



Eileanan Siar
Western Isles

Laundry Assistant

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Western Isles Health Board
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Job Advert



Laundry Assistant

Salary £18,600 - £20,606 (pro rata)

Plus Distant Islands Allowance of £1,074 (pro rata)

20 hours per week

Permanent post

A vacancy has arisen for a Laundry Assistant; your primary work base will be within NHS Western Isles.

There may be a need for flexibility to work in other locations, on a temporary basis, within a reasonable distance of your primary work base, when necessary arising from service needs.

The postholder will be responsible for carrying out a range of laundering duties, as per the National Laundry Services Specification.

Some sewing experience would be desirable but not essential.

Good communication skills and the ability to work on your own initiative are essential.

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

For further information or an informal discussion on the post please contact Hotel Services Department at the Western Isles Hospital on 01851 708136.

JOB DESCRIPTION



1. JOB IDENTIFICATION

Job Title: Laundry/Linen Assistant

Department: Hotel Services Department

Accountable to: Hotel Services Manager

Responsible to: Hotel Services Laundry Supervisor

Job Reference:

Last Update: July 2016

2. JOB PURPOSE

To assist the organisation in providing both Patients, Staff and Visitors with a high quality person centred and safe Linen service, by assisting with the laundering and distribution of linen uniforms, screens, curtains etc and contributing to the operation and cleanliness of the department, and associated equipment.

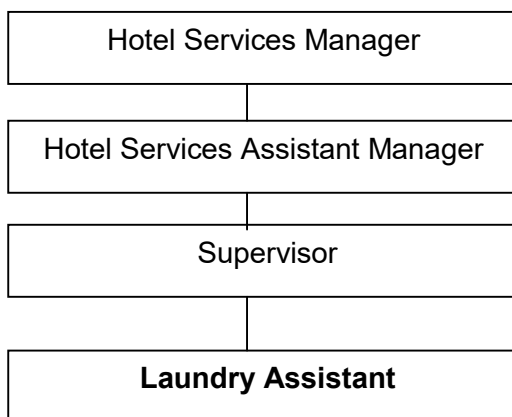
3. SCOPE & RANGE

The laundry service is provided as part of the wider Hotel Services Function.

The Laundry & Linen Assistant works as part of a multi disciplinary team, delivering a high standard of linen services.

Post holder must be flexible, adaptable and work to support other staff in the NHS Western Isles team in a crisis situation; this would include working in other locations, Laundry to Domestic, throughout the Western Isles.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

-
- Provision of a Laundry Service across NHS Western Isles within Wards, Departments and Accommodation in a Hospital/Healthcare setting, whilst working closely with ward/department staff to ensure high quality service provision.
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- The laundry also offers an external service to staff and the general public.

6. KEY RESULT AREAS

- Present a laundering service to patients, staff and external clients
- Work closely with ward and departmental staff to ensure a high quality service provision
- Empty and segregate dirty laundry including infected items.
- Process through the use of industrial washing machines.
- Decant washing into tumble dryers and then sort and fold for dispatch back to wards/external clients.
- Transport flat linen from designated areas and stock linen cupboards in wards/departments.
- Transport patient's personal clothing from designated areas and place in clothing cupboards.
- Responsible for maintaining stocks of cleaning materials, consumables and requesting further supplies from the Supervisor.
- Instruct relief staff in procedures when they are covering duties.
- Carry out ad hoc tasks as requested by Supervisor.
- Respond constructively to variances in pre-determined needs.
- Follow all guidance and training on safe working practices to ensure personal health and safety

and that of others, exercising a duty of care.

