

Care for Veterans

a Royal Star & Garter Home



Care Compliance and Audit Officer - Worthing

Candidate information pack



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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 someone special to join us as the Care Compliance & Audit Officer to support excellence in care and compliance in our Worthing Home with a focus on further developing the care and services provided.

The values that we hold are integral to everything we do, and we expect staff to uphold them.

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 Compliance and Audit Officer

Location: Gifford House, Worthing BN11 4LJ.

Hours: 37.5 hours per week - Monday to Friday

Salary: £35,719 per annum



Job description

Purpose

The Care Compliance and Audit Officer will play a crucial role in ensuring that the Worthing Home operates in compliance with internal policies, regulatory requirements, and best practices. This position is responsible for conducting audits, assessing risks, and implementing measures to enhance the effectiveness and efficiency of our operations. The Care Compliance and Audit Officer will work closely with various departments to promote a culture of continuous improvement and accountability.

Key responsibilities

1. **Audit oversight and analysis:**

- Develop and implement a comprehensive audit plan to evaluate the adequacy and effectiveness within the Home.
- Conduct regular and ad-hoc audits of clinical and operational processes and systems.
- Prepare detailed audit reports with findings, recommendations, and action plans.
- Analyse operational data to identify trends, anomalies, and areas for improvement.
- Utilise data analytics tools to enhance audit effectiveness and provide valuable insights to management.

2. **Risk Management:**

- Identify potential risks and assess the impact on the Home's operations.
- Develop and recommend risk mitigation strategies.
- Monitor the implementation of risk management measures and report on their effectiveness.

3. **Compliance Monitoring:**

- Ensure compliance with internal policies, statutory regulations, and industry standards.
- Oversight of our compliance platform, audits and reports
- Conduct regular reviews to ensure adherence to safeguarding procedures, health and safety regulations, and care quality standards.
- Stay updated on changes in relevant laws and regulations and communicate their impact to the management team.

4. **Internal Controls and Process Improvement:**

- Evaluate the effectiveness of existing internal controls and recommend improvements.
- Work with departments to implement and monitor internal control procedures.
- Promote best practices and operational efficiencies through process improvement initiatives.

5. **Reporting and Communication:**

- Prepare clear and concise audit reports and present findings to the Exec who will share with relevant committees and the Board where necessary.
- Maintain open and effective communication with all departments to foster collaboration and accountability.
- Provide training and support to staff on compliance and internal control matters.

Person specification

Qualifications and Experience:

Qualification in care, audit or related field.

Experience in audit, assurance, or a related field.

Experience in the healthcare or not-for-profit sector is highly desirable.

Strong understanding of internal control frameworks, risk management principles, and regulatory compliance requirements.

Excellent analytical, problem-solving, and decision-making skills.

Strong communication and interpersonal skills, with the ability to engage effectively with staff at all levels.

Proficiency in audit software, data analytics tools, and Microsoft Office Suite.

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.

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 Worthing.Jobs@starandgarter.org](mailto:Lindsay.Campbell.Worthing.Jobs@starandgarter.org)

Offer

Although we are a charity, we offer a generous package

- Salary of £35,719 per annum
- 37.5 hours per week (option to work compressed hours after a period of time)
- 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

About us



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.

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.



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.

