



# Demonstrator Programme

## Housekeeper

The State Hospital, Carstairs

**Closing date:** 11.59pm on Wednesday 18 March 2026



## About The Demonstrator Programme

### What is the Demonstrator Programme?

In response to the Scottish Governments no-one left behind agenda, the NHS demonstrator programme was introduced at the State Hospital with support from NHS Lanarkshire and South Lanarkshire Council.

The programme is aimed at attracting long-term unemployed individuals, back into the employment market. The programme provides wraparound support, access to vocational training and a paid work placement.

### Who can apply for the Demonstrator Programme?

The current vacancies are open to those referred only by South Lanarkshire Council Works.

### How long will the Demonstrator Programme last?

This programme will last **up to six months from start date.**

The successful candidate will be employed on a Fixed Term contract.

During the programme, participants will gain:

- New skills to support employability.
- Paid placement with the aim of gaining permanent employment within this timeframe.
- 1-1 key worker who will support with job searches, applications, CV building, interview techniques.
- On the job training.
- Completion of NHS Scotland Health Care Support Worker Induction Standards.
- Expert financial advice provided by South Lanarkshire Employability Team.
- Access to ESOL and South Lanarkshire Leisure activities.

### Will I be paid?

Yes, this position is on a Band 2 salary scale in line with NHS Scotland Terms and Conditions.

### What hours will I work?

To support the individuals as much as possible, a flexible approach will be taken with regards to working hours to account for factors such as settling back into a routine and childcare responsibilities.

You will work between 15 and 25 hours per week, Monday to Friday. Further information can be obtained about this from the hiring manager on the job advert. If you have a



preference of the number of hours you would like to work please detail this within your application form.

### **Will I be working to a job description?**

You will work to that Job Description (copy attached). You will not be expected to perform fully at this level on appointment, and during the programme you will be supported and trained to carry out the duties and responsibilities outlined in the job description.

### **What will I be doing?**

A full outline of duties is provided in the job description for this post. A summary of key tasks is provided below:

- **Maintain Cleanliness Standards:** Work alongside ward and department staff to uphold and enhance cleanliness standards, ensuring they align with departmental needs and healthcare regulations.
- **Patient Support:** In designated areas, assist patients by instructing and training them in the proper use of equipment to promote safety and independence.
- **Flexibility in Duties:** Adapt to varying work locations to meet operational requirements and maintain consistent service across the site.
- **Ward Kitchen Maintenance:** Ensure the cleanliness of the ward kitchen, including appropriate food storage practices.
- **Deep Cleaning:** Perform deep cleaning tasks such as full room carpet shampooing and high dusting, using specialist equipment to maintain a hygienic environment.

### **Where will I be based?**

You will be based within the various departments at the State Hospital including clinical and non clinical areas.

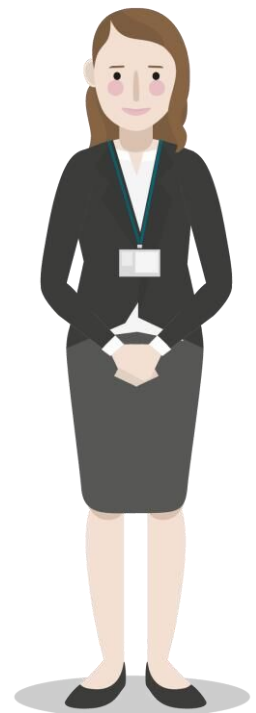
### **What is the role of the department?**

The department is responsible for delivering a high-quality housekeeping and support service, ensuring a safe and well-maintained environment for patients who may have complex mental health needs or learning disabilities. In doing so, it plays a crucial role in maintaining hygiene, comfort, and overall wellbeing within the facility.

Additionally, the department fosters strong working relationships with other hospital disciplines, contributing to seamless collaboration in patient care.

### **What happens at the end of the Demonstrator Programme?**

Four weeks prior to the end of the programme you will be placed on the redeployment register where we will do our best to look for suitable alternative roles within the hospital, however this may not be possible therefore your contract would come to a natural end.