- Undertake regular and ad hoc training, including yearly infection control refresher, manual handling refresher, fire safety lectures, and any other mandatory training required.
- Notify supervisor or other relevant staff of faulty equipment, building/equipment repairs, maintenance requirements, and requests for personal protective equipment/light equipment.
- Responsible for ensuring building security measures are undertaken for example locking doors, securing windows when these have been left unsecured.
- Recording daily production figures, eg: flat linen, uniforms, personal clothing etc.
- Maintain all equipment and laundry area in a clean and tidy state.
- Replace all equipment after use and store securely in laundry/linen room.
- Initial weekly and monthly work sheets as tasks are completed.
- Responsible for the completion of records/log sheets and personal signing in/out sheets.
- The post holder will follow all guidance and procedures relating to Healthcare Associated Infection to ensure their safety and that of others, to prevent the spread of infection.
- Work together with Department in Performance and Development Reviews.
- Maintain confidentiality at all times.
- Work together with Policies and Procedures of NHS Western Isles and the Department.
- Demonstrate courteous behaviour.

7a. EQUIPMENT AND MACHINERY

Following training, the post holder will be required to operate the following equipment:

- Procedures as detailed in the Hotel Services Induction Training Pack
- Industrial/domestic washing machine
- Industrial tumble dryer
- Electronic weighing machine
- Industrial ironer/domestic iron
- Industrial flat clothes press
- Tunnel finisher
- Individual garment finisher
- Metering chemical system equipment

- Tub vacuum cleaner
- Wet pickup/drying floor polishing machine
- Microwave
- Kettle
- Floor mopping/high dusting equipment
- Stepladders

7b. SYSTEMS

- Follow SOPs to ensure that the department is run in an efficient and safe manner.
- Completion of own timesheet / holiday sheets / self certificates .
- Reporting of faulty equipment to the Laundry Supervisor or Estates department.
- Completion of all documentation relevant paperwork to post
- Completion of staff surveys
- Participating in relevant audits
- Datix Reporting

8. DECISIONS AND JUDGEMENTS

- Workload will be determined by daily service requirements.
- Supervisor monitors work performance according to work schedule.
- While the postholder will normally work predominantly in a specific location, they may be asked to work to support Domestic services in other areas of the service.
- The post holder is expected to follow closely all guidance, procedures and policies of the Department and Organisation, whilst using their own initiative to determine the order of work.
- Knows when to seek advice from the Supervisor.

9. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- The post holder is expected to meet service user needs to a high standard.
- Able to balance conflicting priorities within the given time.
- Dealing with expectations and complaints of patients, staff and external clients.
- Regularly working in obnoxious smelling environment e.g. urine, vomit, excrement, having to remove body fluid spillages in event of damage to alginate bags.

- Occasionally removing, handling and reporting inappropriately discarded sharps e.g. used needles.
- Lack of communication of essential information which effects the completion of duties e.g. requests for extra linen, patients personal laundry to be labelled.
- Have the ability to deal with major mechanical breakdowns, whilst ensuring minimal disruption to the Service
- Dealing with staff shortages
- Daily communication with external clients

10. COMMUNICATIONS AND RELATIONSHIPS

- Regular communication exists between the post holder and colleagues, supervisors, ward and departmental staff, patients, visitors and other staff within NHS Western Isles.
- To respect and support people's equality and diversity
- Laundry Assistants will be expected to coach new staff on cleaning tasks further to the initial training carried out by Supervisor/Manager
- Will ensure an effective relationship with the Infection Control team and Ward Nursing staff.

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

Physical Skills:

- Loading and unloading Machines
- Standard keyboard skills

Physical Demands:

- Required to move bags of laundry and clothing.
- Required to move throughout the site to undertake tasks in wards and departments.
- Required to move freely between machinery.
- Frequent requirement to concentrate on detailed tasks.
- Movement of laundry hampers (approximate weight 14kg).
- Standing for long periods of time.
- Physical movement of household waste to the designated areas.

Mental Demands:

- Maintain level of general awareness during working day
- Concentration required when using industrial machinery

Working Conditions:

- Noisy environment
- Heat from tumble driers and roller iron
- Having to cope with foul bags of linen not secured as per the policy, resulting in exposure to soiled matter and bodily fluids
- Ensure the safe storage, handling and usage of chemicals

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

Other than basic numeracy and literacy no formal qualifications are necessary, as the post holder will be given the necessary training to undertake the relevant aspects of the job.

