

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: Laundry Assistant
Responsible to: Facilities Support Manager
Reports to: Laundry Supervisor
Department(s): Linen Services
Operational Unit/Corporate Department: Direct Health Services - Facilities
Job Reference: DHFACIRAIGLAUN02
No of Job Holders: 1
Last Update:

2. JOB PURPOSE

To be part of a team who are responsible for the washing; processing; finishing; folding; packing and hygiene of sixty thousand pieces of Linen on a weekly basis for NHS Highland

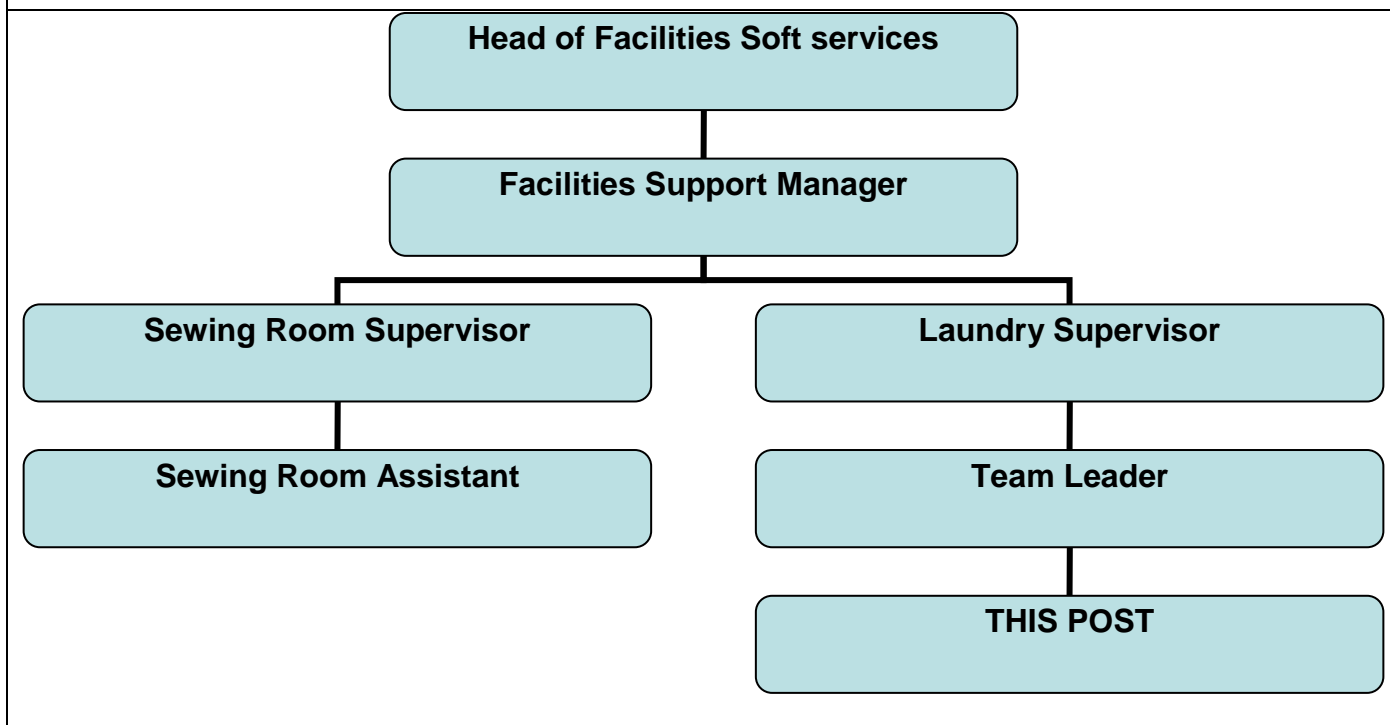
The Laundry processes linen throughout the working week, normally Monday - Friday.

Staff could be rostered onto one of two shifts beginning from 06.00-16.00, Thursday 06.00 – 16.30 and Friday 06.00 – 15.30.