## The Demonstrator Programme Application Process

### What type of person are we hoping to recruit?

You must be referred by South Lanarkshire Works. Your application must demonstrate that you possess the personal attributes detailed in the Person Specification for the post detailed below.

We are seeking someone who can demonstrate good attention to detail, good problem solving skills, someone who likes working with people and the ability to multi task. Good interpersonal and communication skills are also essential, as is having an organised approach to your work.

As part of this job you will deal with a broad range of staff from across the organisation. Being polite, and being able to establish and maintain good working relationships with others, and behave in a courteous and professional manner are all essential for this role.

We are looking for someone who is enthusiastic to learn and develop. It is important that you take pride in doing your best and are not scared to take on new challenges and work as part of a team. It is also important you have a willingness to be flexible, and have a positive, caring and helpful attitude.

You will be an employee of The State Hospital. You will be expected to observe the same Terms and Conditions of employment that all our staff do, and be subject to the same policies and procedures.

### How are applicants selected?

Applications are considered on a competitive basis which means not all candidates who submit an application will be guaranteed an interview. Shortlisting criteria will include evaluation of the Supporting Statement you complete within your application form.

### Completing the Supporting Statement in your application.

The Supporting Statement in the application form plays a significant part in our decision to select candidates for shortlisting. We base our decision on who to interview by assessing the information that you have provided in your Supporting Statement.

To stand the best chance of getting an interview you need to ensure that you carefully address each of the following areas in your Supporting Statement.

- **Why do you think you are suitable for this role? Please describe briefly why you think you would be a good candidate for this position. Tell us about your interest in administration and working within a service support role in the NHS, and why you think this is the career path for you.**



- **Why do you want to work for the NHS?** Think about the NHS and or Board Values, you will find these <https://www.tsh.scot.nhs.uk/about-us/our-vision-value-and-aims/>.
- **Is there any other relevant information that will assist us in shortlisting your application?** Please tell us a bit more about you. For example, how do your family, friends, teachers/employers describe you? Tell us about your achievements (e.g. Duke of Edinburgh or other awards, hobbies and interests), any talents or aspirations or anything else you think might be relevant to your application.

### **Can I get help to complete the application form?**

If you feel that you need some help to decide what would be useful to include in your application you should make contact with your key worker.

If you have any queries or require assistance regarding the application form or recruitment process, please contact the HR Team at [tsh.jobs@nhs.scot](mailto:tsh.jobs@nhs.scot) to discuss your requirements.

### **Who should I ask to be a referee?**

We know it might be hard for applicants who have not worked before to provide us with two referees and in these circumstances we will accept educational references from teachers at your school/college. However, if you do have a current job, or have volunteered or worked, before please give us details of someone who can provide a reference for this.

We will only contact your referees if we decide to make a conditional offer of employment. All our offers of employment are conditional and subject to you satisfactorily completing pre-employment checks which include reference and an occupational health assessment.

### **Where can I get more information?**

For more information about this vacancy, please contact –  
Pamela Burnett on 01555 842097.

### **When is the closing date for applications?**

Your application must be submitted before 11.59pm on Wednesday 18 March 2026 at the latest. We will **not** accept late applications.



## The Demonstrator Programme Terms & Conditions

### Starting Salary

The current pay band for this post is AfC Band 2 plus a High Secure Environmental Allowance.

### Contract Duration

The duration of the demonstrator post is fixed term and will last up to six months from start date. The end date will be confirmed within the contract offered.

### Hours of Duty

15-25 Hours per week.

### Annual Leave

The annual leave entitlement in a full year commencing 1 April to 31 March is a total of 27 days, rising to 29 days after 5 years' service and 33 days after 10 years' service. There are 8 statutory and public holidays in each leave year. Annual leave will be pro rata'd based on contract length.