Post holder is required to:

- Complete Healthcare support workers workbook.
- Complete Laundry/Linen services workbook.
- Attend Corporate Induction, Manual Handling, Fire Awareness.
- Complete and maintain relevant Learnpro modules
- Have the ability to work as part of a team or on own initiative.
- Have the ability to follow instructions.
- Possess good communication skills, including non-verbal communication skills.
- Ability to respond constructively to unpredictable situations.
- Be calm, focused and able to cope with work under pressure.

Following departmental training, the post holder is required to:

- Have working knowledge of procedures and equipment relevant to post.
- Operate mechanical and electrical machinery safely and effectively.
- Have knowledge of Health & Safety Policies and work procedures.
- Have knowledge of Infection Control Policy, Guidelines and Procedures.
- To carry out their work effectively and safely.
- Good Customer Care Skills.
- Able to work under pressure.
- Ability to be flexible and adaptable.
- Basic computer skills eg: Learn Pro access/e-mail access and DATIX.

13. STANDARD ELEMENTS

Confidentiality

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

14. 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:

About the Western Isles

The Western Isles, also known as the Outer Hebrides, are a chain of islands which lie 55km off the west coast of Scotland. The islands have a population of around twenty-seven thousand people.

Those who enjoy outdoor activities will find that the islands have a lot to offer. Outdoor pursuits such as horse riding, hiking, and fishing are popular, as are water sports such as canoeing, surfing, and kayaking. Further information about outdoor and sporting activities can be found on the Outer Hebrides Tourism Information website.

The local Council website provides information regarding schools, jobs, bus timetables, and opening times of the leisure centre.

The Board works in partnership with Hebridean Housing Partnership (HHP), which means that Key Worker Status will form part of their Housing Allocation Policy. For more information, please visit the HHP website.

If you have any specific queries regarding your move, please do not hesitate to contact your Line Manager, who will do their best to answer them.

Links

visitouterhebrides.co.uk
welovestornoway.com
hebrides-news.com
hebrideanhousing.co.uk
cne-siar.gov.uk

About NHS Western Isles

The Western Isles Health Board employs over one thousand members of staff, excluding GPs and Dentists. There are three main hospitals situated in the Western Isles:

Stornoway—Western Isles Hospital (Ospadal nan Eilean Siar)

Benbecula—Uist and Barra Hospital (Ospadal Uibhist agus Bharraigh)

Barra—St Brendan’s Hospital

There are a number of GP and Dental Practices across the Western Isles. Community nursing services operate out of general practice premises and at community offices in key locations.

There are only two medical practices in Stornoway: the Broadbay Medical Practice on Francis Street (tel 01851 703588) and the Group Practice on Springfield Road (tel 01851 703145). Both have a pharmacy attached to the practice for the dispensing of prescriptions.

Web

wihb.scot.nhs.uk

The latest information about the Board’s response to the COVID-19 pandemic can be found on the Board’s dedicated website.

Web

coronavirus.wi.nhs.scot



Transport Information

The islands are accessible from mainland Scotland by ferry or by plane (please note that both services can be affected in the winter).

There are three airports on the Western Isles: Stornoway Airport, Benbecula Airport, and Barra Airport. The following destinations can be reached from these airports:

Stornoway Airport—Benbecula, Edinburgh, Glasgow, Inverness, Manchester

Benbecula Airport—Glasgow, Inverness, Stornoway

Barra Airport—Glasgow

All flights to and from the Western Isles are operated by Loganair.

If you live in the Highlands and Islands region of Scotland, you can apply for cheaper air travel through the Air Discount Scheme. Further information on the discounts available can be obtained via the Air Discount Scheme website.

There are nine ferry ports operating in the Western Isles. Routes run between the islands, as well as to and from the mainland. All routes are operated by Calmac. Further information on the individual routes, including timetables and prices, can be obtained via the Calmac website.



Links

Ferry Travel:
calmac.co.uk

Air Travel:
loganair.co.uk

Car Hire:
carhire-hebrides.co.uk
lewis-car-rental.com

Air Discount Scheme:
airdiscountscheme.com