



**Royal Star
& Garter**

Care with courage



Deputy Home Manager – High Wycombe

Candidate information pack





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Welcome to Royal Star & Garter

Thank you for your interest in the role of Deputy Manager for High Wycombe.

The role will continue the amazing work done in the Home while providing a development opportunity.

The values that Royal Star & Garter holds are integral to everything we do, and we expect staff to uphold them.

We are looking for someone who is passionate about our values, someone with positive energy and who wants to work as part of a fabulous team to make a real difference.

The role at a glance

Title: Deputy Home Manager

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

Report – Home Manager

Hours: 37.5 per week, some evenings /
weekend working will be required

Salary - TBC.

Contract – Full-time Permanent

More Information:

Usha.Nair@starandgarter.org

Job description

Purpose

The Deputy Home Manager supports the Home Manager in delivering high-quality care and services to veterans living in the Home. This role involves overseeing daily operations, ensuring compliance with regulatory standards, managing staff, and providing a supportive and respectful environment for residents.

Key responsibilities

Operational Management:

- Assist the Home Manager in the day-to-day management of the Home, deputising for the Manager when needed.
- Ensure the Home meets all regulatory and statutory requirements, including CQC standards, organising and chairing relevant meetings.
- Coordinate with various departments to ensure smooth operations and high-quality care delivery.

Staff Management:

- Support the recruitment, training, and development of all staff.
- Supervise and provide leadership to the care, wellbeing and day care teams, ensuring staff adhere to policies and procedures.
- Conduct regular staff meetings, appraisals, and performance reviews.

Resident Care:

- Ensure individualised care plans are developed, implemented, and regularly reviewed for all residents.
- Foster a supportive and compassionate environment for residents, ensuring their needs and preferences are met.
- Address any concerns or complaints from residents or their families promptly and effectively.

Quality Assurance:

- Assist in the development and implementation of quality assurance and improvement programmes.
- Review relevant audits and inspections, liaising with the Audit and Assurance Officer, to maintain high standards of care and service reporting on risks, themes and areas for improvement to the Home Manager.
- Chair the clinical governance meetings in the Home Managers absence, reporting trends and outcomes.
- Ensure accurate and timely documentation and record-keeping.

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 Usha.Nair@starandgarter.org

Job description continued

Financial Management:

- Support the Home Manager in budget management and financial planning, attending monthly budget management meetings.
- Monitor expenses and manage resources effectively to ensure cost-efficient operations.

Stakeholder Engagement:

- Maintain positive relationships with residents' families, healthcare professionals, and external agencies.
- Represent the Home at meetings, events, and conferences as required.

Health and Safety:

- Ensure a safe and secure environment for residents, staff, and visitors.
- Chair Home health and safety meeting and deputise for Home Manager for Charity wide meetings when necessary.
- Oversee health and safety protocols, including infection control measures.
- Conduct risk assessments and implement appropriate measures to mitigate risks.

To apply

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Person specification



Essential behaviours / characteristics

Qualifications and Experience:

- A relevant qualification in health and social care (e.g., NVQ Level 4 or 5 in Health and Social Care, RMA, or equivalent).
- Proven experience in a supervisory or managerial role within a care home or similar setting
- In-depth knowledge of CQC regulations and standards
- Excellent leadership, communication, and interpersonal skills.
- Strong organisational and problem-solving abilities
- Compassionate, patient, and empathetic with a commitment to delivering high-quality care to veterans.



Desirable:

- Experience working with veterans or within a military context.
- Additional qualifications in management or leadership.

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

- 37.5 hours per week, some evenings / weekend working will be required
- Equivalent of 25 days holiday per annum plus bank holidays
- Salary TBC
- 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

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

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/respite care
- End of life care
- Day care
- Lunch Clubs
- Telephone Friendship Service

About us



Our future

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

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

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, occupational therapists and speech and language therapists who offer hands-on support with warmth and encouragement.

