

### 1. JOB DESCRIPTION

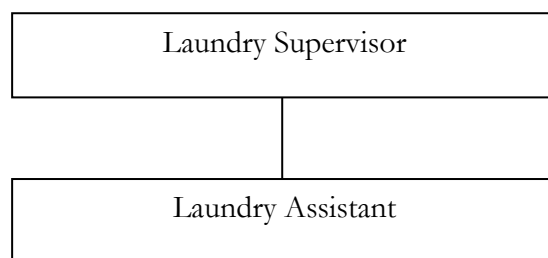
**Job Title:** Laundry Assistant  
**Department(s):** West of Scotland Laundry  
**CAJE ID:** NHSL16/019  
**No of Job Holders:**

### 2. JOB PURPOSE

The purpose of the job is to fully support the objectives of the West of Scotland Laundry (WoSL) to provide a cost effective and efficient, quality linen service to the WoSL Consortium (NHS Lanarkshire, Ayrshire & Arran, Dumfries & Galloway and State Hospital)

To ensure all required items are processed and delivered “on-time” and to the highest quality standards, whilst ensuring the health, safety and wellbeing of all staff is paramount throughout.

### 3. ORGANISATIONAL POSITION



### 4. SCOPE AND RANGE

Delivering 240,000 items per week (12.5 million items/year) of varying items of linen to in excess of 40 hospitals, clinics and health centres (4,000 plus beds) throughout the WoSL Consortium (NHSL, A&A, D&G and State Hospital). These to be achieved within agreed budget and with targeted Pieces per Operator Hour (PPOH) achieved by staff to support these cost targets.

Maintaining production efficiencies and quality standards (ISO 9001-2008 Approved) ensuring all customers receive their required linen items in a timely manner, that patient care is supported by our staff.

Responsible for health & safety within the WoSL through attending all necessary training, shadowing new starts and participating in carrying out required activity risk assessments.

## 5. MAIN DUTIES/RESPONSIBILITIES

Start up and close down, safely and efficiently, all finishing equipment and conveyor belts used in the laundry facility (with the exception of the Continuous Batch Washer {CBW}) This includes completing standard daily safety checks.

For all equipment usage and production processes it is imperative that staff are aware of required hourly production targets, work to achieve these, wherever possible and can record these on the required production sheets in the absence of immediate supervision; highlighting shortfall to supervisor.

Review all risk assessments and work instructions, as required, ensuring work methods are fully safe and support the laundry to maintain production efficiencies in a cost effective manner

Shadow train colleagues/new starts in line with work instructions ensuring they achieve production output in line with targets and with all health & safety aspects maintained

Soil Sort: Empty carts of dirty linen onto conveyor system using cart tipper or manually as required. Classify linen into linen bins or cages depending on category i.e. sheets, towels etc. Assign loads to rails for washer. Select loads for washer using Futurail computer system.

Post Soil Sort (CBW10): Post sort linen and allocate work to specific dryers using PC screen allocation process and vacuum system

Foul Linen: Load by hand into bags for foul linen washing machines.

Cart Washer: Load carts into machine and select wash programme.

Tunnel Washer Monitor computer to ensure correct chemicals, water and steam entering machine to ensure efficient washing of linen. Freeing of bags, resetting of monitors and freeing of blockages to ensure downtime kept to a minimum and efficiency of machine kept to maximum.

Calanders: Constant manual handling required at calanders i.e. emptying cages of pillowslips pulling sheets from belt etc

When necessary adjust calander setting speeds to ensure production is maintained at the highest quality and production efficiency levels

Use the Futurail system to call off bags from rails and assign these to appropriate work stations.

Re-tape the calendar and free minor blockages

Tunnel Finisher: Constant manual handling of articles to go through tunnel finishing system hanging items on hangers and assigning them to different sections of folding machine or personal clothing rail using the Metricon system.

Towel folding machine: constant manual handling and bending to get items from conveyor belts to place onto folding machines. Attend to minor machine jams.

Manual dry fold area: constant manual handling involved in this area along with intense physical effort to ensure that items are correctly folded packed and labelled for distribution to correct departments.

Packing Dept. Intense physical effort required as everything is manually packed into either cages or bags. Assign linen to all hospitals/departments; enter into HOLMS (computer system) ready for despatch by key deadline times ensuring service to customers is achieved.

