

Care for Veterans

a Royal Star & Garter Home



Housekeeper - 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 a permanent full time Housekeeper who is passionate about our values, people with positive energy 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: Housekeeper

Location: Gifford House, Worthing.

Hours: 37.5 hours per week

Salary: £27,534 per annum (£14.12 per hour)

Job description

The Housekeeper undertakes a range of service and cleaning duties throughout the Home, to ensure that the environment is safe and pleasant for staff and residents.

Cleaning (reception, wings, offices, hatch, toilets, kitchens and other areas as required) according to rota

- Sweep or suction clean or dust or mop/spray areas/surfaces to be cleaned as appropriate
- Dust or damp clean windows, windowsills, banisters and handrails, pipes, radiators, paintwork, doors, walls etc
- Buff floor areas using appropriate machinery
- Clean furniture, fittings, fixtures, crockery, cutlery, trolleys, water jugs, trays, dishwashers, shelves
- Wash up in hatch after meals
- Empty refuse bins and restock bags
- Clean all sanitary ware
- Replenish toiletries
- Clean and polish glass, mirrors, sinks, washbasins, tiles
- Remove, have cleaned and rehang curtains
- Clean cupboards and lockers (in resident rooms personal belongings may be moved with care and repositioned after cleaning)

General cleaning and health and safety

- Areas are thoroughly prepared prior to cleaning and surfaces are cleaned effectively and dried appropriately
- Risks and hazards are identified, and any remedial action is taken
- The correct cleaning materials and equipment are used
- Areas are left tidy and free from hazards
- Machinery is used in accordance with the manufacturer's instruction as per its intended use, and in accordance with Care for Veterans policies and procedures.

To apply

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

Worthing.jobs@starandgarter.org

Person specification

- Good communication skills with a wide variety of residents, relatives, clinical staff and support services colleagues.
- Service oriented – strives to provide excellent value for money to residents and colleagues; displays a 'can-do' attitude.
- Empathetic towards the needs of others; promotes a positive approach to the care of people with a neuro/physical-disability
- Professional – must remain calm under pressure; preserve resident and home confidentiality; display a positive view of individuals' unique needs and abilities.
- Proactive – able to predict the needs of residents and colleagues and respond effectively to these
- Resilient – able to cope well with set routines
- Reliable – must show high levels of personal commitment to the role, to residents, and to team members
- Accountability – must display awareness for own actions and accountability for them
- Procedural – must display knowledge and commitment to home policies and procedures
- Flexible – responds positively to the operational needs of the home by accepting deployment in different home areas when required and different shifts and work routines as appropriate.

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

- Hourly rate of pay £14.12
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- Full time permanent role: 37.5 hours pw Monday to Friday
- Over time paid at time-and-a-quarter
- Equivalent of 5 weeks holiday per annum plus bank holidays
- Employer Pension Contribution of 7.5% with matching Employee contribution of 5%
- Life insurance for permanent staff of 3 x salary (until age 70)
- Ten weeks full occupational sick pay for permanent staff 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
- Access to mental health, financial and legal support
- Additional leave for Armed Forces 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.

