

Bank Community Equipment Service Assistant Storekeeper

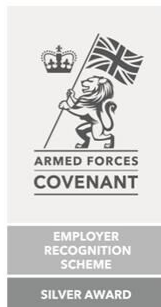
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Job Advert



Bank Community Equipment Service Assistant Storekeeper Band 2- £25,694 - £27,900 pro rata Plus £1,406 Distant Islands Allowance pro rata Bank post

We are recruiting bank staff support the Community Equipment Service and seek an enthusiastic and motivated **Community Equipment Service Assistant Storekeeper**.

Timely provision of equipment supports people to remain in their own homes, helps facilitate rehabilitation and discharge from hospital. The job involves the transportation, cleaning, fitting, demonstration and checking correct use of equipment for patients in their own homes. There is a wide range of specialist equipment ranging from handheld items to large items such as community beds.

Ongoing training and development is offered by the team.

Experience of health or care provision, a full UK driving licence, competent IT and communication skills are essential.

For further information on the post or to arrange an informal visit, please contact the following people: David Nicolson, CES Storekeeper on 01851 703054.

The successful applicant will be required to register with the PVG Scheme (Protecting Vulnerable Groups Scheme). This post is not eligible for relocation expenses.

All NHS Western Isles vacancies appear on the NHS Scotland website: apply.jobs.scot.nhs.uk, along with a job description.

Tha beàrnan-obrach NHS Eilean Siar uile gu léir a' nochdadh air làrach-lìn NHS na h-Alba <https://apply.jobs.scot.nhs.uk/>, còmhla ri dealbh-obrach.

Any further queries, please contact Tel: 01851 762027.

NHS SCOTLAND JOB DESCRIPTION

1. JOB IDENTIFICATION	
Job Title:	Community Equipment Service Assistant Storekeeper
Responsible to (insert job title):	CES Storekeeper
Department(s):	Occupational Therapy
Base:	CES store Marybank Depot / CES Store Uists
Operating Division:	Western Isles Health and Social Care Partnership
Job Reference:	
No of Job Holders:	6
Last Update (insert date):	29.10.2025

2. JOB PURPOSE
<p>N.B In the event of NHS Scotland being placed on an ‘Emergency Footing’ and or NHSWI declaring a ‘Major Incident’, or similar critical service demand, the role will be subject to change based on the exigencies of the service and post holder competence.</p> <p>Under the direction of the Storekeeper to assist in the day-to-day operation of the integrated Community Equipment Service (CES) by maintaining stock availability; receiving and coding equipment delivered to the central Store and distributing stock to buffers to pre-set stock levels</p> <p>To respond to requisitioner requests from Macmillan Nurses, District Nurses, Care and Support Supervisors, Occupational Therapy clinicians and other referrers by delivering, fitting and reviewing suitability of equipment; collecting equipment to return to Store; cleaning, repairing and maintaining equipment; disposing of damaged or faulty equipment.</p> <p>To ensure planned preventative maintenance programmes and repairs are undertaken as required; to do this within best practice under Health and Safety and Infection Control provisions; and to operate dedicated IT based asset management systems.</p> <p>To assist in the provision of the Community Equipment Service to patients/clients and report outcomes to requisitioners under the direction of the Storekeeper</p> <p>To contribute to the delivery and development of the wider OT Service in the Western Isles, with the support of the Storekeeper</p> <p>To adhere to Health Board, Departmental, Local Authority and other relevant standards, policies and procedures, RCOT Professional Standards for OT Practice and RCOT Code of Ethics and Professional Conduct</p>

