

The State Hospitals Board for Scotland



www.tsh.scot.nhs.uk



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Section 1: NHS Scotland Values

Our values are:

- 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

More information can be found at <http://www.mts.scot.nhs.uk/about-us/nhsscotland-values/>.

Section 2: The State Hospital

The State Hospital is the only special security psychiatric hospital covering Scotland and Northern Ireland. Employing around 650 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 for male patients requiring maximum secure care: 12 beds specifically for patients with a learning disability. Wards take the form of four units (hubs and clusters) with each unit comprising three 12-bedded areas (i.e. 36 beds per hub).

The State Hospital provides assessment, treatment and care 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.

The State Hospital maintains a safe and secure environment that enables effective patient care and treatment, and support to staff. The most important and effective measure in ensuring the long term safety and health of the patient is relational security (achieved through therapeutic engagement) in combination with both physical security (knowledge of patient and aggregated patient risk) and procedural security (policies and procedures).

The State Hospital has four strategic aims: improving physical health; effective use of resources; pathways for access, treatment and transfer; and improving the quality of patient care. The aims drive forward the quality improvement agenda in line with the Hospital's Clinical Model, Clinical Quality Strategy and Service Strategy as well as the national NHS Scotland Healthcare Quality Strategy (i.e. care and treatment is person-centred, safe and effective).

We are committed to transparency and accountability.

More information can be found at <http://www.tsh.scot.nhs.uk/Information%20Sheets/GI%20-%20CEO%20-%20About%20Us%20-%20Jan%202018.pdf>.

If you are unable to complete online application forms due to a disability, please contact The State Hospital Human Resources Jobs Mailbox on TSH.Jobs@nhs.scot to discuss your requirements.

Section 3: Post Details

Vacancy Reference Number	055689
Job Title	RIF135 Maintenance Assistant
Grade	Band 3
Salary	£21,709 to £23,603 per annum plus £1,336.68 High Secure Environmental Allowance per annum
Hours	37.5 hours per week
Contract Duration	Permanent

Please note this post involves on-call commitments.

Closing Date	15 th June 2021
Interview Date	TBC



Please note the email address you supply on your online application will be used to make any further correspondence relating to this vacancy therefore please ensure you check your Junk/SPAM folders on a regular basis.

Please note 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.

Section 4: Job Description

1. JOB IDENTIFICATION

Job Title: **Maintenance Assistant**

Responsible to: **Estates Co-ordinator**

Department(s): **Estates**

Directorate: **Security**

Operating Division:

Job Reference:

