

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title:	Laundry and Linen Assistant
Responsible to (insert job title):	Supervisor
Department(s):	Laundry/Linen Services
Directorate:	Facilities
Job Reference:	086349
No of Job Holders:	73

2. JOB PURPOSE

To provide a high quality washing and finishing service for bedding and linen, uniforms, patient clothing and theatre wear to all users of the Laundry Service.

Through provision of a linen service ensure that all wards and departments in St John's Hospital are topped up to adequate numbers of items to maintain service delivery and the dignity of patients.

To ensure all required items are processed and delivered on time and to the higher quality standards, whilst ensuring health, safety and wellbeing of all staff is paramount throughout.

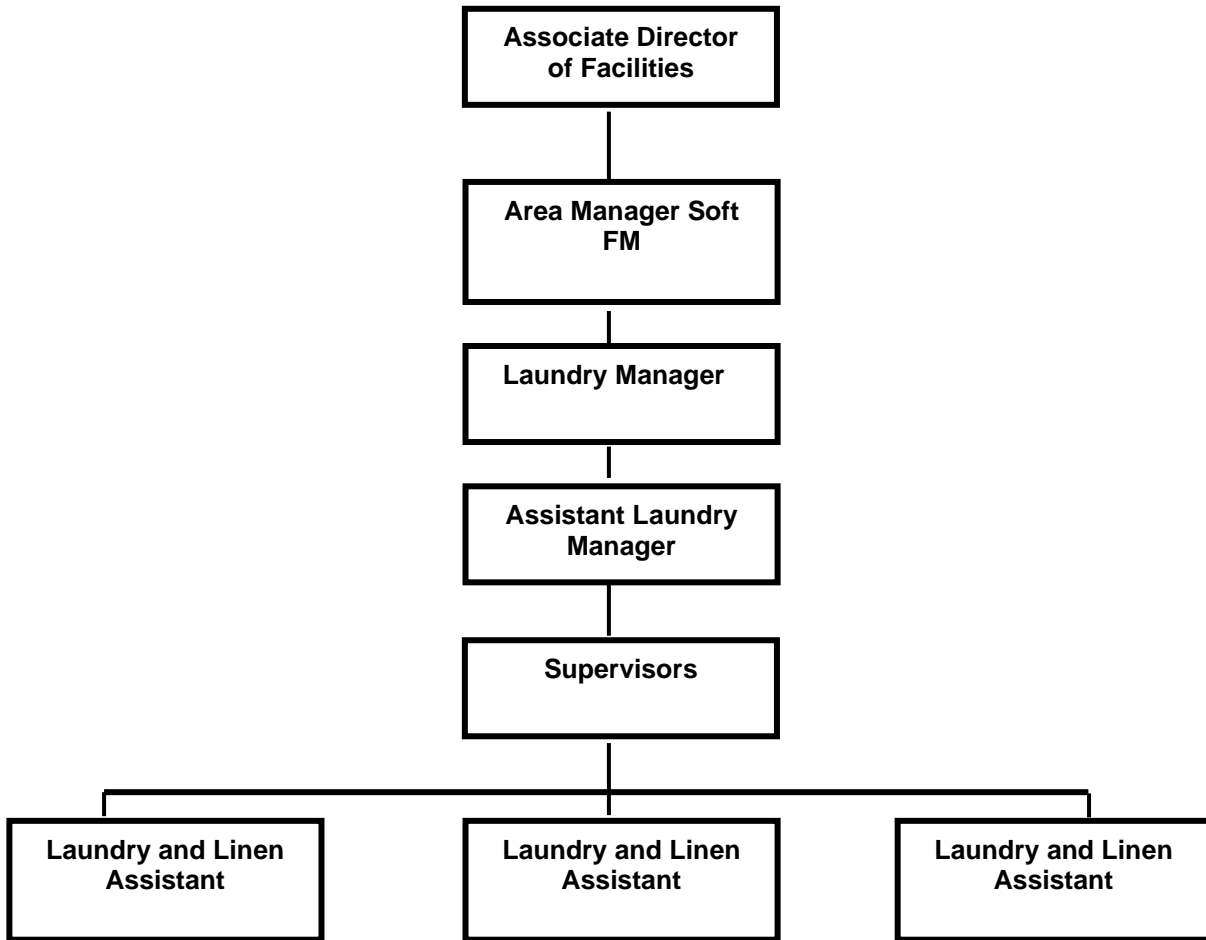
3. DIMENSIONS

Weekly throughput – 200,000 articles.

Users served – all hospitals in Lothian and the Scottish Ambulance Service.

The post is employed within NHS Lothian and there may be requirement to work flexibly across Lothian to meet service demands

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

The Laundry Service provides a total laundry service to all hospitals throughout Lothian in respect of bedding and linen, patient clothing, scrubs and staff uniform. The Service is a bulk delivery to all users and up-lift on returns. There is also a return to user service provided for non-rental items, i.e., patient gowns, duvet covers and other such items that other areas purchase.

The department also provides a linen room function at St John's Hospital and distributes the linen round the hospital to all wards and departments.

6. KEY RESULT AREAS

For all equipment usage and production processes it is imperative that staff are aware of required hourly production targets, work to achieve these, wherever possible and can record these on the required production sheets in the absence of immediate supervision, highlighting any shortfall to the supervisor.

Operate all equipment and washing machinery in accordance with procedures and guidelines laid down by the manufacturer and management and in line with Health and Safety requirements including risk assessment.

To ensure downtime is kept to a minimum and efficiency of machinery is kept to a minimum, the laundry assistant will assess any problems that occur during machinery operation to determine if they can be resolved using agreed fault finding approaches or whether further assistance is required.