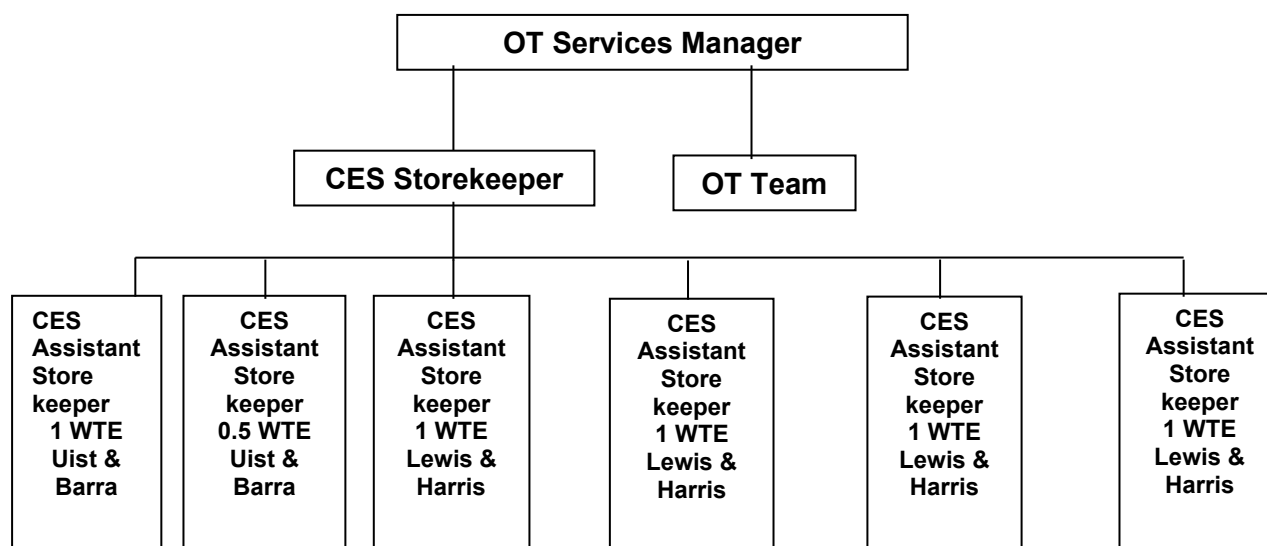
Such other duties as may be deemed necessary in the light of developments or needs of the service

The overall aim of OT is to enable people and their carers to participate meaningfully in everyday activities, maximising independence and minimising risk

3. DIMENSIONS

Working as part of the Community Equipment Service and supporting the wider Western Isles Health and Social Care Partnership, community equipment is provided for people with a wider range of conditions across the Western Isles. People are seen in their home and community environments.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

The Community Equipment Service is part of the Occupational Therapy service and is part of the Western Isles Health & Social Care Partnership.

Its purpose is to provide an integrated high quality, effective and equitable Community Equipment Service to the designated population within the Western Isles. To work together with health and social care services to provide the most effective care to patients with a diverse range of clinical conditions and ensure the necessary support is also available to meet the needs of the carers.

Delivered through an integrated approach involving health, social care, and relevant agencies. Focused on early intervention to support rehabilitation, prevent deterioration and reduce risk of hospital admissions.

6. KEY RESULT AREAS

Clinical

Under direction of the CES Storekeeper:

- To assist with the uplift, transport, cleaning and storage of equipment in response to requisitioner requests
- To make prior arrangements with patient/clients, families/carers and requisitioners for delivery and uplift of equipment
- To undertake carer training and patient/client and carer education as required within a pre-determined framework for the correct and safe use and maintenance of equipment
- , To provide verbal and written instructions on equipment and adaptations to recipients and requisitioners
- To assist with the safe, timely and efficient operation of the CES and the safe and correct operation of the Community Equipment Store and buffers, fixtures, fittings and equipment and general tidiness in line with operational guidelines developed by the OT Services Manager and CES Storekeeper in liaison with Health and Safety and Infection Control staff
- To be responsible for the safe and correct operation of the Community Equipment Service vehicle (van, trailer etc)
- , To assist with maintaining adequate equipment supplies in line with pre-determined stock levels in the central store and in buffer stores throughout the islands
- To assist with receiving, checking, bar-coding, recording and safe and correct storage of equipment
- To assist with cleaning equipment in line with protocols developed and audited by Infection Control
- To assist with ensuring that electrical and mechanical checks on new equipment, planned maintenance and repairs are undertaken and recorded on the asset register
- To assist with disseminating and actioning Safety Action Notices and other relevant information to minimise risk eg product recall advisories from manufacturers, by recalling equipment from the community, responding to product information requests, undertaking specified checks etc

Education and Research

- To assist the Storekeeper with induction and training in the operation of the Community Equipment Service for requisitioners and other agencies across a range of staff grades and students, skills and experience
- To review and reflect upon own practice through participation in and effective use of professional and operational supervision and appraisal with the Storekeeper and to seek advice and support as required

