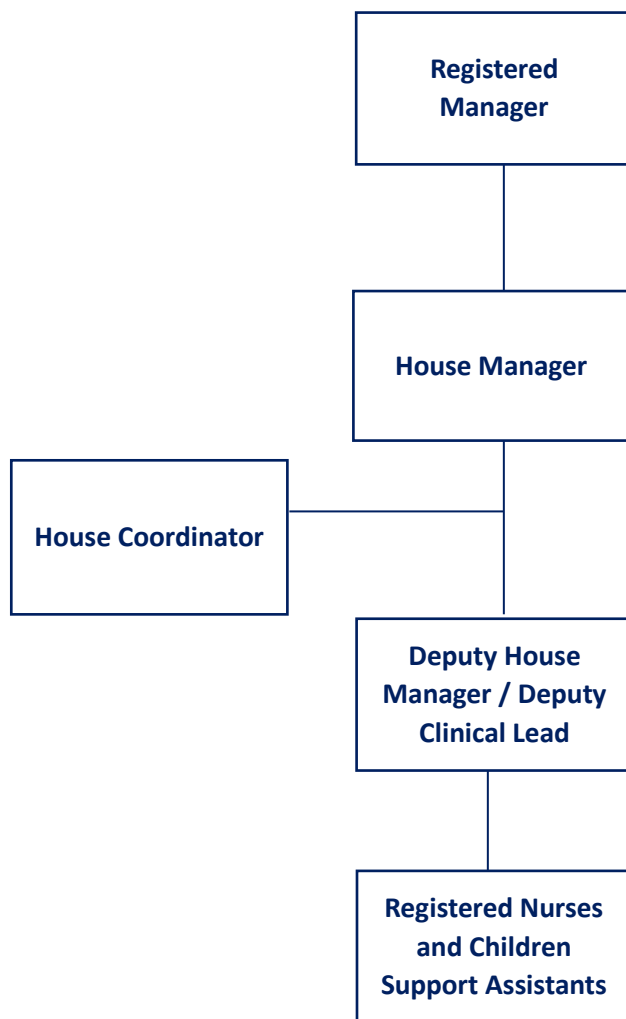
- Maintains a positive approach and outlook when dealing with change and overcoming challenges and problems.
- Recognises own limitations, develops realistic goals, and uses support network resource when or if necessary.
- Treats challenges and problems as a learning experience.
- Remains organised and focused when under pressure.
- Responds appropriately and effectively to all constructive feedback.
- Motivates self and other.







## Organisation and Structure





## Person Specification

Selection Criteria:		Essential / Desirable
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>Educated to GCSE Level with Maths &amp; English at Grade C or above (equivalent relevant work experience)</li> </ul>	Desirable
	<ul style="list-style-type: none"> <li>NVQ II in Administration or Customer Service</li> </ul>	Desirable
<b>Experience</b>	<ul style="list-style-type: none"> <li>Previous experience within an administrative role</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>Strong management skills.</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>Experience of working under pressure in complex and demanding environments, and to specific timeframes.</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>Experience of working with databases, updating tracking spreadsheets and information systems</li> </ul>	Essential
<b>Skills, Abilities &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>Experience and practical application of CQC, Ofsted Care and Ofsted Education compliance regulations</li> </ul>	Desirable
	<ul style="list-style-type: none"> <li>Excellent administration skills.</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>Excellent communication and presentation skills (both written and verbal).</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>Ability to build strong relationships with clients.</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>Highly organised with strong attention to detail and aptitude for working methodically.</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>Adaptable and open to change, with a positive attitude towards learning new skills and tackling new challenges.</li> </ul>	Essential
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Ability to remain calm under pressure while effectively managing multiple tasks.</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>Ability to work collaboratively and as part of a team, whilst taking personal accountability for solving day to day problems.</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>Strong interpersonal skills, with the ability to display discretion when dealing with confidential and sensitive information.</li> </ul>	Desirable
	<ul style="list-style-type: none"> <li>Clean UK Driving Licence</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>Commitment to the vision and values of The Children's Trust.</li> <li>Flexible and 'can do' attitude to competing commitments in workload.</li> <li>Highly motivated and reliable.</li> <li>Ability to cope working in a demanding environment.</li> <li>Commitment to maintaining personal wellbeing and the wellbeing of colleagues.</li> </ul>	<b>All Essential</b>



## Safeguarding

The Children's Trust is committed to safeguarding and promoting the welfare of children and young people. To achieve our commitment, we will ensure continuous development and improvement of robust safeguarding processes and procedures that promote a culture of safeguarding amongst our workforce.

The Children's Trust has policies on safer recruitment, the recruitment of ex-offenders and criminal record checks. Please refer to the People Team for further information. It is an offence to apply for a role in regulated activity with children and young people if the applicant is barred from engaging in regulated activity relevant to children and vulnerable adults.

## Equity, Diversity & Inclusion

The Children's Trust is committed to achieving equity, diversity, and inclusion (EDI) across all levels of the organisation. For further information, see: <https://www.thechildrenstrust.org.uk/about/statement-equity-diversity-inclusion>  
To help us achieve our ambition to give children and young people with brain injury and neurodisability the opportunity to live the best life possible, we want to accurately reflect the UK's diverse population. We want equity, diversity, and inclusion to be at the heart of everything we do, and our people, services, and culture to reflect the diverse needs of all. Through our diversity and inclusion strategy, we have made a commitment to increase the diversity of our charity and create an inclusive culture. We have networks across the organisation working to ensure that these aims are met - including an LGBTQIA2S+ group, Ethnic

Diversity Group, and Spark – our broad EDI group. [Read more about our EDI work](#)

We welcome applications from all who share our ambition regardless of background. We will strive to ensure that any reasonable adjustments are made in respect of interview and working arrangements.

## Our Promises

Our Promises capture our strengths and aspirations. They guide the way we act, interact, and come together to achieve our goals. The journey we took to reach our Promises has been an important one. A highly collaborative and iterative process that has seen each word shaped by our people – our volunteers, employees, partners, trustees, and suppliers. Perhaps most importantly, at the core of this process are our children, young people, and their families. This journey has given us a critical opportunity to give children and young people a voice. As a result, our Promises have been genuinely enriched by them. That's because how we work and carry out our role is as important as what we do, and that's why as part of The Children's Trust, we all need to live by our five Promises.

