



**Royal Star
& Garter**

Care with courage



Shift Leader - 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 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 Shift Leader. It is a role that will suit someone who is collaborative, engaged and professional. You don't have to have management experience - if you think this role sounds right for you then please apply. I'm looking for someone with experience of delivering exceptional, high-quality care that demonstrates strong commitment to nursing the elderly along with the desire for personal growth.

It matters to me who you really are. 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 have a comprehensive training offer for our team members and your continued professional development is important to us. We are looking for people who share our values, people with passion and dedication who want to work as part of a team. People who want to make a difference to others. If this is you then I look forward to receiving your application.

Helena Maher
Home Manager

The role at a glance

Title: **Shift Leader**

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

Reports to: Care Manager/Dementia Care
Manager

Hours: 37.5 per week, 3 x 12.5-hour shifts
worked as part of a rota

Salary: £30,381 per year

Contract: Permanent

More information:
Lindsay.campbell@starandgarter.org

The role



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.

To manage the day-to-day supervision of care as an integrated member of a multi-disciplinary care team, leading the floor when the nurse is engaged elsewhere.

Provide high quality personal care to all residents according to their needs and expectations.

Enable residents to fully participate in all activities of their choosing, individually and in groups, to support their wellbeing, help build relationships and ensure they enjoy their time with us.

Successfully complete and practice the Royal Star & Garter HCA Competency Framework.

Our offer



We offer a generous package

- Salary £30,381 per annum full time
- Full time: 37.5 hours per week, three 12.5 hour shifts worked on a rota covering 7 days
- Part time roles considered
- Equivalent of 25 days holiday per annum plus bank holidays (pro-rata for part-time)
- Modern working environment
- Employer Pension Contribution of 7.5% with matching Employee contribution of 5%
- Life insurance of 3 x salary (until age 70)
- 2 months full occupational sick pay, 1 month half 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
- Access to mental health, financial and legal support
- Additional leave for Armed Forces Reserves and Cadet Forces Adult Volunteers
- Overtime paid at time and a quarter

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

Our Vision and Mission



Our Vision and Mission

We are committed to our vision of a future where all veterans can live life to the full.

Our mission is to provide outstanding care, for veterans and their partners who live with disability or dementia, together with a varied and engaging programme of activities that enables residents to remain independent and enjoy life.

Our Care

Our Surbiton Home offers a warm welcome to residents and their families. The Home is rated 'Good' by the Care Quality Commission and "Outstanding" in Care and staff provide specialist dementia and nursing care tailored to the needs and wishes of each individual. Every aspect of the Home has been designed with our residents' well-being in mind.

Our staff are highly skilled and motivated and are constantly evolving services and innovating our care to meet present and future needs. This includes younger veterans, a day care service, and an outreach project planned for later this year.

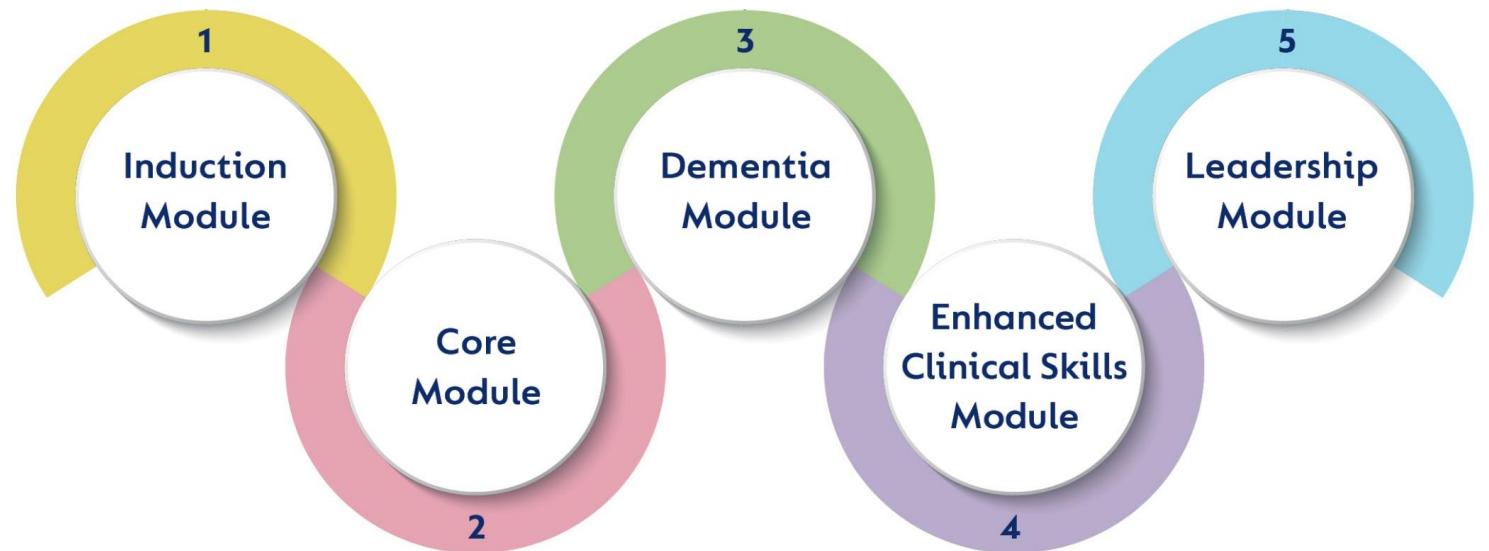
Your future



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.



Essential behaviours for our staff



1. You will be a proactive member of a dynamic, high-performing team, treating others with respect, kindness and understanding
2. 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.
3. You will work collaboratively with people from different backgrounds and with different perspectives than your own, building positive and effective relationships.
4. 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.
5. You model professional conduct, showing determination, drive and commitment at all times, particularly when faced with challenges and setbacks.
6. 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.
7. You manage your time effectively, ensuring that you understand the roles and responsibilities of colleagues and are comfortable discussing your wellbeing.