- To maintain and update own standards of practice, identifying any shortfalls or need for further experience/training and regularly update own Continuing Professional Development records as required with the support of the Storekeeper
- To attend OT/CES staff meetings and other meetings as required
- To identify relevant training programmes/further study and attend courses and events as agreed with the Storekeeper
- To attend, and or complete all NHS Western Isles Mandatory Training Requirements

7a. EQUIPMENT AND MACHINERY

- PC, printer, scanner, phone, mobile phone.
- Aquaphase cleaning machine
- Handheld scanners
- Manufacturers instructions
- CES van for equipment deliveries and uplifts
- Driving license
- Access to electrical equipment for audio and visual tasks
- Adaptive equipment to support everyday activities e.g. adapted cutlery, dressing aids, bath aids
- Moving and handling equipment

7b. SYSTEMS

- Intranet, internet, email, local systems such as InPhase
- Office 365 and TEAMS
- Equipment Loan Management System (ELMS)
- Zoom telephone system
- Uses the Internet to access websites suitable for guided discovery, up to date equipment information
- Uses the Internet to access Turas, etc

8. ASSIGNMENT AND REVIEW OF WORK

Under the direction of the Storekeeper, to assist with cleaning, storage, transport, delivery, fitting, demonstration and checking correct use of equipment.

On a day-to-day basis the post holder will work within set a defined framework of standard operating procedures and regular supervision with the CES Storekeeper.

9. DECISIONS AND JUDGEMENTS

Management and Professional

- To adhere to standards for the operation of the Community Equipment Service with the Storekeeper and promote these to appropriate users of the service

- Under the direction of the Storekeeper, to adhere to recommendations from risk assessments in clinical and training situations, hospital and community settings
- Under the direction of the Storekeeper, to assist with audits to review current working practice, service provision and effectiveness against national and local standards, including client satisfaction
- To actively contribute to quality assurance through assisting in the implementation of national and local evidence based standards and responding to patient satisfaction data and being involved in other initiatives to improve service quality as directed by the Storekeeper
- Under the direction of the Storekeeper, to review own performance to achieve adherence to Board, Departmental and RRCOT standards.

Organisational / Managerial

- Under the direction of the Storekeeper, to undertake delegated administrative work eg raising orders for equipment for signature; recording budgetary data; completing, obtaining signatures and submitting GRN's; and maintaining files of all paperwork
- Under the direction of the Storekeeper, to assist in the maintenance of a regularly up-dated, IT based register of approved requisitioners
- Under the direction of the Storekeeper, to assist in maintaining records of equipment and relevant adaptations, and other service activity eg orders and delivery notes, requisitions, Safety Action Notices
- Under the direction of the Storekeeper, to assist in the maintenance of other personal and service records for the OT Services Manager eg InPhase
- Under the direction of the Storekeeper, to assist in the maintenance and up-dating of all devolved IT based systems for asset management and the e-catalogue

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Managing frustrations and expectations of patients, carers and members of the wider team
- Effectively managing personal work and emotional wellbeing objectives in the face of competing priorities

11. COMMUNICATIONS AND RELATIONSHIPS

- To communicate effectively using interpersonal, verbal and non-verbal skills, and to the highest professional standards in all contacts and situations
- To communicate information to patients and carers where empathy, emotional support and re-assurance are required
- To advise the Storekeeper in situations where conflict or informal complaints have occurred and to agree responses to these situations

- To effectively use information technology to meet local and national standards of documentation and performance to record client interventions
- To utilise videolink facilities as part of co-ordinated intervention

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical Demands of the Job

Light (2-5 kilos) and moderate (6-15 kilos) moving equipment for several short periods (up to 20 minutes but rarely longer) several times a day

Mental Effort

Mental Effort: Occasional concentration but with unpredictable interruptions, occasional intense (in depth mental attention with proactive engagement with the subject i.e. more than observe and record); unpredictable workload (immediate response and change from one activity to another at third party request with no prior knowledge of an interruption)

Emotional Effort

Exposure several times a week, directly and indirectly ie reported information to frequent distressing (unwelcome news to staff, patients and carers; care of terminally ill; difficult family circumstances; exposure to severely injured bodies), less than monthly to highly distressing information (unexpected death or family breakdown)

Working Conditions

Daily exposure to unpleasant and highly unpleasant working conditions (eg dirt, dust, smell, noise, weather, verbal aggression + body fluids, foul linen, fleas, fumes): monthly exposure to hazards (uncontrollable and unsafe situations eg physical aggression)

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

See person specification

14. STANDARD ELEMENTS

STANDARD ELEMENTS

Confidentiality

Comply with all approved NHSWI Policies and Procedures. Comply with NHSWI Communication Strategy and Media Strategy.

