



The State Hospital

# **RECRUITMENT**

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*a great place to work*

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## 2. Welcome from The Chief Executive

Dear Applicant

Many thanks for taking an interest in joining the State Hospital.

The State Hospitals Board is very much an integral part of NHSScotland and one of eight National Boards providing specialist services. It has a unique function in Scotland of providing high quality forensic mental health assessment, care, treatment and rehabilitation for patients who require a high secure environment. The Hospital has 140 beds and admits patients from Scotland and Northern Ireland. It is based in South Lanarkshire and has an annual revenue budget of approximately £35m.

The Hospital was completely rebuilt in 2011 and provides modern person-centred facilities which are fit-for-purpose. The Board is committed to fostering a forward-looking and “can do” organisational culture. We ensure that a focus on continuous improvement underpins all of our activities, and that our working environment is one which values and supports educational and staff development opportunities.

Our employees will adopt and demonstrate our values, and as part of a successful team, will tackle new challenges and be responsible for the continued development of the State Hospital’s reputation as an employer of choice through success and progress in Staff Governance, Engagement, Employee Wellbeing, Workforce Planning and Staff Development.

Enclosed with this job pack you will find a range of information which I hope you will find interesting and clear. However, if this does not answer all the questions which you might have and you would like to find out more, please contact the Human Resources team or the individual named within the job advert for an informal chat.

I do hope that you will feel able to apply and look forward to receiving your application.

With best wishes



Gary Jenkins  
Chief Executive  
The State Hospitals Board for Scotland



## 2. Our Vision and NHS Scotland Values

### Our Vision

“To be a leader in delivering relationally informed, person-centred, high-secure mental health care that enables recovery whilst ensuring the safety and wellbeing of staff, patients, and the public.”

### Our Values

- Care and compassion.
- Dignity and respect.
- Openness, honesty and responsibility.
- Quality and teamwork.

Embedding these values in everything we do will help to make our vision a reality. In practice, we need to:

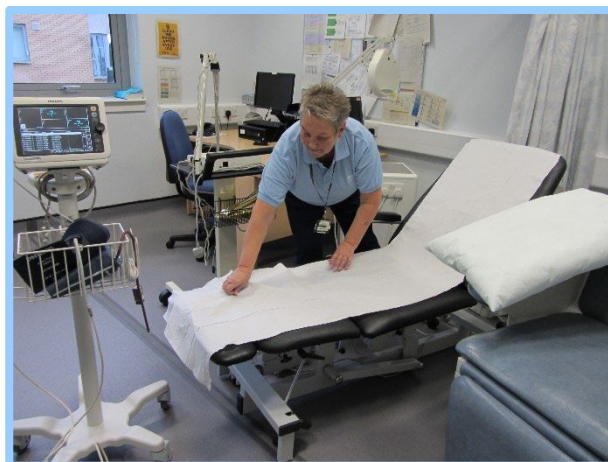
- Demonstrate our values in the way we work and treat each other.
- Use our values to guide the decisions we take.
- Identify and deal with behaviours that don't live up to our expectations.

- Be responsible for the way we work and not just the work we do.



### Our Mission

“To assess and treat major mental disorders in a secure and person-centred care environment that manages risks, supports recovery, rehabilitation and onward progression.”



### 3. About the State Hospital and working with us

The State Hospital is the only special security psychiatric hospital covering Scotland and Northern Ireland. Employing around 680 staff, the hospital is located in Lanarkshire in Central Scotland, midway between the cities of Edinburgh and Glasgow.

Patients are treated in accommodation appropriate to their needs and in an environment that supports rehabilitation.

There are 140 high-secure beds (plus four beds for emergency use) for male patients requiring maximum secure care: 12 beds specifically for patients with an intellectual disability. Additionally, the dedicated women's service has a capacity to care for up to six females. Wards take the form of four units (hubs and clusters) with each unit comprising three 12-bedded areas (i.e. 36 beds per hub).

Assessment, treatment and care is provided in conditions of special security for individuals with mental disorder who, because of their dangerous, violent or criminal propensities, cannot be cared for in any other setting.

The main aim is to rehabilitate patients, ensuring safe transfer to appropriate lower levels of security. The Forensic Mental Health Services Managed Care Network (Forensic Network) is hosted by the State Hospital, and good partnership working is in place across the Forensic Network to ensure patients are transferred as required.



