



**Royal Star  
& Garter**

Care with courage



# Deputy Home Manager – Worthing

Candidate information pack





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# Welcome to Royal Star & Garter

Thank you for your interest in Royal Star & Garter. I am delighted to share details of an exciting opportunity to work with veterans, their families and our teams. The teams in our Homes are nothing short of exceptional in the care they deliver while our Central Services provide unrivalled support.

Following a successful merger with Care for Veterans, we are now aligning staff across our Homes. We are looking for someone special to join us as the Deputy Home Manager to support with leading a fabulous team in Worthing and to take the Home through a period of change. Having been rated Good in all five CQC areas in February 2023, we need someone who will take us to Outstanding, with a focus on further developing the care and services provided.

The values that Royal Star & Garter holds are integral to everything we do, and we expect staff to uphold them. In the case of this role, it will be an important element of the change at Home as these are balanced with the existing values set by Care for Veterans. The required skills, qualities and behaviours we are looking for are outlined on page five.

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.

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. If this is you, then I look forward to receiving your application.

Vicky Strange  
Home Manager

## The role at a glance

Title: **Deputy Home Manager**

Location: Care for Veterans, a Royal Star & Garter home, Boundary Road, Worthing, BN11 4LJ

Reports to: Home Manager

Hours: 37.5 per week  
Some evening / weekend working will be required

Salary: £55,935 pa  
Depending on experience and qualifications

Contract: Permanent

More information:  
[Lindsay.Campbell@careforveterans.org.uk](mailto:Lindsay.Campbell@careforveterans.org.uk)



# 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.

### **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

# Job description



## 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.



# Person specification



## Essential behaviours / characteristics 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.
- Must hold an up-to-date NMC PIN for Registrants where the Home Manager is non- clinical.

## Desirable:

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



# How to apply



To apply please send your CV and a covering letter of no more than two sides outlining how you meet the person specification and your key experience(s) in relation to the job specification to:

[Lindsay.Campbell@careforveterans.org.uk](mailto:Lindsay.Campbell@careforveterans.org.uk)

Interviews are to be held in the Worthing Home on Friday 12 September.

You can find more information about the Home at: [Care for Veterans.org.uk](http://CareforVeterans.org.uk)

# Offer



## Although we are a charity, we offer a generous package

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- Salary of £55,935 per annum depending on experience and qualifications
- 37.5 hours per week, Monday to Friday, some evening and weekend working will be required
- Employer pension contribution of 7.5% with matching employee contribution of 5%
- 25 days holiday per annum plus bank holidays (pro-rata for part-time)
- Life insurance of three times your salary (until age 70)
- 10 weeks full pay for sick leave
- 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
- Additional annual leave for Military Reserves and Cadet Forces Adult Volunteers

# Values



As two charities currently merging, we expect you to role model the Royal Star & Garter values, while supporting staff with transitioning from 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



## 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.

# 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, the 60-bed home in Worthing offers nursing and rehabilitation care with a specialism in disability. They provide loving, compassionate care and rehabilitation to approximately 100 beneficiaries each year, often for veterans who are facing the toughest battle of their lives.

They recognize that each individual and their needs are unique. They share the Royal Star & Garter approach to delivering quality care and provide a range of therapies designed to provide comprehensive support.