This involves taking the necessary precautions when transmitting information only disclosing it to those who have the right and need to know it.

All personal health information is held under strict legal and ethical obligations of confidentiality.

NHS staff must follow guidance (NHS Code of Practice on Protecting Patient Confidentiality) before disclosing any patient information. All staff must respect confidentiality of all matters that they may learn relating to their employment, other members of staff, patients and their families.

Health and Safety:

Assist in maintaining own and others' health, safety and security.

This involves:

- a) Complying with Board health and safety policies, procedures and participating in mandatory training.
- b) Maintaining a safe working environment and reporting any issues of concern as appropriate.

NHS Western Isles attaches the greatest importance to the health and safety of its employees. It is the Board policy to do all that is reasonable to prevent personal injury and hazard to health by protecting staff and others including the public from foreseeable hazards compatible with the provision of proper services to patients. The Board expects its entire staff to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions at work. More detailed information is given in departmental safety policies where appropriate.

Ensure own actions support equality, diversity and rights.

This involves:

- a) Acting in ways consistent with the Board's policies and procedures.
- b) Treating those you come into contact with equitably and with respect.
- c) Recognising the need for aids or adaptations.

15. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Head of Department Signature:

Date:

Date: 29.10.2025

NHS WESTERN ISLES - PERSON SPECIFICATION GUIDANCE

Job Title: Community Equipment Service Assistant Storekeeper

Department: Occupational Therapy

Location: Should be blank for matching purposes

FACTOR	ESSENTIAL	DESIRABLE
EXPERIENCE	<p>Work experience in health/social care setting involving patient/client contact</p> <p>Working independently within set procedures and under regular instruction with delegated tasks</p>	<p>Basic functional observation</p> <p>Stock control and asset management</p>
QUALIFICATIONS TRAINING RESEARCH PUBLICATIONS	<p>Formal technical qualification SVQ level 2 or relevant documented evidence of development through relevant short training courses or equivalent experience</p> <p>Competent IT skills</p>	<p>Recognised IT training to achieve computer literacy</p>
KNOWLEDGE AND SKILLS	<p>Basic awareness of providing care for those with a range of diagnoses</p> <p>Basic awareness of OT and other health and social care roles, range of work</p> <p>Basic awareness of a range of CES equipment</p> <p>Knowledge of Health and Safety / Moving and Handling and risk management applied to practice</p> <p>Ability to use effective oral and written communication skills.</p> <p>Ability to work single handed in a range of situations</p>	<p>Awareness of Data Protection, Health and Safety / Moving and Handling and Equalities Act</p> <p>Awareness of health and social care provision in the Western Isles</p>

	<p>Ability to work under pressure and meet priorities and deadlines while responding to frequent interruptions and any unpredictable situations with support</p> <p>Ability to review own performance</p>	
DISPOSITION	<p>Positive, assertive, flexible, adaptable and resilient</p> <p>Physical fitness to meet the requirements of the post</p> <p>Commitment to person centred, non-discriminatory, anti-oppressive, inclusive practice</p> <p>Commitment to peer support, team and co-operative working, and skill sharing</p> <p>Commitment to lifelong learning and effective use and dissemination of training</p> <p>Willingness to travel inter-island for work purposes</p> <p>Willingness to attend off-island training and development opportunities.</p>	
OTHER	<p>Current UK driving licence</p> <p>Access to vehicle insured for business use</p>	

A Place to Live

The quality of life in the Western Isles, particularly for those with families, is outstanding: a safe space to bring up children, stress-free commutes with jaw-dropping views, and the opportunity to stroll along our pristine beaches or explore our dramatic scenery on your days off.

Community spirit is at the heart of the Western Isles. It is close-knit and welcoming, residents are proud of the place where they live and are keen to support young and old. The islands have a strong cultural identity stemming from their distinctive history.