A safe and secure environment is essential for effective treatment and staff support. Long-term safety is achieved through a balance of:

- Relational security: therapeutic engagement and understanding of patients.
- Physical security: awareness of individual and collective risk.
- Procedural security: robust policies and protocols.

The hospital's critical success factors include:

- Enhancing patient outcomes through quality clinical care.
- Continuously reviewing security measures to reduce risk and ensure resilience.
- Listening to patients, carers, and stakeholders.
- Fostering staff wellbeing and engagement through strong partnerships.
- Ensuring financial sustainability and value for money.

Transparency and accountability are core commitments. Staff demonstrate exceptional dedication and compassion in a challenging environment, caring for individuals who are often misunderstood by society.

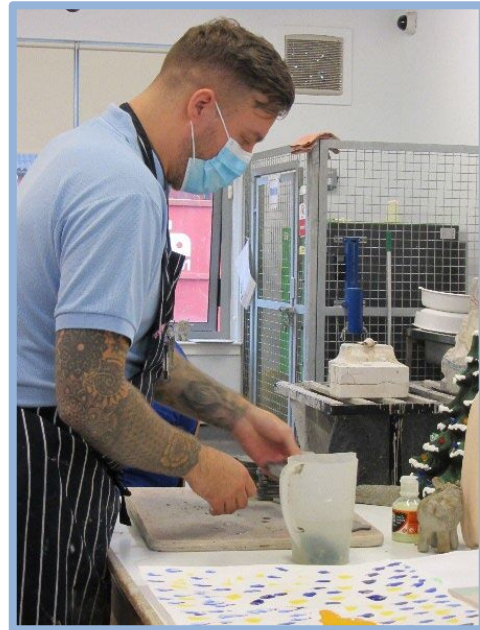
## Core Benefits

### Staff Pay & Benefits

- Minimum of 202.5 hours paid annual leave per year (for full timers) which rises after five and 10 years of NHS service, plus bank holidays.
- Pay enhancements for unsocial hours.
- Environmental and clinical allowances.
- Automatic membership to the NHS Pension Scheme - one of the most generous pension schemes in the UK.
- Security of employment, with a policy of no compulsory redundancy.
- Electric Car Charging.
- NHS Credit Union.
- Access to NHS Discounts via Blue Light Card.

### Health & Wellbeing

- Onsite gym.
- Staff Wellbeing Centre.
- Dedicated in-house Occupational Health Service and Wellbeing team to support health at work.
- Fast track Physiotherapy sessions.
- Access to counselling services.



### Family Friendly

- Family friendly working policies.
- Paid and unpaid parental leave to support staff in bringing-up their families.
- Wide range of flexible working options to support parents and carers.

### Career Development

- Excellent learning, training, and development opportunities to support both career progression and professional growth



## 4. The Recruitment Process

Selecting the correct person for each role is important to our patients, staff, carers, volunteers, and members of the public who rely on the services we provide. Within the State Hospital the recruitment process is made up of four key stages. Together, they help us to review your application and make decisions about your overall suitability for the advertised role.



### Your application

To apply for a vacancy, you need to complete an online application form. It includes a set of questions to guarantee consistency and fairness for everyone. This ensures we get specific answers to the questions we have asked, which we may not otherwise get from your CV.

The job description, person specification and the questions on the application form will tell you exactly what information we are looking for. This makes it easy for you to match your skills, experience, and qualifications to the role.

### Top tips for completing your NHSScotland job application

Once you have found a vacancy you would like to apply for, follow these simple tips to guide you through the application process:

- Read the job application pack - this includes the job description and person specification. What skills and experience are required? What examples can you provide to demonstrate them?
- Take time to prepare your information - if you have a CV, refer to it for important dates, examples of work experience, your skills, abilities and qualifications.
- Follow the instructions on the application form - complete all the required information and do not rush - you can easily make mistakes, forget important information and give the impression that you are not really interested in the job.
- Make a note of the closing date. Make sure you leave yourself enough time to complete the form. We may close the vacancy early if there is a high number of applications, so please complete your application as soon as you can. Applications received after the closing date cannot be accepted.





## Application shortlisting

As soon as the vacancy closing date has passed, applications are shortlisted by a recruitment panel. They review applications against the criteria for the post outlined in the job description and person specification. All applications are reviewed using the same criteria.