No of Job Holders: **6**

Last Update: **August 2020**

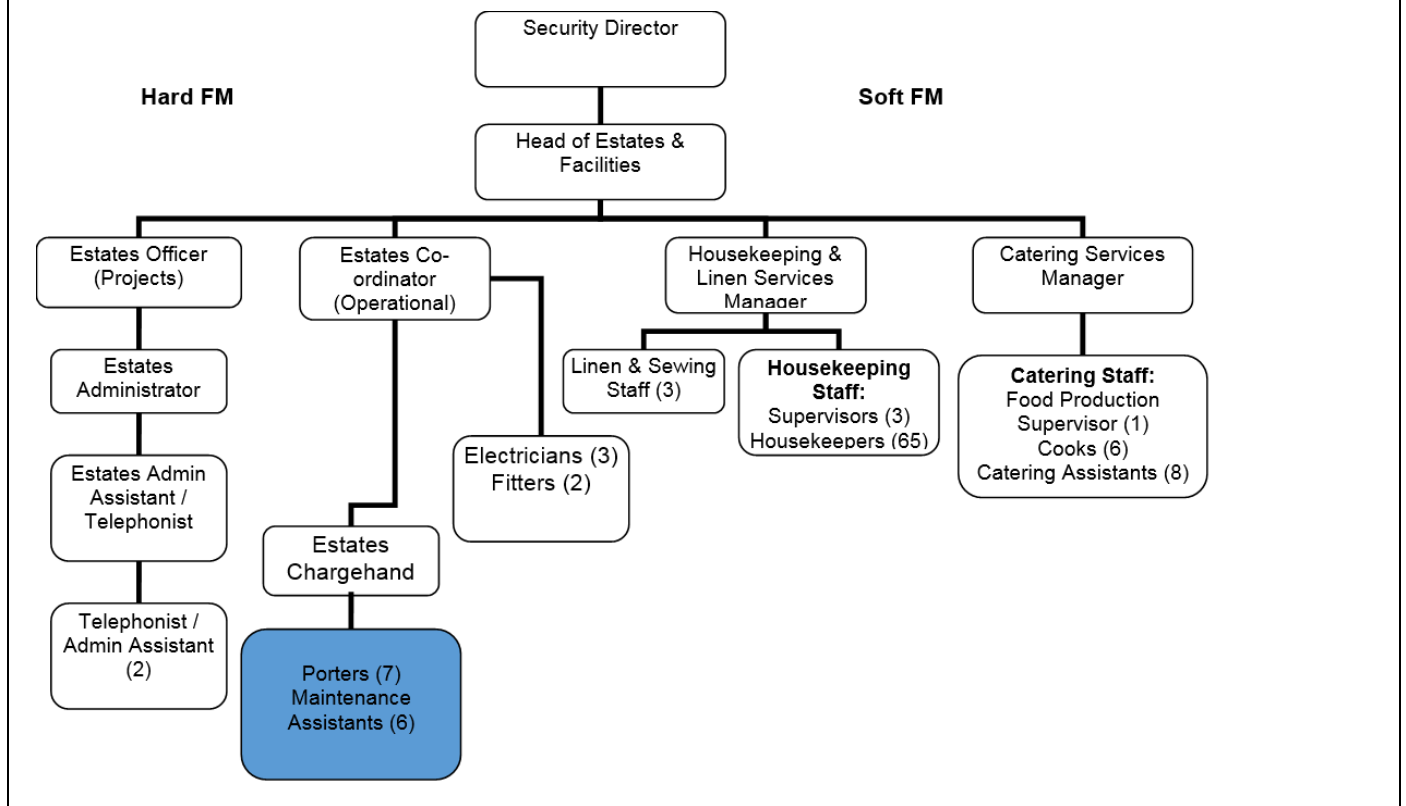
2. JOB PURPOSE

To provide a maintenance service including grounds maintenance within the remit of the Hospital Estates department and to assist craftsperson's of all trades.

3. DIMENSIONS

The Facilities department has a Head of Estates & Facilities, Estates Officer, Estates Co-ordinator, Estates Administrator, 6 x Maintenance Craftsperson's : 3 x Electrical, 2 x Mechanical and 1 x Estates Chargehand / Locksmith, 6 x Maintenance Assistants and 7 x Porters. The Head of Estates & Facilities has overall budgetary responsibility for the Facilities department, salaries supplies, utilities and capital works carried out by the department.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

The Estates / Facilities departments are responsible for the co-ordination and delivery of a variety of essential support services, which include:

Hard FM

- Capital investment and strategic planning.
- Implementation and upkeep of Estate Asset Management System.
- Surveys and accommodation reviews.
- Administer capital projects for hospital.
- Operational maintenance for Engineering, Electrical and Buildings.
- Grounds maintenance.
- Utilities.
- Porter services.
- Ensuring safe operating of site which includes HV (High Voltage), LV (Low Voltage), Medium Temperature High Pressure which provides heating and hot water.
- Identify and control risks associated with facilities on site.
- To maximise land utilisation outwith the site (i.e. grazing rights and leases).
- Complete telecoms service for the site.
- Management of hospitals Environmental Management System.

- Management of hospitals waste.
- Maintenance of telephone system.
- Maintenance of security systems - PAA (Personal Attack Alarms), CCTV for site.

Soft FM

- The department's role is to provide Housekeeping, Cleaning, Sewing and Laundry Services for all wards and departments throughout the hospital. This is carried out using a directly managed in-house team to meet the required standards of NSS Scotland National Cleaning Services Specification.
- To ensure that Wards and Departments have continuity of supply (Cleaning / Miscellaneous goods and food / ward provisions) through the weekly "Pack down" system.
- The Catering Department provides essential Support Services to Patients, Staff, Visitors and relatives. The services include Catering for patients & Staff. These services operate on a 7 day 52 week per year and either directly affect patient care or support others staff who provide patient care.
- The Catering Department is responsible for standards in the above areas and to ensure that NHS Scotland and Quality Improvement Scotland Standards are achieved, maintained and developed.
- The Catering Department is also responsible for the provision of a catering service to general hospital staff and the provision of hospitality catering.

Maintenance Assistants

- Carryout PPM (planned preventative maintenance) service and maintain plant and equipment.
- Carryout reactive / breakdown maintenance e.g. replace light bulbs, repair taps, repair showers, tiling repairs, minor plasterwork repairs, clear choked drains etc.
- Assist all disciplines of craftsperson as required.
- Escort contractors, official visitors and deliveries as required.

