



**Royal Star
& Garter**

Care with courage



Home Manager - Worthing

Candidate information pack





**Royal Star
& Garter**

Care with courage

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 Home Manager to lead 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.

Shirley Hall
Director of Care & Wellbeing

The role at a glance

Title: **Home Manager**

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

Reports to: Director of Care and Wellbeing

Hours: 35 per week
Some evening / weekend working will be required

Salary: £70,000-£75,000
Depending on experience and qualifications

Contract: Permanent

More information:
GGuyll@compassltd.co.uk

Job description



Purpose

- To provide effective leadership and management to the Home, ensuring the highest possible standard of care is delivered and optimum resident occupancy
- To provide effective management and development of the team, including leading the team through a period of change
- To manage the budget for the Home effectively

Leadership

As the Home Manager, your leadership and management skills will be instrumental in creating a supportive and enriching environment for residents, staff, and families, ensuring that the Home operates effectively and meets the needs of all stakeholders. Including:

- Team leadership – to lead, motivate, and inspire a diverse team of care professionals, including nurses, carers, and administrative staff, to deliver compassionate and high-quality care to residents.
- Operational – to develop and implement plans to meet the needs of residents, maintain regulatory compliance, and achieve business objectives while promoting a culture of continuous improvement.
- Deliver on key areas from the annual operating plan, reporting on successes.
- Change management – to lead and support staff through transitions to new structures and ways of working, fostering resilience, adaptability, and a positive approach to continuous improvement.
- Staff development - provide guidance, training, and development opportunities to staff members to enhance their skills, knowledge, and job satisfaction.

Management

- Resource, recruit and retain a compassionate and skilled team who possess the relevant attitude, skills, experience and who are committed to delivering care with a person-centred approach.
- Foster positive relationships with residents and their families, gaining feedback, addressing concerns, and ensuring their needs and preferences are met with sensitivity and respect.
- Effectively manage the staff team including managing skill mix, ensuring objectives are set, development plans are in place, supervision and appraisals are carried out and statutory training requirements are achieved managing performance using formalised processes when necessary.

Key responsibilities

Job description



Key responsibilities cont/d

Budget management

- Oversee budgeting, financial planning, and resource allocation to ensure efficient use of resources while maintaining quality care.
- Prepare and be accountable for an annual operating plan and budget for the Home.
- To ensure all management teams within the Home take responsibility for their financial areas and deliver according to set budgets.

Promotion

- Responsible for achieving optimum occupancy through the building of successful relationships with professionals and key stakeholders in the community and the effective promotion of our services.
- Contribute to the effective promotion of the Home to veterans, their families and the wider community working effectively with Central Services
- Ensure the Home maintains a veteran-friendly ethos and environment.

Monitoring and compliance:

- Ensure monitoring and compliance of all elements of the *Essential Standards of Quality & Safety - Social Care Act 2008*.
- Overall lead for ensuring notifications to relevant bodies such as CQC or local Safeguarding and monitoring outcomes or recommendations from these.
- Maintain quality assurance systems, including regular audits, evaluations, and feedback mechanisms, to monitor and enhance the quality of care and services provided.
- Ensure the Home operates and complies with our policies and procedures including all relevant health and safety regulations.



Person specification



Essential behaviours / characteristics

- Professional, discrete and well organised with self-awareness of their impact on staff, residents and relatives
- A passion for, and pride in, working with older people with a commitment to providing the highest quality care
- Compassionate, caring and person-centred
- High levels of self-awareness and emotional intelligence with a growth mindset and the desire to support this in others
- Effective mentoring and coaching skills (including mediation & conflict resolution)
- An affinity for the military community

Essential experience

- CQC registration
- Experience in a leadership role within the healthcare or social care sector, with a track record of effectively leading teams and achieving organisational goals
- Management of a large staff team including building an effective senior management team with appropriate delegation and empowerment
- Solid understanding of care / clinical practices, regulations, and best practice in the care home sector, committed to upholding high standards of care and compliance
- Managing change including engagement with staff and external stakeholders
- Experience of setting and delivering effective budgetary management
- Problem-solving and decision-making abilities, with a proactive approach to identifying and addressing operational challenges and implementing effective solutions
- Excellent communication and interpersonal skills, able to resolve conflicts, and communicate effectively with staff, residents, families, and external stakeholders



Desirable experience / attributes

- Registered Nurse or other clinically qualified professional
- Achievement of the Registered Manager Award or relevant management qualification
- Experience of change management in the care sector
- Experience of implementing new services
- Valid driving licence and access to a vehicle

How to apply



We have partnered with Gareth Guyll at Compass Associates. Please direct any questions to him at GGuyll@compassltd.co.uk

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:

Gareth Guyll at GGuyll@compassltd.co.uk by 4pm on Friday 4 April 2025.

Shortlisted candidates will be expected to attend two interviews most likely 10 April (virtual) and 25 April in person .

You can find more information about the Home at: [Care for Veterans](#)

Offer



Although we are a charity, we offer a generous package

- Salary of £70,000 - 75,000 per annum depending on experience and qualifications
- 35 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.

Meet your consultant



Gareth Guyll **MREC CertRP**

Principal Consultant

02392 417 100

gguyll@compassltd.co.uk

 Connect

Gareth is a Principal Consultant in the award-winning Elderly Care Division at Compass Associates, having joined the business in May 2013. With more than 11 years' recruitment experience, Gareth is a go-to recruiter for Clinical General Management roles within the Nursing Home arena. Gareth's remit covers senior appointments including Operations Director / Manager, Quality Director / Manager, Peripatetic, and Regional Manager.

He works predominantly in the Southern reaches of the UK. He is adept at working challenging assignments and provides a professional experience for both candidates and clients, and has accumulated a wealth of testimonials commenting on his knowledge, outstanding candidate experience and ability to fill roles where others had failed.