## Interviews

If you are successful after shortlisting, you will be invited to an interview. Now you need to start thinking about preparing for your interview, the kind of questions you could be asked, and how to impress the interviewers on the day.

At an NHSScotland interview, it is essential to show:

- Why you want to work for us.
- Why a role in healthcare is suitable for you.
- What kind of person you are.
- The skills and strengths you already have.
- The skills you are developing.

For some roles, it may be appropriate for you to complete a practical activity such as a short assessment or to deliver a presentation. If you need to do this, full details will be provided when you are invited to interview.

## After your interview

Once all interviews have been completed, the preferred candidate will receive a provisional offer of employment, subject to satisfactory pre-employment checks.

## Young workers

The State Hospital is a high secure hospital and the current organisational position based on a risk assessment is that we welcome applications from people under the age of 18 for non-clinical roles. To work in a clinical role applicants should be 18 years and older.

## Verification of identity

Before you start work with us, we must confirm that your identity is genuine - relates to a real person and is being used legally. This check is carried out on every potential new employee.

## Occupational health

Pre-employment medical screening is required. You will receive a paper form to complete, which must be signed and returned as instructed.

## References

We need to check at least three years of previous employment or training history. We also require a minimum of two references, including your current or most recent manager / employer. Please make sure your referees have agreed to provide a reference.

## Qualifications and professional registration

Original relevant educational certificates and verification of registration are required.

## Background checks

All roles within the State Hospital require membership in the Protecting Vulnerable Groups (PVG) scheme. As part of the recruitment process, we will carry out a criminal record check in line with PVG scheme requirements.

## Mandatory Prevention and Management of Violence and Aggression (PMVA) training

As Scotland's only high secure hospital, the State Hospital requires all staff to complete Prevention and Management of Violence and Aggression (PMVA) training. This is due to the nature of the environment, where there is a potential risk of exposure to incidents involving violence or aggression.

PMVA training includes physical elements, and therefore a reasonable level of physical fitness is necessary to participate safely and effectively. In accordance with the Equality Act 2010, reasonable adjustments will be considered where appropriate.

If you are offered a position with the State Hospital, you will be asked to complete a pre-employment health questionnaire, which will be reviewed by our Occupational Health Service. It is important that you complete this questionnaire accurately to ensure your fitness for the training can be assessed and any necessary support or adjustments can be arranged in good time.

You need to be able to successfully complete the PMVA training to work at the State Hospital. If you are not able to do this, you will be managed supportively and in line with the NHSScotland Capability Policy.

If you have any questions or require further information, please contact:  
tsh.jobs@nhs.scot

## Return documentation timely

To avoid any delays in your employment with us, it is essential that you promptly return the Occupational Health Service questionnaire, provide reference information, and complete your PVG application.

If any of these pre-employment checks provide an unsatisfactory result, the provisional offer of employment may be withdrawn.

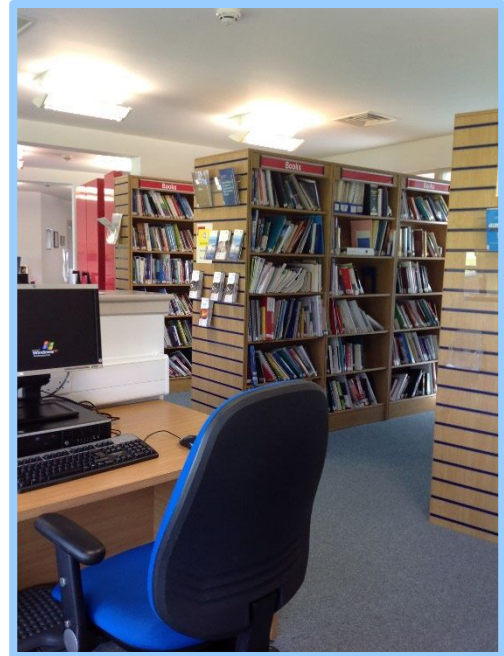
## 5. How to Apply

All applications should be submitted via our online recruitment system 'JobTrain'.

If this is the first time you have applied for a State Hospital vacancy via our online system, you will be asked to create an account. You can do this via an email address or social media account. Please ensure the email address submitted is correct as this will be our primary method of contact.

