



**Royal Star  
& Garter**  
Care with courage



# Healthcare Assistant Fixed Term Contract – High Wycombe

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. It is this that led us to be awarded as an outstanding Home rating by the CQC. 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 us as a Receptionist. My ideal candidate will be someone confident in supporting management and the Home Administrator. It is a role that will suit someone who is driven, motivated, conscientious and able to work independently.

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 are looking for someone who can provide an excellent reception and front of house service and the ability to understand of the needs of older people and the importance of a “person centred” approach. If this is you then I look forward to receiving your application.

Reggie Ballos  
Home Manager

Home Manager

## The role at a glance

Title: Healthcare Assistant

Location: Royal Star & Garter,  
Hughenden Avenue, High Wycombe,  
Bucks, HP13 5GG

Reports to: Deputy Manager

Hours: 37.5 per week, 2 week rolling  
rota

Annual salary: £27,982.50  
Contract: Fixed Term Contract (up to 52  
weeks) covering maternity leave

More information:  
[usha.nair@starandgarter.org](mailto:usha.nair@starandgarter.org)

# Job description

To ensure that, at all times, residents are treated with respect and dignity and that individuals' rights to privacy, independence and choice are met with kindness and compassion.  
Work as an integrated member of a multi-disciplinary care team, delivering high quality personal and nursing care to all residents according to their needs and expectations.  
Successfully complete and practice the Royal Star & Garter HCA Competency Framework.

## **Key tasks and responsibilities:**

To work in accordance with the issued Code of Conduct  
Fully participate in the Key Worker Scheme, supporting the role of the keyworker  
Support all individual aspects of resident care and wellbeing in line with care plans, promoting independence, decision making and respect  
Complete clinical activities, following training, including, but not limited to, administering medication, tissue viability and oral care  
Maintain accurate records and documentation of residents' holistic care needs across all platforms and in compliance with organisational policy and data protection practice  
Actively participate in and promote the wellbeing activities and outings of the Home's programme and enable residents to safely take part in the activities of their choice  
Communicate effectively with all colleagues, visiting health professionals and residents, ensuring that any information exchanged is accurate, relevant and appropriate  
Strive to continuously improve resident safety, care and well-being: sharing areas for improvement with your care team or line manager; and raising concerns in a timely manner.  
Be flexible in working with our residents across any House in the Home: establishing rapport, acting professionally and demonstrating an understanding of their personal circumstances to ensure the provision of high-quality, person-centred care.

**Upon completion of Royal Star & Garter dementia competencies**

## 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 [usha.nair@starandgarter.org](mailto:usha.nair@starandgarter.org)

# Job description - continued

## **Upon completion of Royal Star & Garter dementia competencies**

As a member of a multi-disciplinary team, provide tailored care and clinical support to residents with dementia.

## **Upon completion of Royal Star & Garter enhanced clinical competencies**

Support the provision of enhanced clinical competencies across the home including, but not limited to, venipuncture and cannulation, ECG recording and insulin administration.

## **General**

Undertake such other duties as may be required and which are consistent with the nature of this post as determined by (post title/your manager)

Comply with all Royal Star & Garter policies and procedures

Promote the interests and reputation of Royal Star & Garter at all times and ensure that the culture and ethos of the organisation is maintained, nurtured and supported

Promote and maintain a safe environment by complying with the requirements set out in the Home's Health & Safety Policy, security procedures and guidelines for moving and handling.

Actively promote equality of opportunity in all day-to-day activities

The post requires a high degree of confidentiality. You will be required to meet these exacting standards at all times, whether in or outside work

Take responsibility for your own continuous professional development, fully engaging with training and assessment and promoting a learning culture where mutual and professional respect is afforded to all colleagues

## 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

[usha.nair@starandgarter.org](mailto:usha.nair@starandgarter.org)

# Person specification



## Essential behaviours:

- You will be a proactive member of a dynamic, high-performing team, treating others with respect, kindness and understanding
- You have a strong commitment to nursing the elderly and providing the highest standards of care to enable residents to live their lives as fully and independently as possible. It is about recognising that each person is an individual and adapting one's own approach accordingly.
- You will work collaboratively with people from different backgrounds and with different perspectives than your own, building positive and effective relationships.
- You recognise the strengths of people in your team, sharing your knowledge and skills to support and develop their abilities. Challenging poor attitudes and performance issues in a timely and constructive manner.
- You model professional conduct, showing determination, drive and commitment at all times, particularly when faced with challenges and setbacks.
- You reflect on your practice: identifying your own strengths and limitations; being receptive to feedback; and, actively seeking and making use of opportunities for development and wellbeing.
- You manage your time effectively, ensuring that you understand the roles and responsibilities of colleagues and are comfortable discussing your wellbeing.

## Essential experience:

- Is willing to work towards an appropriate competency based qualification Is physically fit and able to carry out the duties of the role
- Good written and verbal English language and communication skills
- Resident focussed Computer literate



## 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

- £14.35 per hour, £27,982.50 per annum
- 37.5 hours per week, on a two week rolling rota
- Equivalent of 25 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)
- 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

# 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.

# About us



## Our mission

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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

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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

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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

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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

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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.