Although the islands are remote, you can still keep connected with the wider world. There are frequent transport links to the mainland via ferries and three island airports – Barra, Benbecula, and Stornoway. The Air Discount Scheme (cheaper flights for islanders) and Road Equivalent Tariff (subsidised ferry fares) ensure transport is affordable. High-speed internet is widely available and allows islanders to stay connected globally.

Local Primary and Secondary Schools provide high quality education with the opportunity to learn through the Gaelic language. There is a network of excellent sport and leisure facilities in the Western Isles with annual cultural festivals and venues with live entertainment.

Key worker housing can be applied for through Hebridean Housing Partnership.

Useful Information

cne-siar.gov.uk Comhairle nan Eilean Siar (Western Isles Council - for more information on Schools, leisure and culture)
visitouterhebrides.co.uk (for more information on our islands and what to see and do)

A Place to Work

NHS Western Isles employs over 1000 staff over a number of sites, including:

- Ospadal nan Eilean Siar (Western Isles Hospital), Stornoway
- Ospadal Uibhist agus Bharraigh (Uist and Barra Hospital), Benbecula
- St Brendan's Hospital, Barra
- A number of GP and Dental Practices across the island chain
- A variety of community-based health services

Being part of a smaller team with a flat management structure provides the opportunity to widen your experience and be involved in a range of planning and decision-making that you might not otherwise experience in a larger setting. Our patients are our community, and there is opportunity to contribute to multi-disciplinary and holistic care to patients and families across healthcare settings.

Support and development are central to NHS Western Isles' ethos, and this involves working in partnership with the University of the Highlands and Islands, NHS Education for Scotland, and other higher education institutions. Our Professional Practice and Learning team will support and advise you on your learning journey. Many opportunities can now be accessed remotely through online learning. Regular clinical training is available and scenario-based learning is available in our recently-installed sim lab.

The Western Isles has a range of employment opportunities in the public and private sector for those that are relocating as a family. Please contact us and we can direct you to vacancies that might be suitable.

All staff are valued equally and we welcome and encourage those from diverse backgrounds to come and work for us.



NHS WESTERN ISLES BENEFITS

Pay

The NHS pay system is known as Agenda for Change (AfC) which applies to all staff excluding medical, dental and executive level managers.

The benefits include a standard working week of 37 hours, with pay enhancements to reward weekends, nights and overtime working. This ranges from time plus 88% to time plus 30% depending on your pay band and shifts you work.

Distant Islands Allowance is paid to all staff who live in the Western Isles. This is currently £1,408 per year.

Annual Leave

Annual leave entitlement is 27 working days, rising to 29 working days after 5 years' service and 33 days after 10 years' service. In addition to this, you are entitled to 8 statutory public holidays every year.

Work-life balance

We understand that balancing work and home commitments can sometimes be difficult.

Our policies offer:

- Flexible working including home working
- Paid parental leave
- Paid carer leave
- Paid bereavement leave
- Occupational sick pay scheme

Wellbeing

We recognise that your mental and physical wellbeing is important and we aim to support you in the workplace.

We have a 24-hour confidential helpline to support you and your family through any of life's issues or problems. This includes counselling, family issues, bereavement, financial wellbeing, relationship advice, legal information and more.

NHS Pension Scheme

All new employees will automatically be enrolled in the NHS Pension Scheme, or if you are an existing member your membership will continue.

Key features

- Benefits accrued on a Career Average Revalued Earnings (CARE) basis.
- Normal pension age the same as your State Pension Age.
- Pension accrual rate of 1/54th of pensionable earnings each year.
- Valuable death benefits for your dependents.
- Option to take part of your pension and continue working.

Further information on the benefits of the scheme, can be found at sppa.gov.uk.

Travel & Transport

We participate in the Cycle to Work scheme, enabling you the opportunity to buy a bike tax-free.

Those who need to travel a lot for work will be eligible for a leased car.

Right to Work in the United Kingdom

We will support those that are eligible for a certificate of sponsorship to apply for a work visa. Candidates who require a Certificate of Sponsorship can access further information on the UK Border Agency's new points based system that now governs the way individuals from outside the EEA can work in the UK at bia.homeoffice.gov.uk.