If you are registering as a new candidate, you will be able to upload your CV. This is used to help pre-populate some areas of your application form. We do not accept CVs in addition to or instead of a completed application form. Your CV will not be visible to the panel at any stage.

If you are a returning candidate, you will be asked if you wish to copy your application from a previous post. If you wish to do this, simply select the application you wish to copy from and from there you can edit or update the information as necessary.



## 6. Post Details

**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.**

Vacancy Reference Number	243320
Job Title	Housekeeper
Grade	Band 2
Salary	£25,694 to £27,900 per annum plus High Secure Environmental Allowance of £1,750.47 per annum (pro rata)
Type of Work	Non-clinical
Hours	19.12 hours per week
Contract Duration	Permanent

Closing Date	11.59pm on 6 April 2026
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The email address you supply on your online application will be used for correspondence relating to this vacancy, therefore please ensure you check your Junk / Spam folders on a regular basis.

We anticipate a high level of interest in this position, therefore we may close the vacancy prior to the closing date once a sufficient amount of applications are received. Please ensure you complete and submit your online application at an early stage to avoid disappointment.

## 7. Job Description

### JOB DESCRIPTION

#### 1. JOB IDENTIFICATION

Job Title:	Housekeeper
Responsible to :	Housekeeping & Linen Service Manager
Department(s):	Facilities / Housekeeping Service
Directorate:	Security
Operating Division:	TSH
Job Reference:	HK.1
No of Job Holders:	60
Last Update :	Revised January 2019

#### 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.

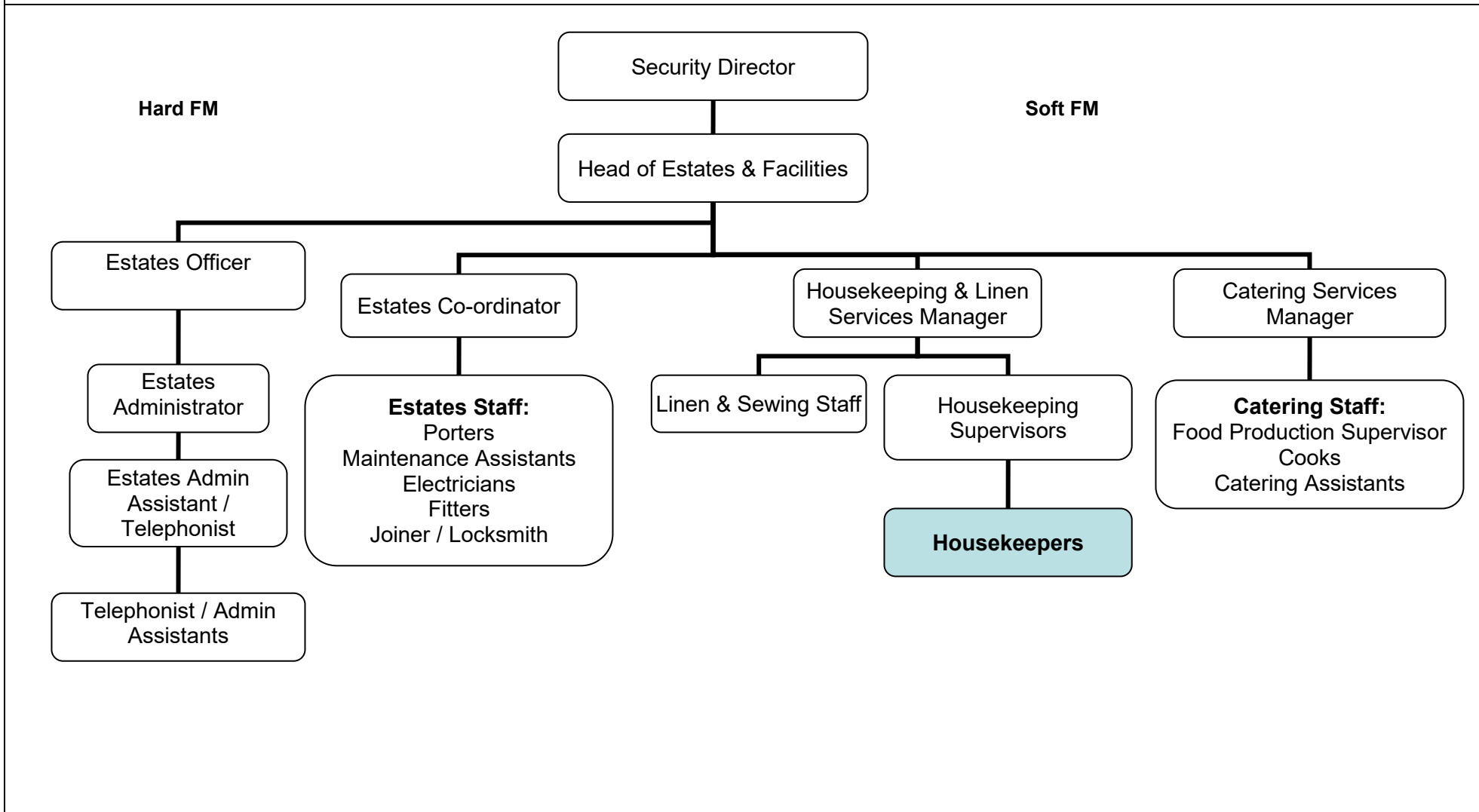
Ability to follow instruction (cleaning schedules and task instructions) whilst working in isolation.

