



**Royal Star  
& Garter**

Care with courage



# Shift Leader- Solihull (Nights)

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 in summer 2024, 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.

We are looking for someone with excellent analytical, problem solving, and decision making skills. The ideal candidate would be someone who has attention to detail, with a strong commitment to detail. A background in healthcare or not for profit sector would be desirable.

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 people join us matters and key members of the Team will support the recruitment process. We are committed to investing in our staff – in skills, behaviours and well-being. We have a comprehensive training offer for our staff 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, and people who want to make a difference to others. If this is, you then I look forward to receiving your application.

Katie McCauley  
Home Manager

## The role at a glance

Title: Shift Leader

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

Reports to: Home Manager

Hours: 42 per week

Annual salary: £31,624.32

Contract: Permanent

More information:  
[solihull.jobs@starandgarter.org](mailto:solihull.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.

## Key tasks

- 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.
- 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

## Key responsibilities

## 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 [solihull.jobs@starandgarter.org](mailto:solihull.jobs@starandgarter.org)

# Job description - continued

## General Responsibilities:

- Undertake such other duties as may be required and which are consistent with the nature of this post as determined by (post title/your manager)
- Comply with all Royal Star & Garter policies and procedures
- Promote the interests and reputation of Royal Star & Garter at all times and ensure that the culture and ethos of the organisation is maintained, nurtured and supported
- Promote and maintain a safe environment by complying with the requirements set out in the Home's Health & Safety Policy, security procedures and guidelines for moving and handling.
- Actively promote equality of opportunity in all day-to-day activities
- The post requires a high degree of confidentiality. You will be required to meet these exacting standards at all times, whether in or outside work
- Take responsibility for your own continuous professional development, fully engaging with training and assessment and promoting a learning culture where mutual and professional respect is afforded to all colleagues

## Essential experience:

## Qualifications and Experience:

- Willing to work towards an appropriate competency based qualification
- 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

## To apply

Send your CV and a covering letter (no more than two sides) outlining how you meet the person specification and what you will bring to the role to:

[Solihulljobs@starandgarter.org](mailto:Solihulljobs@starandgarter.org)

# 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



## Our values



## With love



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

## Living positively



We are optimistic in everything we do, supporting veterans 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 of £31,624.32 per annum
- 42 hours per week, Monday to Friday
- Equivalent of 28 days holiday including 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)
- 10 weeks 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

# Welcome bonus



We are pleased to be able to offer a £1,000 welcome payment to new Shift Leaders who join us within the next 6 months.

## **Terms & conditions:**

- £500 (first payment) made after successfully passing probation (6 months)
- £500 (second payment) 3 months after probation.
  
- Shift Leaders who currently work for us or have left the charity in the last 6 months and want to re-join are **NOT** eligible to receive a welcome payment.



# 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
- 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.

# About Us



## Our vision & mission

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**Vision:** A future where all veterans can live life to the full.

**Mission:** 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, compassionate care to veterans and their partners who live with disability or dementia. Our Homes in Solihull, Surbiton and High Wycombe offer specialist residential long and short break care. In addition we are developing a range of services to help us reach the wider military community including Lunch Clubs, Day Care and a Telephone Friendship Service.

# 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.



And rated **'Outstanding'** in the care category.

# High Wycombe

Our High Wycombe Home is our newest and has been designed for the comfort and wellbeing 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' wellbeing in mind.