3. DIMENSIONS

To provide a service for all the northern NHS Highland Operational Unit facilities (e.g. Raigmore Hospital; all Community Hospitals and Health Centres) and commercial customers (e.g. Police Scotland) within the public sector.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

The Linen Services Department is responsible for the effective and efficient provision of a comprehensive Linen Service to all NHS premises across the northern NHS Highland Operational Units. This includes the condemning, purchasing, identity stamping, laundering and batch re-supply of linen to all North Highland hospitals, including Raigmore where a direct service is also provided to all wards and departments individually.

Linen Services must follow the National Control of Infection Standards to ensure that soiled linen is managed safely and to ensure that all clean linen sent to Customers has been thermally disinfected. This includes the provision of Scrub Suits used for invasive procedures.

A measurement, purchase, alterations and repairs service is also provided for Raigmore and Inverness customers for uniforms and specific items (e.g. curtains.) This service is based in the Sewing Room

6. KEY RESULT AREAS

The following is a list of duties the postholder may be asked to carry out:

Linen Processing

- To handle, weigh and sort different categories of linen from normal soiled; infected; and foul linen through the process to clean linen ensuring adherence to correct procedures
- Ensuring detergent and bleach supplies to machinery are maintained and replenished when necessary. This includes checking that pumps are working properly and that chemicals are running freely through the pipework into the washing machines
- Knowledge and safe handling of harmful chemicals such as Hydrogen Peroxide, Sodium Hypochlorite, Silex 3000 (Washing Powder), and Rust Remover. At all times following the precautions in COSHH data sheets
- To operate complex pieces of equipment required in the laundering processes, including but not limited to Batch Washer (large washing machine), Calendars (ironing machines) and tumble dryers. Understanding and ensuring adherence to correct procedures as per manufacturers instructions, as well as ensuring the correct wash programme is selected to meet Control of Infection Standards
- Continuous quality inspection of articles, passing to Finishing Machine Operators or Sewing Room as appropriate

Patients Personal Clothing/Staff Uniforms

- Folding and sorting patients clothing (pyjamas, nightdresses, patient gowns etc.) and staff uniforms as required for dispatch, completing record sheets accordingly and forwarding to the office for data processing
- Replenishing the supply of clean uniforms in the Raigmore Changing Room, Uniform Storage Room

Sewing Room

- If required, assist the Sewing Room Staff with the marking of linen

Storage and Stock Control

- Unloading, checking and storing of deliveries including checking that the correct product and correct number of items are received, e.g. chemicals, linen stock. The correct Moving and Handling Techniques should be used throughout this task. Deliveries involve moving items from an articulated vehicle safely into the appropriate storage areas, and for chemical deliveries, knowledge of how different chemicals react with each other is required.
- Advising a member of the Supervisory Team when stocks of Laundry Consumables are low e.g string tags, plastic bags, disposable aprons, chemicals
- Replenishing individual ward top-up trolleys for Raigmore Hospital, according to agreed ward linen levels. Completing daily record sheets and forwarding to the office for data processing
- Packing of dried articles according to packing schedule for Community Hospitals/Health Centres. Completing Customer records of orders dispatched and forwarding to the office for data processing
- To fold, stack and record pieces of linen and remove to the correct areas for storage as directed. This includes counting all items, completing daily record sheets accordingly and forwarding to the office for data processing
- Advising a member of the Supervisory Team if a Customers' Order has not been received.
- Ensuring that any valuables, patients personal belongings or clinical information that are found in the soiled linen, are handed to a member of the Supervisory Team, who will raise a DATIX and arrange

for the safe keeping of all items

Quality Monitoring/Fault Finding

- To recognise equipment faults from training and knowledge of the equipment and also from knowledge and understanding of the computer diagnostics and where possible safely take any obvious actions to rectify the fault, short of removal of any equipment guards or safety features
- Report to Supervisory Team any non-conformances, such as technical faults and Health & Safety Issues
- Undertaking daily non-mechanical maintenance of equipment as required e.g. waxing of calenders, cleaning fluff filters, and as advised by Supervisory Team

Delivery and Handling

- Using the correct Moving and Handling technique move chemicals, linen and trolleys in and around the laundry
- To move large quantities of linen from one area of the factory to another using a pallet truck and trolleys
- Delivery of linen to Clinics and Departments within Raigmore Hospital, completing daily record sheets accordingly and forwarding to the office for data processing

Training

- To demonstrate skills to new staff or those staff who are new to the jobs.
- To undertake Banksman training to assist vehicles arriving at the Laundry.