#### 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



<b>5. ROLE OF DEPARTMENT</b>	
<p>The provision of a high quality housekeeping and support service for potentially dangerous patients who are mentally ill or have a learning disability.</p> <p>To foster a good working relationship with other disciplines and patients to ensure smooth work relations.</p>	
<b>6. KEY RESULT AREAS</b>	<b>Frequency</b>
<u>Working with Health &amp; Safety, Security and Infection Prevention and Control</u>	
<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> </ul>	Daily
<ul style="list-style-type: none"> <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> </ul>	Daily
<ul style="list-style-type: none"> <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> </ul>	Daily
<ul style="list-style-type: none"> <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>	Daily
<u>Duties of the Housekeeping Department</u>	
<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> </ul>	Daily
<ul style="list-style-type: none"> <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> </ul>	Daily
<ul style="list-style-type: none"> <li>•Report details of faults and failures of electrical equipment/fabric of the building to the housekeeping supervisor/estates helpdesk.</li> </ul>	Daily
<ul style="list-style-type: none"> <li>•Responsible for the routine cleaning of domestic equipment and non-technical maintenance of domestic equipment.</li> </ul>	Daily/as required
<ul style="list-style-type: none"> <li>•Responsible for the safe and secure storage and issue of domestic supplies and small equipment.</li> </ul>	Several times daily
<ul style="list-style-type: none"> <li>• Responsible for the regular change of curtains in bedrooms and public areas.</li> </ul>	Quarterly or as required
<ul style="list-style-type: none"> <li>• Maintaining the security of each building locking doors and setting intruder alarms whilst ensuring that personal security is not compromised.</li> </ul>	Daily

<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>

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**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.

**9. DECISIONS AND JUDGEMENTS**

**Frequency**

- 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.
- Housekeeping staff may require to arrange for the “call out” of other housekeepers in the event that someone did not report for duty.
- 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.
- Housekeeping staff have to deal with complaints (in the first instance).

Daily

Occasionally

Daily

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

- Good educational background including literacy and numeracy.
- Responsible and caring attitude.
- Effective communication and positive interpersonal skills.
- Motivation and committed to work with patients with serious mental illness, or learning disability.
- Basic knowledge of food hygiene practice (Royal Environmental Health Institute of Scotland Elementary certificate or equivalent).
- General awareness of Infection Prevention and Control principles

## 8. Person Specification

STATE HOSPITAL'S BOARD FOR SCOTLAND		
Housekeeper		
FACILITIES DEPT		
	Essential	Desirable
Qualifications		<b>Cleanliness Champion</b>
Experience	<b>Previous cleaning experience</b>	
Skills	<b>Polite and courteous manner</b>	<b>Good communication skills</b>
Knowledge	<b>Knowledge of Nation Colour Coding System</b>	<b>How to use cleaning equipment</b>
Special Aptitudes	<b>Flexible approach to tasks / hours</b> <b>Good team worker</b>	



*Free Parking*



*Staff Library*



*Forensic Pay Allowance*



*Staff Learning Centre*



*Free use of Sports Facilities*



*Occupational Health Service*



*Staff Wellbeing Centre*



*Healthy Working Environment*

*Staff - Our Greatest Asset*