6. KEY RESULT AREAS

- Responsible for carrying out day to day maintenance and repair, e.g. replace lamps and fluorescent tubes, clean light shades & ventilation grills, clean blocked drains both internal and external, carryout repairs to taps, cisterns and toilets, carryout plant room checks and record meter readings, maintain plant rooms & workshop as clean safe work areas, cut grass, hedges and maintain grounds to acceptable level which includes weed prevention by chemical spraying, clear snow and ice as required, carryout furniture and equipment removals.
- Minor plastering and tiling repairs.
- Minor painting repairs touch ups.
- Carryout PPM (Planned Preventative Maintenance) both statutory and general approximately 70% of the working week, shade cleaning, grounds maintenance, ventilation cleaning, take meter readings etc.
- Assist craft persons from all disciplines as required. Supervise and assist outside contractors when they are undertaking work within the hospital.
- Carryout all work in a safe and diligent manor always ensuring adherence to hospital security policies and procedures.
- Understand and participate fully in the inter-relationships between the various maintenance crafts and departments.
- Required to ensure familiar with maintenance and repair of new equipment.
- Flexibility of working on own or part of a team to ensure the maintenance requirements of the hospital are met.
- Inform supervisor of material / spare parts required.
- Deliver and collect a wide variety of goods and materials both on and off site.
- Move furniture, goods and services as required.

- Ensure tool checklists are kept up to date as required in the security policy manual.
- Carryout on call duties as required by the Estates Service.

7a. EQUIPMENT AND MACHINERY

- Tractors with attachments (grass cutters, front loader, trailers, snow plough and gritting equipment), All terrain vehicles with attachments (grass cutter, snow plough, gritting equipment and chemical spraying equipment. Strimmer, hedge cutters and hand mowers.
- Mobile Elevated Work Platforms (MEWPS)
- Electrically operated hand tools, drilling machines, jig saw, bench mounted drilling machine.
- Drain rods and chemical drain cleaner.
- Steps and ladders.
- Hospital Radio Network use hand held radio when moving about the grounds in vehicles or escorting contractors logging movements with the hospital control room and receiving permission to proceed.
- Personal Attack Alarms (if within a patient area)

7b. SYSTEMS

- Understand the workings of systems required to work on within NHS buildings.
- Ensure compliance with Hospital Security Policies and Procedures.
- Hospital Radio Network use hand held radio when moving about the grounds in vehicles or escorting contractors logging movements with the hospital control room and receiving permission to proceed.

8. ASSIGNMENT AND REVIEW OF WORK

The assignment and review of work is by Estates Co-ordinator or Head of Estates & Facilities. Work is generated by wards, departments via estates help desk, planned preventative maintenance or capital works.

Reports are generated via the FM First maintenance management system to aid review of all work undertaken.

9. DECISIONS AND JUDGEMENTS

- Frequently use own initiative when undertaking tasks or work.
- Supervise outside contractors carrying out maintenance and repair.
- Ensure compliance with hospital security requirements.

- Advise patients on shelf locations e.g. bedrooms.

Judgements

- Make decisions if equipment is beyond economical repair.
- To call for a service engineer to effect a repair.
- Purchase of spare parts is required.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- When working in patient areas there is a risk of personal physical violence and verbal abuse.
- Lone working when working in patient areas and attending callouts.
- The dangers of infection when working regularly clearing chokes in toilets, sinks, internal drains and external drains.
- The added responsibility for carrying and using Scottish Office keys.
- The high level of security awareness required when working in patient areas using tools.
- Working to tight timescales whilst complying with the high security & environmental restrictions on a regular basis.

11. COMMUNICATIONS AND RELATIONSHIPS

The post holder is expected to have a good working relationships and communication with members of staff at all levels across the hospital either by telephone or face to face. Communicating usually face to face with ward based staff, ward managers, security managers and staff, department managers and staff, daily with Estates Management, keeping all mentioned up to date with progress of repair or what work is being carried out in their respective area.

Assist and communication with external contractors during maintenance and repair of equipment explaining the nature of the fault and guiding the contractor to the source of the fault, communicating the need to be vigilant with security requirements of the area they are working in.

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

- 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.
- Use small hand tools e.g. fine screwdrivers.
- Repair faults in equipment which can have demanding timescales due to type of equipment and the urgent requirement of the wards to have the breakdown repaired urgently often in areas where there is involvement with patients.
- Part of the job requires skills for manual handling of equipment and working in confined spaces often requiring a ladder to gain access to the space and when working in the space restricts body movement and working in a stooped position.
- High level of security awareness when working with tools in patient areas having a requirement to be fully alert and aware of patient movements and ensure no tools are within their reach either personal tools or contractors good observation skills required.