Policies and Procedures

- Be aware of, and comply with, the requirements of the Health and Safety at Work Act 1974 and to co-operate with others performing their statutory duties.
- To follow all department and NHS Highland policies and procedures

General

- Requirement to work Public Holidays and overtime if and when required.
- To operate computers or data recorders linked to any of the machinery within the laundry.
- To follow instruction from all supervisory and management members of staff.
- Providing general assistance to the Supervisory Team as required.

7a. EQUIPMENT AND MACHINERY

Laundry Equipment is highly complex, specialised and expensive, therefore Laundry Assistants need to be sufficiently trained in order to understand its use and identify faults. The required knowledge can be gained by in-house training and **consolidated** by undertaking the SVQ in Laundry Operations.

- 1 x Continuous Batch Washers (large washing machines).
- 3 x Senking 50kg Tumble Dryers with data recording and digital computer control and fault

diagnosis.

- Futurail 5 Line System including a computerised operating system. Computer use requires understanding and knowledge of operation and fault diagnosis function.
- 2 x Tullis Washer (55Kg Washer/Extractors); no data recorder, manual recording.
- 2 x ADT Tumbler dryers (120lb capacity); no data recorder, manual recording.
- 1 x Sheet Feeder with data recorder and digital computer control and fault diagnosis.
- 2 x Calendars (large ironing machines) with data recorders and digital computerised controls and fault diagnosis.
- 2 x Caroline Folders and Stac-n-Fold with data recorders and digital computerised controls and fault diagnosis.
- 1 x Jenform (Steams finishes clean uniforms) with data recorder recorders and digital computerised controls and fault diagnosis.
- 1 x Towel Master with data recorder recorders and digital computerised controls and fault diagnosis.
- 2 x Heat Seal marking machines (stamps removable or permanent identification tags on items for trace-ability).
- A variety of sizes of trolleys and cages, including trolleys for the linen bags e.g. Ward Exchange Trolleys, self, levelling barrows.
- Shared use of the above machinery and the responsibility to report faults/issues (which cannot be rectified using the self diagnosis function of the computer controls) to the Supervisory Team.
- Sack barrow and pallet mover for moving deliveries in and around the Laundry.

7b. SYSTEMS

Recording of all Production Data and Customer Orders on a daily basis, using a paper based system, and passing these records, on a daily basis, to management for further processing.

8. ASSIGNMENT AND REVIEW OF WORK

Work in the form of dirty linen is received from all the northern NHS Highland Operational Unit Hospitals/Health Centres. The soiled linen follows a production line washing process; thermal disinfection; drying; finishing and packing. Staff are assigned, on a weekly basis, to work on a specific task. The assignment and review of these tasks is carried out by the Supervisory Team.

9. DECISIONS AND JUDGEMENTS

- Selecting required programme and temperature to meet Control of Infection standards, safely adding chemicals as appropriate.
- Follows established routine procedures with reference to the supervisory and management team when required.
- Workload is given by the supervisor and managed by the postholder depending on deadlines. The Supervisory Team may also prioritise work when required.
- The postholder deals with problems as they arise, referring to the Supervisory Team, if the issue is beyond their training level of competence.
- Using the fault diagnosis function of equipment, judgements are made by the post-holder as to whether machinery is faulty and when to take immediate restorative action or highlight to

supervisory staff

- Judgements are made with reference to quality of the processed product and when to take immediate restorative action or report concerns to the Supervisory Team.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Being able to provide a seamless service to customers in times of equipment failure.
- Understanding and ensuring adherence to correct procedures.
- Selecting required programme and temperature to meet Control of Infection standards, safely adding chemicals as appropriate.
- Safely handling foul and infected linen, which can on occasion be “unbagged”.
- Working constantly under pressure to meet deadlines.
- Unexpected items found within soiled linen e.g. sharps, patients notes, clinical equipment.