### Superannuation Pension Scheme

If appointed you will be automatically enrolled in the NHS Superannuation Scheme however on appointment you can choose to opt out of the scheme. Employee's contributions to the NHS Scheme are tiered based on your earnings and the employer's contribution equates to 13.5 % of salary. Employees in the NHS Scheme are "Contracted-out" of the State Earnings Related Pension Scheme and pay a lower rate of National Insurance contributions. You can find out more at [www.sppa.gov.uk](http://www.sppa.gov.uk)

### Right to Work in the UK

We are required to check the entitlement to work in the UK of all prospective employees, regardless of nationality or job category. Candidates appointed to a post will be required provide appropriate documentation verifying right to work in the UK prior to any commencing employment.

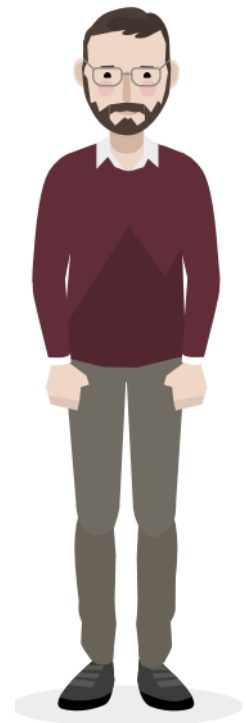
### Healthcare Support Workers

You will be expected to comply with the NHS Scotland Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers.

### Smoking Free Policy

The State Hospital operates a no Smoking Policy on all premises and grounds for staff and visitors.

### Pre-employment Checks



All offers of employment will be subject to the receipt of satisfactory References, Occupational Health Screening, Criminal Records Check (Disclosure Scotland) where applicable, Eligibility to Work in the United Kingdom and verification of Qualifications.



## Job Description

### 1. JOB IDENTIFICATION

Job Title:	Housekeeper
Responsible to :	Housekeeping & Linen Service Manager
Department(s):	Housekeeping Service
Directorate:	Security
No of Job Holders:	60

### 2. JOB PURPOSE

To maintain a high standard of cleanliness throughout the hospital without direct supervision ensuring that security and infection prevention and control procedures are followed at all times. This includes the drawing of keys secure holding of keys and safe return of keys to the central key safe.

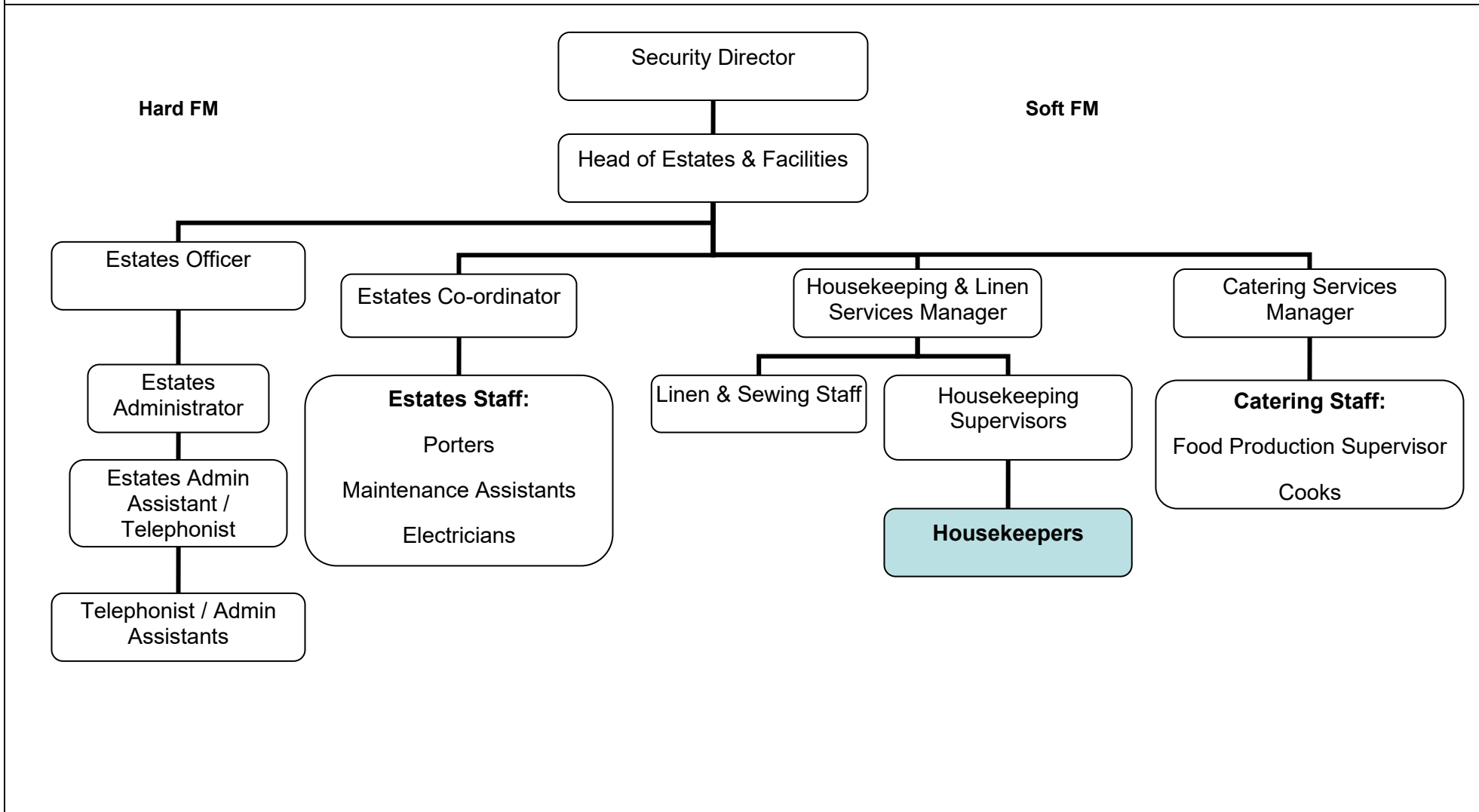
To support the ward/departmental staff in the smooth running of their area and come into direct contact with patients.