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

- City & Guilds 6216 – Basic Skills in Construction : Multi-Crafts or equivalent experience at this level (3 years).
- Knowledge of drainage systems including ability to interpret drawings.
- Repair low grade electrical faults.
- Use of maintenance manuals to carry out PPM and repairs e.g. showers, taps etc.
- Certification of Spraying - PA1 & PA2 (3 days)
- Certification of Tractor Driving - Experienced (2 days).
- Certification of Sit Astride All Terrain Vehicle Driving (2 days).
- Certification of Access Platform Training (1 day).
- Knowledge of grounds maintenance equipment.
- Semi-skilled duties.
- Experience of assisting all craft trades.
- CPR Training which involves a 4 hour annual course and is provided in-house.
- Competent Person LV.
- Emergency First Aid Training.

Section 5: Person Specification

THE STATE HOSPITAL PERSON SPECIFICATION Maintenance Assistant - Band 3		
Criteria	Essential	Desirable
Qualifications & Training Level of education, professional qualifications, training and learning programmes/courses	<ul style="list-style-type: none"> • Multi-Crafts or equivalent experience at this level (3 years minimum). 	<ul style="list-style-type: none"> • City & Guilds 6216 – Basic Skills in Construction.
Experience Length and type of experience, level at which experience gained	<ul style="list-style-type: none"> • Experience of assisting all craft trades. • Carry out semi-skilled duties. 	<ul style="list-style-type: none"> • 3 years' experience in a multi trade maintenance environment. • Tractor driving experience
Knowledge Depth and extent of knowledge	<ul style="list-style-type: none"> • Make use of maintenance manuals to carry out PPM and repairs e.g. showers, taps etc. 	<ul style="list-style-type: none"> • Experience of water safety management.

<p>Skills/Abilities Range and level of skills i.e. communication (oral, written, presentation), planning/organisation, numeracy, leadership etc</p>	<ul style="list-style-type: none"> • Experience carrying out semi-skilled duties e.g. minor plumbing & electrical faults. 	<ul style="list-style-type: none"> • Previous experience of minor plumbing & electrical works.
<p>Specific Job Requirements Environmental conditions, unsociable hours, car driver etc</p>	<ul style="list-style-type: none"> • Good team player, flexible approach to work, self-motivated and ability to work unsupervised when required. • Full Driving License 	

Section 6: 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 make sure the email address submitted is correct as this will be our primary method of contact. You will receive automated emails throughout the process, you can reply to these and they will be re-routed to the Recruitment Administrator who is managing the vacancy.

If you are registering as a new candidate you will be able to upload your CV. This is used to help pre-populate some of our application form **only**. NHS Scotland does not accept CV’s in addition to / 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. Simply select the application you wish to copy from and then you can go through and edit/update the information.

Thank you for your interest in this post. We very much look forward to receiving your application.



Section 7: Recruitment Process

Selecting the correct person for each role is important to our patients, staff, and members of the public who rely on the services of the NHS. In NHSScotland, the recruitment process is made up of 4 key stages. Together, they help us to review your application and make decisions about your overall suitability for the advertised role.

All vacancies are advertised on our [recruitment website](#).

1. 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've 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're looking for. This makes it easy for you to match your skills, experience, and qualifications to the role.

Top 5 tips for completing your NHSScotland job application

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

1. **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?
2. **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.
3. **Follow the instructions on the application form** - complete all the required information.
4. **Don't rush** - you can easily make mistakes, forget important information and give the impression that you're not really interested in the job.
5. **Make a note of the closing date** - When does the application need to be submitted? Make sure you leave yourself enough time to complete the form. The recruiting Health Board 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.

2. 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.

3. Interviews

If you have already applied for a job in NHSScotland and you've been invited to an interview, congratulations! 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. Due to current COVID-19 restrictions, interviews are done virtually, using Microsoft Teams.

At an NHSScotland interview, it is essential to show:

- why you want to work for NHSScotland
- why a role in healthcare is suitable for you
- why you are interested in the job
- 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.

4. After your interview

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

Verification of identity

Before you start work with NHSScotland, 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, regardless of nationality.

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 3 years of previous employment or training history. We also require a minimum of 2 references, including your current or most recent manager. We will also you to provide contact details for each person so that references can be obtained. Please make sure your referees have agreed to provide a reference.

Confirmation of your right to work in the UK

You must confirm you are eligible to work in the UK.

Qualifications and professional registration

Original relevant educational certificates and verification of registration are required.

