



**Royal Star  
& Garter**

Care with courage



# Clinical Care Manager - Solihull

Candidate information pack





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# 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. It is this that led us to be awarded the highest possible rating by the CQC – 5 Outstanding's. 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 Physiotherapist. My ideal candidate will be someone confident in supporting our amazing veterans. It is a role that will suit a Physiotherapist who is driven, motivated and can lead by example.

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.

Jamie Stubbs  
Home Manager

## The role at a glance

Title: **Clinical Care Manager**

Location: Royal Star & Garter,  
Tudor Coppice Close, Monkspath Hall  
Road, Solihull, B91 3DE

Reports to: Home Manager

Hours: 37.5 across any 5/7 days, (full time – usually office hours Monday to Friday but flexible to include weekends and nights where occasionally required.

Salary: £50,000 per annum

Contract: Permanent

More information:  
[jamie.stubbs@starandgarter.org](mailto:jamie.stubbs@starandgarter.org)



# Job description

## Purpose

- The Clinical Care Manager is accountable for the effective planning, delivery and monitoring of the highest quality nursing and dementia care and services to residents living in the Home and those receiving Day Care and other services, in accordance with the charity's Care Strategy and Values.
- The Clinical Care Manager is part of the Homes senior management team and works closely with the Home Manager in the overall clinical and people management of the Home, ensuring person-centred resident care.

## Key responsibilities

- To work collaboratively with the Lead Nurses with consistent quality aims and values
- To be responsible for managing the nursing and care team's practice, ensuring continuous improvement to maintain excellence in resident care, using appropriate tools such as QUIS observations and clinical & wellbeing audits.
- Promote the reputation, culture and ethos of the charity as a quality provider of excellent care and customer service.
- Ensure the effective allocation of staff resources and effective rostering to provide the appropriate number, and skill mix and experience of team members.
- Support the Home Manager and People Business Partner in effective management of employee related process (disciplinary, grievance and capability)
- Lead the reintroduction of the Day Care service (date TBC)
- Manage the Wellbeing team, liaising with Oomph! and identifying service development opportunities
- Develop the nursing, care and support teams to be high performing through recruitment & selection, probationary periods, supervisions, and performance management (including proactive management of absence).
- To be responsible for regulatory compliance, clinical governance, risk management and assurance in accordance with appropriate legislation and guidance stipulated by the CQC, other regulatory bodies and the charity.
- To promote and ensure compliance with the charity's policies, practices and guidelines (including, but not limited to; care, people, finance, data protection and health & safety).
- Assist the Home Manager in collating KPIs and QI data working closely with the Head of Care Quality
- Build effective relationships with families and visiting health professionals to work in partnership to support the resident, creating opportunities to engage in a variety of ways.
- Share best practice with colleagues across the Home to ensure the consistent and collective delivery of excellent care. Encourage a learning culture and growth mind-set amongst colleagues.
- Manage the use of DOLS, ensuring any application is appropriately applied in accordance with the Mental Capacity Act, Safeguarding and the charity's policies.
- Maintain personal professional currency, seeking development opportunities and engaging fully with the learning opportunities provided by the charity.
- 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 Debbie Wyatt at  
[Solihull.Jobs@starandgarter.org](mailto:Solihull.Jobs@starandgarter.org)

# Person specification



## Essential behaviours / characteristics

- Ability to lead by example to both direct and indirect reports.
- Demonstrate warmth and understanding of older people with disabilities and physical care needs and, those living with a dementia drawing on high level of emotional intelligence.
- Act as an advocate for residents and staff, pro-actively seeking solutions to problems
- Excellent communication skills with the ability to engage and inspire at all levels.
- Flexibility of approach and a willingness to innovate and embrace new approaches.
- Sufficient degree of IT literacy to use and champion the use of our IT systems

## Essential Experience

- A Registered General Nurse (RGN) or a Registered Nurse holding a valid NMC PIN
- Proven ability to provide clinical and management supervision to registered nurses and care staff including continuous improvement of practice and addressing performance issues
- Experience of delivering person-centred dementia care
- Experience with End-of-Life care and models of care
- Experience of managing rotas and cost-conscious resource management
- Demonstrable experience of continuous personal professional development

## Desirable Experience

- Experience of managing a budget



## Mandatory requirement

In line with the amendment to the Care Act the successful candidate must be Covid-19 double vaccinated

# Conditions of employment

Any offer of employment made will be subject to the following conditions:

- Satisfactory references covering the last 5 years including one from your current or most recent employer
- A pre-employment medical screening
- Evidence that you have been vaccinated against Covid-19
- Enhanced DBS Disclosure
- Proof of the Right to Work in the UK

## Our values

## With love

We carry out our work with love, care and compassion.

## Living positively

We are optimistic in everything we do, supporting residents 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

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- Salary £50,000 per annum full time
- Full time: 37.5 hours per week 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)
- Well equipped physiotherapy facilities
- 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

# About us



## Our mission

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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 an outstanding range of quality care and therapies to veterans and their partners living with disability or dementia.

## Our care

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We provide loving care for veterans and their partners who live with disability or dementia in three state-of-the-art Homes, ensuring they are respected as individuals. We meet their needs in an appropriate, personalised and compassionate way and this is supported by highly skilled and motivated staff. We constantly evolve our services and innovate our care to meet present and future need and this now includes younger veterans, a day care service and plans for an outreach project later this year.



# About us



## Our future

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Today, we run three Homes where we deliver an unparalleled level of specialist nursing care for veterans and their partners, including award-winning dementia care. We are developing our services to provide day care across all three Homes, an outreach service and care for younger veterans.

## Our knowledge

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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

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We are passionate about innovation in our care to improve the lives of veterans and their partners and we are ideally placed to provide training. Our Homes offer military nursing student training and placements to Nursing Associate Trainees as part of an NHS pilot scheme.

# Surbiton

With its stunning foyer and relaxed, spacious lounges, our Surbiton Home offers a warm, friendly welcome. Highly trained staff provide specialist nursing and dementia care in comfortable surroundings, where the focus is always on the individual.



# High Wycombe

Our High Wycombe Home is our newest and has been designed for the comfort and well-being of our residents. Specialist nursing and dementia care is offered in a relaxed, homely environment, where residents can enjoy the many activities, share their day with friends or enjoy time in the spacious lounges and landscaped gardens.



# Solihull

Our Solihull Home offers a warm welcome to residents and their families. The Home is rated 'Outstanding' by the Care Quality Commission in all five areas 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.