Ability to follow instruction (cleaning schedules and task instructions) whilst working in isolation.

### 3. DIMENSIONS

	Frequency
To work with ward and department staff to ensure that appropriate cleanliness standards are maintained and developed to suit departmental needs.	Daily
To work with patients (in some areas) instructing and training them in the correct use of equipment.	Regularly
To have a flexible approach to work both in terms of location on site and hours of duty.	Daily
To maintain the cleanliness of the ward kitchen area ensuring that food is stored appropriately and may involve the use of automatic dishwashing machines.	Daily
To undertake deep cleaning i.e. full room carpet shampooing, high dusting using specialist equipment.	As required
To interact with patients who are mentally ill or have a learning disability.	Several times daily

#### 4. ORGANISATIONAL POSITION



## **5. ROLE OF DEPARTMENT**

The provision of a high quality housekeeping and support service for potentially dangerous patients who are mentally ill or have a learning disability.

To foster a good working relationship with other disciplines and patients to ensure smooth work relations.

6. KEY RESULT AREAS	Frequency
<p><u>Working with Health &amp; Safety, Security and Infection Prevention and Control</u></p> <ul style="list-style-type: none"> <li>•To work within the provisions of the Hospitals Health &amp; Safety Policy and the Hospitals Infection Control Policies.</li> <li>• To ensure that at all times a safe and secure environment is maintained through liaison with ward/department staff (carrying a Personal Attack Alarm (PAA) as required).</li> <li>•To report to the housekeeping supervisor and the nurse in charge of the area any concerns relating to Health &amp; Safety, Security and Infection Prevention and Control.</li> <li>•To act at all times in a responsible and safe manner while in the wards and encourage a warm and welcoming environment for patients, staff and visitors.</li> </ul> <p><u>Duties of the Housekeeping Department</u></p> <ul style="list-style-type: none"> <li>•To undertake the cleaning and domestic maintenance of wards, departments and public areas throughout the hospital. Ensuring that cleanliness standards are maintained at all times</li> <li>• To ensure that care is taken of patients clothing, possessions and valuables whilst undertaking the routine cleaning of their individual bedrooms and other areas.</li> <li>•Report details of faults and failures of electrical equipment/fabric of the building to the housekeeping supervisor/estates helpdesk.</li> <li>•Responsible for the routine cleaning of domestic equipment and non-technical maintenance of domestic equipment.</li> <li>•Responsible for the safe and secure storage and issue of domestic supplies and small equipment.</li> <li>• Responsible for the regular change of curtains in bedrooms and public areas.</li> <li>• Maintaining the security of each building locking doors and setting intruder alarms whilst ensuring that personal security is not compromised.</li> </ul>	<p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Daily/as required</p> <p>Several times daily</p> <p>Quarterly or as required</p> <p>Daily</p>

