Royal Star & Garter

Care with courage





Healthcare Assistant (Days or Nights) Bank - Surbiton

Candidate information pack



Royal Star & Garter
Care with courage

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. Our teams in our 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 our Care Team. My ideal candidate will be someone confident in providing high quality nursing care to the amazing veterans that we support. It is a role that will suit a Healthcare Assistant who is driven and motivated, with the courage to go the extra mile for the residents.

We live our values in everything we do, and we're looking for people who share that commitment. At Royal Star & Garter, we invest in our staff, supporting their skills, behaviours, and wellbeing. Our comprehensive training and focus on professional development mean you'll be encouraged to grow and thrive. If you're passionate and dedicated, enjoy being a part of a supportive team, and want to make a real difference to others, I look forward to receiving your application.

Helena Maher
Home Manager

The role at a glance

Title: **Healthcare Assistant (Days or Nights)**

Location: Royal Star & Garter,
Upper Brighton Road, Surbiton
KT6 6JY

Reports to: Deputy Home Manager/Shift Leader

Hours: Days – As Required

Salary: Days - £14.80

Nights: – £15.00

Contract: Casual

More information:
Kumba.Patel@starandgarter.org

Job description

Purpose

- Deliver the highest quality care and support to residents to enable them to live their lives to their fullest potential.
- Wherever appropriate to do this *with* residents not for them, enabling engagement in meaningful activity and maintaining independence for as long as possible.
- To successfully complete and practice the Royal Star & Garter HCA Competency Framework

Key responsibilities

Key Responsibilities

1. Assist residents to attain their full potential in their activities of daily living, recognising and enabling their choices
2. Promote independence and empower residents
3. Assist residents with personal hygiene, appearance, mobility, food and meals in accordance with their Care Plan
4. Ensure accurate record keeping including physical and emotional well-being and resident choices
5. Actively encourage and enable engagement with personal and group activities
6. Actively participate in supervision and appraisal using it to support your personal development
7. Work in accordance with all relevant legislation, codes of practice, policies and procedures
8. Undertake other duties as may be requested from time to time, consistent with the nature of the post.
9. Maintain a high degree of confidentiality at all times.

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 Kumba Patel

Surbiton.Jobs@starandgarter.org

Person specification

Essential Behaviours / Characteristics:

- Demonstrate warmth, compassion and understanding of older people with disabilities and physical care needs and, those living with dementia
- Willing to go the extra mile to enable our residents to live their best lives
- Flexible, adaptable, positive and proactive with a 'can-do' attitude
- Good spoken and written English
- A commitment to personal and professional development
- Committed to our mission, values and to enabling outstanding care for veterans

Essential Experience:

1. Is willing to work towards an appropriate competency-based qualification
2. Is physically fit and able to carry out the duties of the role
3. Good written and verbal English language and communication skills
4. Resident focused
5. Computer literate

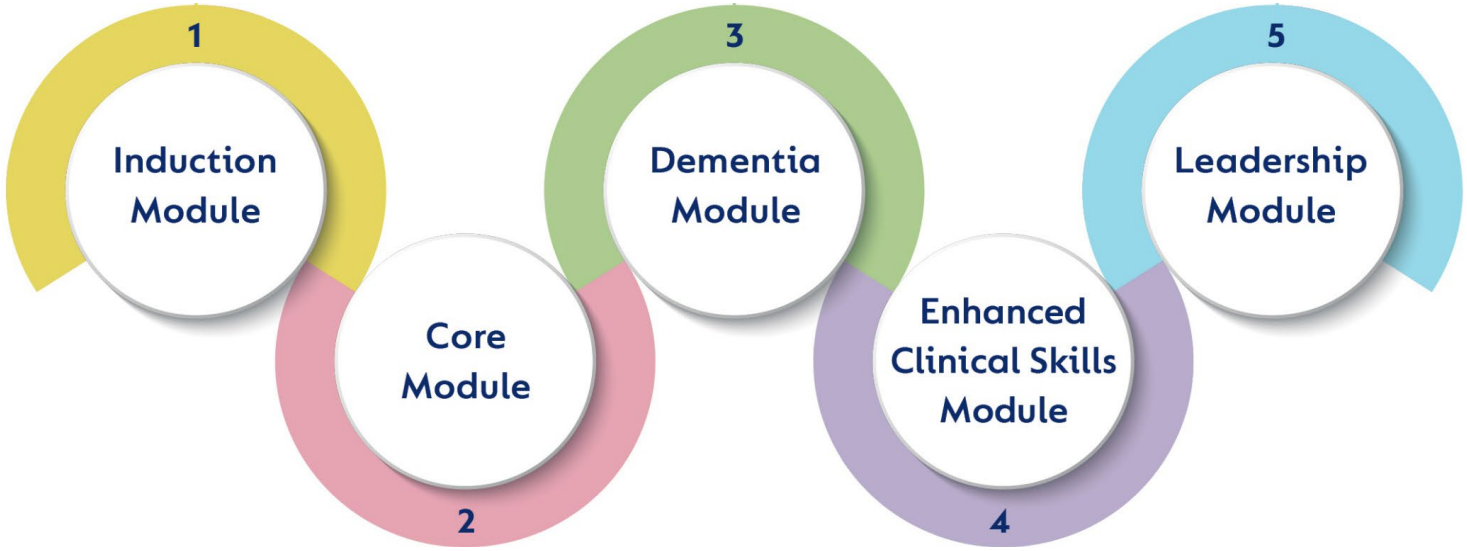


Your future

We will ensure that you have the professional support and development to provide safe, high-quality care to our residents through our Development Framework, a series of modules that build clinical care competencies and knowledge.

The focus of the training is on practice, with hands on mentoring, guidance and clinical supervision from experienced practitioners and nurses. On completion of the Core Module, you will be eligible for a Level 3 Diploma in Care.

For staff wishing to follow a long-term career in care, our Development Framework also offers the opportunity to acquire specialist clinical care competencies through additional training, ending in leadership training to prepare staff for a management or specialist care role. Progression through the Development Framework is rewarded through enhanced pay.



Offer

Although we are a charity, we offer a generous package

- Casual Contract
- Employer Pension Contribution of 7.5% with matching Employee contribution of 5%
- Access to appropriate professional bodies and payment of membership fees after 6 months of employment
- Additional leave for Armed Forces Reserves and Cadet Forces Adult Volunteers

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.

How to apply

Send your CV and a covering letter of no more than 2 sides explaining how you meet the 'Essential Behaviours' for this role. You should include the values and behaviours you would bring to the role and the team.

The interview will be based on behaviour and potential. This means that, as well as ensuring you have the skills to be a good fit for the role, you also fit with behaviours and values of the team and charity.

There is more detail about the job in the Job Description on our website but remember, it is your behaviours that are important for your application.

Your CV and covering letter should be sent to Surbiton.jobs@starandgarter.org for the attention of Lindsay Campbell

Mandatory requirements
All offers are subject to:

- Enhanced DBS check
- Right to Work in the UK and satisfactory reference checks

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.

Inspected and rated Good CareQuality Commission

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.

Inspected and rated Good CareQuality Commission