Despatch: Constant physical effort. , keeping packers supplied with cages and bags. Awareness of despatch system ensuring linen is easily available to delivery drivers for pick up.

Entering Data Staff enters into Holms System according to amount & customer for accounts and despatch note purposes. Liaise with supervisor to determine ideal linen distribution e.g. in the event of shortages

All Areas; An awareness of good housekeeping in relation to cleanliness and safety of work area  
Knowledge and ability to use all cleaning equipment e.g. floor washer, etc.  
Aware of all cleaning duties including cleaning belts following body fluid spillages.  
Operate plastic bailing equipment

## **6. EQUIPMENT & MACHINERY**

- CBW 10 PC Screens (dryer allocation) and Vacuum System
- Conveyor System
- Overhead Rails/Bag Drop
- Tunnel Washer
- Cart Washer
- Calanders
- Tunnel finisher and folder
- Towel Folder
- Cleaning Equipment
- Plastic Bailer

## **7. SYSTEMS**

Follow SOPs / Guidelines to ensure that the department is run in an efficient and safe manner e.g. Health & Safety, Fire Safety, C.O.S.H.H, HAI Guidelines, Occupational Health, Risk Assessments.

- Futurail
- I.T. System
- ISO Quality Standards
- COSHH Regulations
- Awareness of Healthy and Safety Procedures
- Risk Assessment reviews
- Work Instruction reviews

## **8. DECISIONS & JUDGEMENTS**

- Prioritising work to meet organisational need
- Ability to understand and achieve production targets, highlighting any issues which could negatively impact on achieving these
- Making adjustment to machine settings which could impact on both production throughput and quality
- Responsible for carrying out risk assessments on individual work tasks and input in completion of work instructions
- Auditing ISO duties to ensure standards are achieved and maintained

## **9. COMMUNICATIONS & RELATIONSHIPS**

- Immediate communication of any risks identified to supervisor and/or colleagues
- Shadow training new members of staff in line with work instructions and H&S guidelines
- Communication with work colleagues in their own departments & other areas within the laundry
- Communication by phone with consortium hospital linen room staff to adjust linen requirements e.g. Monklands, DGRI, Crosshouse, etc

## **10. DEMANDS OF THE JOB (physical, mental, emotional)**

- Physically load and unload cages of clean & dirty work
- Physically feed machines with linen
- Physically demanding job constantly standing, bending, lifting and twisting for the full working day
- Ability to work quickly & efficiently to meet delivery deadlines
- Because of intense constant physical effort in all sections of the laundry the rotation of staff is essential to ensure that no one is employed for excessive periods of time on one task.
- Concentration is required for the full shift to ensure ISO standards are upheld.
- Working in varying temperatures throughout laundry i.e. hot especially at calander area in the summer and cold throughout in the winter
- Work can be heavy and tangled requiring physical effort to manage
- Ability to work in all sections of the laundry

## **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

- To meet production targets hourly/daily
- To produce a high quality product fit for use by hospital patients
- To meet customers delivery demands often at short notice with changes to priorities or following major breakdowns
- Physical demands of tasks are constant
- Working in extreme hot & cold environments (seasonal)
- Risk of exposure to infection or injury due to the nature of linen received and not correctly packed & identified at source e.g. contaminated sharps left in linen, foul/infected linen not correctly bagged, etc.
- Supporting “Continuous Improvement” to maintain/ improve both quality and efficiencies, ensuring the WoSL remains at the forefront with regards technology and new ways of working

## **12. KNOWLEDGE, TRAINING AND/OR EXPERIENCE REQUIRED TO DO THE JOB**

- Knowledge of laundry services and related procedures
- Required to undertake on the job training and induction (this will generally take 4-6 weeks, depending on hours/days worked ), to achieve full competency across a range of duties
- Working knowledge Health & Safety including participation in risk assessing individual tasks
- Required to undertake on the job training and induction e.g. infection control in the laundry
- Undertake NHS Lanarkshire compulsory training
- Undertake mandatory Health Care Support Workers (HCSW) Standards
- Working knowledge of basic information technology
- Effective written and verbal communication skills
- Ability to audit
- Ability to work with others as part of a multi disciplinary team
- Ability to carry out assigned tasks effectively in a busy environment

### **Job Description Agreement**

**Job Holder's Signature**

**Date**

**Head of Department Signature**

**Date**