<u>Communication, Listening and Observation</u>	
<ul style="list-style-type: none"> <li>To work within a multidisciplinary team and be involved in both verbal and written communication as part of a continuing review process.</li> </ul>	Daily
<ul style="list-style-type: none"> <li>To observe the need for professionalism in both confidential and cultural issues.</li> </ul>	Daily
<ul style="list-style-type: none"> <li>To maintain a level of communication that is clear and without prejudice towards colleagues and others.</li> </ul>	Daily
<ul style="list-style-type: none"> <li>To report any concerns to either the nurse in charge or the Housekeeping Supervisor.</li> </ul>	Daily
<u>Others</u>	
<ul style="list-style-type: none"> <li>To participate in all mandatory training and development activities provided by the hospital e.g. Prevention of Violence and Aggression (Breakaway), Infection Prevention and Control and Key training.</li> </ul>	As required
<ul style="list-style-type: none"> <li>To greet all staff, visitors and professional visitors in a courteous manner.</li> </ul>	Daily

<b>7a. EQUIPMENT AND MACHINERY</b>
<p>The post holder will be required to operate the following equipment:</p> <ul style="list-style-type: none"> <li>Cleaning equipment to clean areas (vacuum cleaner, mop, brush and dustpan).</li> <li>High dusting equipment.</li> <li>Using equipment in the kitchen (dishwasher, waste disposal unit).</li> <li>Moving and handling equipment (to assist when moving large machinery).</li> <li>Using large scrubbing and buffing machines.</li> <li>Use wet pick-up machines for removal of spillages.</li> <li>Carpet Shampooing Machines (both water extraction and conventional)</li> <li>Key Safe (Electronic Key Control – Recording System).</li> <li>Personal Attack Alarms in patient access areas.</li> <li>PCs to complete on line modules, access emails and complete PDP.</li> </ul>

<b>7b. SYSTEMS</b>
<p>Ability to operate intruder alarms/access systems throughout the site (Key pad and electronic access using proximity card with PIN number).</p> <p>Health and Safety COSHH.</p>

**8. ASSIGNMENT AND REVIEW OF WORK**

Work will be assigned by the housekeeping supervisor / manager

In the case of an emergency appropriate nursing/security staff may direct or instruct staff, particularly at weekends and in the evenings.

Housekeeping staff work throughout the site without direct supervision.

<b>9. DECISIONS AND JUDGEMENTS</b>	<b>Frequency</b>
<ul style="list-style-type: none"><li>• The housekeeping staff will be required to make judgements involving a range of facts or situations, which require the analysis or comparison of a range of options.</li></ul>	Daily
<ul style="list-style-type: none"><li>• Housekeeping staff may require to arrange for the “call out” of other housekeepers in the event that someone did not report for duty.</li></ul>	Occasionally
<ul style="list-style-type: none"><li>• Housekeeping staff are required to undertake cleaning duties (as per cleaning schedule) in an unsupervised setting taking into account the safe handling of chemicals (COSHH) and the proximity to patients.</li></ul>	Daily
<ul style="list-style-type: none"><li>• Housekeeping staff have to deal with complaints (in the first instance).</li></ul>	Occasionally

**10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

- Dealing with potentially dangerous patients, lone working –personal security.
- Accessing areas for cleaning purposes and completing duties within time-scale whilst maintaining an unobtrusive service when areas are in use.
- Receive requests to remove spillages and rework areas already satisfactorily cleaned a short time previously.
- Ensuring compliance with all State Hospital policies.
- Ensuring tasks are completed in a timeous manner whilst dealing with potentially disturbed patients.
- Carrying out/planning routine cleaning tasks in a restrictive environment.

