



**Royal Star
& Garter**

Care with courage



Shift Leader (Nights)- Surbiton

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. 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 as a Shift Leader. 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 an individual who is driven and motivated, with the courage to go the extra mile for the residents and act as a role model for staff.

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: **Shift Leader**

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

Reports to: Deputy Home Manager

Hours: Days - 42 per week, (12 hour shifts
worked as part of a rota 3 on/3 off)

Salary: £38,940 per year (£17.83 per hour)

Contract: Permanent

More information:
Lindsay.campbell@starandgarter.org



Job description

Purpose

- 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 provision of care as an integrated member of a multi-disciplinary care team, leading the floor when the nurse is engaged elsewhere and providing high quality personal care to all residents according to their needs and expectations.
- Successfully complete and practice the Royal Star & Garter HCA Competency Framework.

Key responsibilities

- To work in accordance with the issued Code of Conduct
- Fully participate in the Key Worker Scheme, supporting the role of the keyworker
- Support all individual aspects of resident care and wellbeing in line with care plans, promoting independence, decision making and respect
- Complete clinical activities, following training, including, but not limited to, administering medication, tissue viability and oral care
- Maintain accurate records and documentation of residents' holistic care needs across all platforms and in compliance with organisational policy and data protection practice
- Actively participate in and promote the wellbeing activities and outings of the Home's programme and enable residents to safely take part in the activities of their choice
- Communicate effectively with all colleagues, visiting health professionals and residents, ensuring that any information exchanged is accurate, relevant and appropriate
- Strive to continuously improve resident safety, care and well-being: sharing areas for improvement with your care team or line manager; and raising concerns in a timely manner.

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 Lindsay Campbell

Surbiton.Jobs@starandgarter.org

Job description

Purpose

- 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 provision of care as an integrated member of a multi-disciplinary care team, leading the floor when the nurse is engaged elsewhere and providing high quality personal care to all residents according to their needs and expectations.
- Successfully complete and practice the Royal Star & Garter HCA Competency Framework.
- Be flexible in working with our residents across any House in the Home: establishing rapport, acting professionally and demonstrating an understanding of their personal circumstances to ensure the provision of high-quality, person-centred care.
- As a member of a multi-disciplinary team, provide tailored care and clinical support to residents with dementia.
- Support the provision of enhanced clinical competencies across the home including, but not limited to, venipuncture and cannulation, ECG recording and insulin administration.

Upon completion of Royal Star & Garter dementia competencies

As a member of a multi-disciplinary team, provide tailored care and clinical support to residents with dementia.

Upon completion of Royal Star & Garter enhanced clinical competencies

Support the provision of enhanced clinical competencies across the home including, but not limited to, venipuncture and cannulation, ECG recording and insulin administration.

Team Leader tasks and responsibilities

Provide effective performance management, support and guidance to your team as described in the Royal Star & Garter Performance Management Policy.

Supervise the floor, ensuring that HCA activity reflects organisational policies, values and behaviours

Conduct preliminary investigations into incidents with residents, grievance and disciplinary cases

Organise the work roster for your team, coordinating with other shift leaders and nurses to ensure the appropriate number of staff are on duty with the appropriate skills mix

Key responsibilities

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Person specification



- **Essential Behaviours / Characteristics:**

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

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- **Essential experience:**

- Is willing to work towards an appropriate competency based qualification
- Is physically fit and able to carry out the duties of the role
- Good written and verbal English language and communication skills
- Resident focussed
- Computer literate



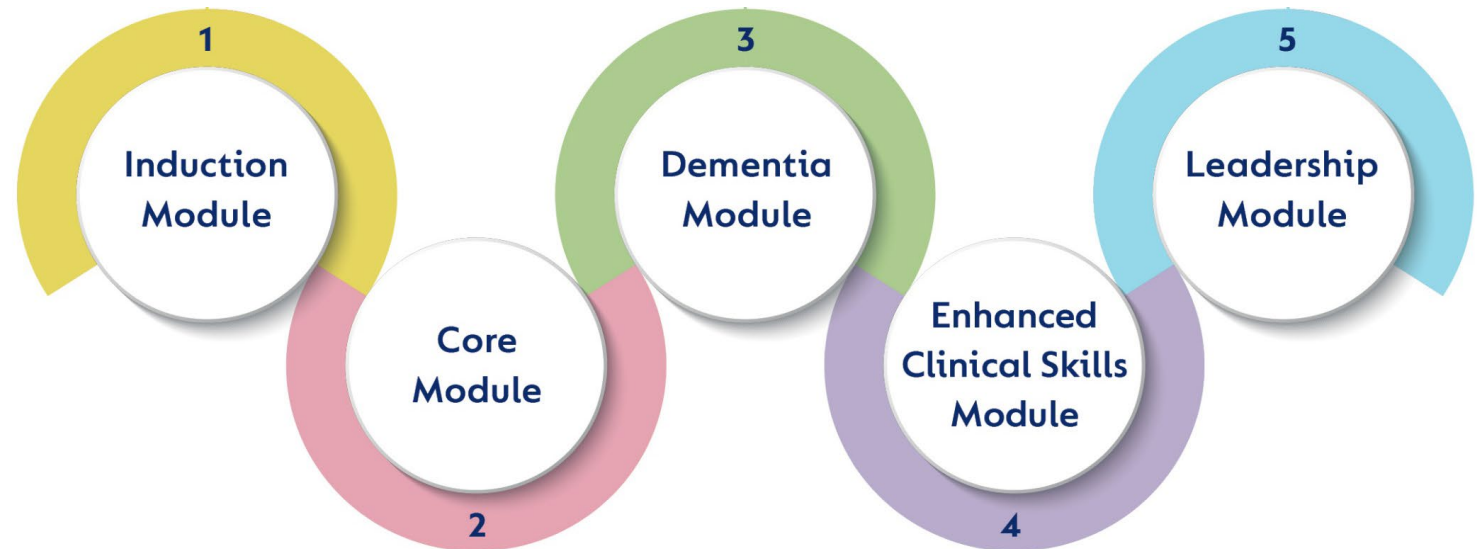
Your future



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

- Salary per: £38,940 per year (£17.83 per hour)
- Full time: 42 hours per week, three 12 hour shifts worked on a 6 week rolling rota covering 7 days.
- Over time paid at time-and-a-quarter
- Paid break
- Equivalent of 25 days holiday per annum plus bank holidays (pro-rata for part-time)
- Employer Pension Contribution of 7.5% with matching Employee contribution of 5%
- Life insurance of 3 x salary (until age 70)
- Ten weeks full occupational sick 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

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.



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.