Background checks

Depending on the nature of the post, we will carry out a criminal record check. You may also need to join the [Protecting Vulnerable Groups \(PVG\) scheme](#).

It is important to return the occupational health questionnaire and reference information as quickly as possible to avoid any delays in your employment with NHSScotland.

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

Section 8: Key Information	
Terms and Conditions of Service	<p>The terms and conditions of service are those approved and amended from time to time by the National Agenda for Change Terms and Conditions Agreement. They can be found at www.msg.scot.nhs.uk/pay/agenda-for-change.</p>
Healthcare Support Workers	<p>A Healthcare Support Worker is defined as any healthcare worker working within NHS Scotland who is not currently statutorily regulated or in a role that has been recommended for statutory regulation by the government.</p> <p>Your performance must comply with the “Mandatory Induction Standards for Healthcare Support Workers in Scotland” and with the “Code of Conduct for Healthcare Support Workers”, both amended from time to time.</p> <p>These documents can be found at: http://www.hcswtoolkit.nes.scot.nhs.uk/resources/hcsw-standards-and-codes/.</p> <p>Failure to adhere to these standards or to comply with the code of conduct may result in poor performance measures or disciplinary action and could potentially lead to dismissal.</p>
Annual Leave	<p>The annual leave entitlement is 27 working days, rising to 29 working days after 5 years service and 33 days after 10 years service.</p> <p>In addition to this you are entitled to 8 statutory public holidays per annum to be taken between the period 1 April to 31 March each year.</p> <p>These entitlements will be calculated on a pro rata basis for any member of staff who works less than full time.</p> <p>Annual leave is calculated in hours for every member of staff.</p>
Superannuation (Pension) Scheme	<p>All new employees will automatically be enrolled into the NHS (Scotland) Superannuation Scheme, or if you are an existing member then your membership will continue.</p>

	<p>Further information on benefits relating to the scheme, can be found at www.sppa.gov.uk.</p>
<p>Eligibility to work in the United Kingdom</p>	<p>The State Hospitals Board for Scotland has a legal obligation to ensure that it does not employ any worker who has not been granted permission to work in the United Kingdom. This permission is without exception granted by the UK Border Agency.</p> <p>We check the entitlement to work in the United Kingdom of all prospective employees, regardless of nationality or job category.</p> <p>Applications from candidates who require a Tier 2 Certificate of Sponsorship (formerly Work Permits) will only be considered if no suitable UK or EEA national is identified for the post.</p> <p>For more information regarding eligibility to work in the United Kingdom please visit www.bia.homeoffice.gov.uk.</p>
<p>Data Protection Act 2018</p>	<p>The information you provide on your application will be treated in confidence and used in line with the Data Protection Act 2018.</p> <p>Only those involved in the selection process will have access to your application form and recruitment details.</p>
<p>Equal Opportunities</p>	<p>Full disclosure of this information is optional and does not exercise any part of the selection process. It is treated in confidence and only Human Resources staff has access for the purposes of reporting and compliance monitoring.</p>
<p>References</p>	<p>All offers of employment are subject to receipt of two satisfactory written references. At least one reference must be from your current or most recent employer.</p> <p>If you have not been employed or have been out of employment for some time then you may give the name of someone who knows you well enough to confirm information given and to comment on your ability to do the job.</p>

<p>Disclosure Scotland</p>	<p>All employees require a Disclosure before they can uptake duties at the State Hospital. The level of this disclosure is determined by the nature of the post.</p> <p>Please note that the State Hospital reserves the right, following consultation with you to recover from you any payment made in respect of disclosure.</p> <p>Further information can be found at: https://www.mygov.scot/working-jobs/finding-a-job/disclosure/.</p>
<p>Occupational Health</p>	<p>New entrants to the State Hospital are required to pass a pre-employment medical screen. The right is reserved for the successful candidate to undergo a medical examination and/or x-ray at any time if it is considered necessary.</p>
<p>Job Interview Guarantee Scheme</p>	<p>NHS Scotland is “positive about disabled people” and as such we do provide opportunities for disabled people. NHS Scotland operate a Job Interview Guarantee Scheme (JIG), which means that if you have a disability, and meet the essential criteria outlined within the person specification, then you will be guaranteed an interview.</p>
<p>Overseas Qualifications</p>	<p>If you require a qualification for this post but are not regulated by a professional body (i.e. NMC, HCPC etc) then you must provide an official translation, notarised by a solicitor, which will be checked by the recruiting manager.</p> <p>Please ensure this is available before applying for this post.</p>