## 11. COMMUNICATIONS AND RELATIONSHIPS

The housekeeping staff are required to provide and receive routine information, which requires tact or skills in persuasion where there are barriers to understanding.

Many of the patients within the hospital have difficulty with communication; the housekeeping staff will be expected to be familiar with both verbal and non-verbal communication methods.

They will be expected to communicate effectively with :

WHO	WHAT ABOUT	POSSIBLE DIFFICULTIES
Patients	Cleanliness of areas (both personal and public areas)	Patient's comprehension of reasons for carrying out work in a certain way
Staff	Cleaning Schedule, Supplies / procurement and patient awareness	Cleaning schedule may not suit the ward or area and may require alteration
Professional visitors	Site information	Visitors may not be aware of security restrictions and might view response as unhelpful
Relatives and Carers	As above	As above
Contractors	As above	Possible conflict of interest between workmen/contractors and housekeepers
Security staff	Security concerns /procedures	Possible delay in undertaking work due to security issues/controls

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

### Frequency

High secure Mental Health environment that cares for mentally disordered offenders who are assessed as posing a grave and immediate danger to themselves and the public. This involves being the subject of searching and security procedures, responsibility for keys and working in a restrictive, locked environment. Exposure to physical and verbal aggressive behaviour of patients and carers.

Daily

The post holder must be physically fit and able to undertake the physical duties of the post. The post involves manual handling duties and constant movement and

Daily

<p>standing for long periods during the shift e.g. twisting, stretching, bending, kneeling, lifting, pushing, and pulling.</p> <p><u>Physical demands:</u></p> <ul style="list-style-type: none"> <li>• There is a requirement to respond to serious and emergency incidents and support efforts to manage them,</li> <li>• There is a requirement to undertake relevant mandatory Prevention and Management of Aggression (break away) training.</li> <li>• Use and movement of industrial cleaning equipment.</li> <li>• Physical movement of furniture whilst cleaning areas e.g. Desks Chairs</li> <li>• Physical movement of waste.</li> <li>• The controlling and placement of stores/provisions</li> </ul> <p><u>Mental demands:</u> There is a need for constant awareness of security procedures including patient movement, restrictions, and emergency procedures.</p> <p><u>Emotional demands</u></p> <ul style="list-style-type: none"> <li>• The nature of the service requires staff to operate to a strict time schedule.</li> <li>• Dealing directly with patients.</li> <li>• Working within a lock fast/secure location.</li> </ul>	<p>As required</p> <p>As required</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Weekly</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Daily</p>
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<p><b>13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB</b></p>	
<ul style="list-style-type: none"> <li>• Good educational background including literacy and numeracy.</li> <li>• Responsible and caring attitude.</li> <li>• Effective communication and positive interpersonal skills.</li> <li>• Motivation and committed to work with patients with serious mental illness, or learning disability.</li> <li>• Basic knowledge of food hygiene practice (Royal Environmental Health Institute of Scotland Elementary certificate or equivalent).</li> <li>• General awareness of Infection Prevention and Control principles</li> </ul>	

## Person Specification

<b>THE STATE HOSPITAL</b> <b>PERSON SPECIFICATION</b> <b>Housekeeper</b>		
<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications &amp; Training</b> Level of education, professional qualifications, training and learning programmes/courses		
<b>Experience</b> Length and type of experience, level at which experience gained		Previous Professional Cleaning Experience
<b>Knowledge</b> Depth and extent of knowledge		
<b>Skills/Abilities</b> Range and level of skills i.e. communication (oral, written, presentation), planning/organisation, numeracy, leadership etc	Confident Communicator.  Ability to work well under pressure and prioritise workload.  Ability to work with little supervision i.e. using initiative  Ability to work as part of a team.  Ability to follow protocols for work areas.  Good Organisational Skills.	Ability to work flexibly.
<b>Specific Job Requirements</b> Environmental conditions, unsociable hours, car driver etc	Respect Confidentiality.	