11. COMMUNICATIONS AND RELATIONSHIPS

- The ability to receive and provide instruction.
- Communicate with peers, supervisors, engineers, porters and clients with regard to equipment/linen issues that arise.
- The ability to communicate using telephones, face to face and written means (such as daily sheets) with other NHS Staff, with regard to Laundry Issues.
- Ability to communicate with staff whose first language may not be English.
- Ability to communicate with staff who may suffer from hearing difficulties.
- Dealing with difficult customers and staff, using tact and diplomacy.
- Contact with NHS Staff and occasional contact with Patients when undertaking duties in Raigmore Hospital.

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

Physical Skills

- Keyboard skills to operate computer systems linked to machinery.
- Executing small movements such as tying and untying straps on linen bags, folding towels and operating buttons on machinery constantly throughout the day.
- Moving and Handling, twisting, turning and lifting throughout the day.

Physical Demands

- This post requires substantial manual handling skills, in a physically demanding environment.
- Lifting full bags of linen (12kgs) and moving large, full linen trolleys (up to 15 bags per trolley) constantly throughout the day.

- Lifting dry and wet materials for several hours during the day.
- Daily manoeuvring trolleys of linen within Raigmore Hospital.
- Daily manoeuvring of trolleys and cages within the Laundry.
- Standing and walking constantly throughout each shift.
- Occasional manoeuvring of overweight bags of linen weighing over 20kg.

Mental Demands

- Concentration throughout the day when operating machinery to be alert for jamming, health and safety and quality.
- Concentration is required when counting linen.
- Awareness of general surroundings and attention to detail when packing specific numbers of items to fulfil customers' orders.
- Dealing with customer enquiries.
- Flexibility to undertake whatever is required throughout the day within a production environment.

Emotional Demands

- Working constantly in a high pressure environment.

Working Conditions

- As the equipment used generates heat and the delivery doors require to be open the temperatures within the laundry can vary greatly, particularly when it is hot and humid in the summer or cold and stormy in the winter
- Exposure to noise, lint, chemicals (e.g. Detergents, Hydrogen Peroxide, Sodium, Hypochlorite, Rust Remover)
- Contact with bagged foul and infected linen and daily exposure to unbagged foul and infected linen
- Unexpected findings when sorting linen, for example sharps, body fluids, patients notes, clinical equipment, patients belongings etc.

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

- Complete the Laundry Assistant Workbooks in order to gain specialist knowledge of Laundry processes
- Upon completion of basic training undertake the Laundry Operations Level 2 SVQ, which will consolidate and develop the skills already gained from the in-house training and the HSCW and Laundry Assistant workbooks
- To undertake Statutory and Mandatory Training e.g. Fire Safety, Moving and Handling, Violence and Aggression as well as completing departmental training
- Understanding, knowledge and safe use of the use of the chemicals used within the Laundry (Silex 3000 (Washing Powder), Hydrogen Peroxide, Sodium, Hypochlorite, Rust Remover): how to store chemicals and how they react to one another
- Effective written and verbal skills to complete timesheets and communicate with others respectfully
- Understanding and knowledge of the use of Computers and data loggers

- The ability to work in a multi-disciplinary, physically demanding environment
- Although no previous knowledge or experience is required, it would be advantageous. The postholder will undertake on the job in-training, including the use of machinery, through shadowing colleagues, the basic training will last for approximately 12 weeks, in order to gain sufficient knowledge to ensure the postholder is proficient in the tasks
- Understanding and knowledge of working with vehicles gained from Banksman training
- Ability to work in a high pressure environment
- Understanding of Health & Safety At Work principles

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: | Date: |
| Head of Department Signature: | Date: |