- Soil Sort – Empty dirty linen onto conveyor. Classify linen into linen bins or cages depending on category i.e. sheets, towels etc. Assign loads to rails for washer. Select loads for washer using Donnewolt Computer System.
- Post Soil Sort – Post sort linen and allocate work to specific dryers using PC screen allocation process and vacuum system.
- Foul Linen – Segregate foul linen from the other linen and transport to the foul area to be loaded in washing machines.
- Cage Washer – Load cages into machine and select wash programme.
- Tunnel Washer – Monitor computer to ensure correct chemicals, water and steam entering machine to ensure efficient washing of linen. Freeing of bags, resetting of monitors and freeing of blockages to ensure downtime is kept to a minimum and efficiency of machine kept to a maximum.
- Calendars – emptying cages of pillowslips, pulling sheets from belt etc and when necessary adjust calendar setting speeds to ensure production is maintained at the highest quality and production efficiency levels.
- Tunnel Finisher – Preparation of articles to go through tunnel finishing system, hanging items on hangers and assigning them to different sections of folding machine or personal rail.
- Towel Folding Machine – placing items onto folding machines. Attend to minor machine jams.
- Manual Dry Fold Area – to ensure that items are correctly folded packed and labelled for distribution to correct departments.
- Sleepknit - To count, record and place all processed Sleepknit items into appropriate bags for delivery to customers and to carry out quality checks as part of this operation to ensure all items are fit for purpose when delivered.
- Packing Department – to manually pack items into either cages or bags. Assign linen to all hospitals/departments ready for despatch by key deadline times ensuring service to customer is achieved.
- Despatch – To ensure that packers are supplied with cages that will ensure daily linen orders are completed in line with production targets. Check outputs against orders and highlight any issues to Service Managers to determine ideal linen distribution e.g. in the event of shortages.
- Patients Personal Clothing – Process all patients personal clothing for hospital in NHS Lothian ensuring that all items are treated in accordance with thermal disinfection guidelines and packed out by ward for return to the appropriate hospital.
- Assist with risk assessments on work tasks and complete audits to ensure that standards are achieved and maintained.

- All Areas – To ensure good housekeeping in relation to cleanliness and safety of work area at all times. To handle potentially harmful chemicals, at all times following the COSHH data sheets and to be aware of correct procedures to be followed in the event of a chemical spillage
Will be required to demonstrate duties to new members of the team.
Provide a linen room function at St John's Hospital which involves distributing the linen around the wards and departments to ensure that there is an adequate supply on a daily basis and that exchange trolleys are topped up to correct quantities and categories responsive to service needs.

Linen Service

- Provide a linen room function at St John's Hospital which involves distributing the linen around the wards and departments to ensure that there is an adequate supply on a daily basis and that exchange trolleys are topped up to correct quantities and categories responsive to service needs.
- Maintain adequate linen supplies highlighting over or under stock through regular manual counting of stock items.
- Ensuring exchange trolleys are clean and maintained.
- To support NHS Lothian's values of quality, teamwork, care and compassion, dignity and respect, openness, honesty and responsibility through the application of appropriate behaviours and attitudes

7a. EQUIPMENT AND MACHINERY

The Laundry Assistant will be trained in the use of all equipment below and will use the equipment following the manufacturer's machine guidelines and instructions, adhering to the laundry risk assessments and standing operating procedures.

Conveyor Systems
Overhead Rails and Bag Drop
Tunnel Washer
Cage Washer
Calendars
Tunnel finisher and folder
Towel Folder
Cleaning equipment
Metal Detectors
Washer Extractors
Tumble Dryers
Lift

Note: New equipment may be introduced as the organisation and technology develops, however, training will be provided.

7b. SYSTEMS

The following are example of systems which will be used when undertaking the role.
Follow all laid down procedures for multi processing
Safe and effective use of computerised metal detecting equipment to minimise risks to staff
Extreme care in handling dirty linen (i.e. needles, sharps, catheter bags (full) etc)
Computer system (bag handling)

Note: New equipment may be introduced as the organisation and technology develops, however, training will be provided.

8. ASSIGNMENT AND REVIEW OF WORK

Work is generated by the demands of the service and will be allocated and monitored by the supervisor on a regular basis throughout the shift and in line with work schedules.

A review of work/performance is carried out on an ongoing basis with a formal review and personal development plan completed annually in line with NHS Lothian PDP processes, by the line manager and the post holder.

9. DECISIONS AND JUDGEMENTS

The post holder is not directly supervised and uses own initiative to make decision regarding routine tasks; however the supervisor/manager is available to provide advice.

Prioritising work to meet organisational needs.

Quality control – determining when individual items are fit/unfit for purpose.

Identifying and highlighting any issues which could negatively impact on achieving production targets

Make adjustment to machine settings which could impact negatively on both production throughput and quality.

Following appropriate training undertake fault finding on equipment in line with manufacturers guidance – several commonly occurring faults can be diagnoses and rectified by following detailed operation procedures or by working through troubleshooting guides on machine display panels.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

To meet production targets hourly/daily and moving constantly between different operations to ensure continuity of production.

To produce high quality product fit for use by hospital patients.

To meet customers delivery demands often at short notice with changes to priorities or following major breakdowns.

Physical demands of task are constant.

11. COMMUNICATIONS AND RELATIONSHIPS

Immediate communication of any risks identified to supervisors and/or colleagues.

Communication with work colleagues in all areas within the laundry.

Communication with laundry drivers re deliveries.

Communication with ward staff around the distribution of linen to ensure adequate supplies is in place.

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

Mental Demands

Concentration required when counting linen and sorting linen to appropriate classifications.

Concentration required when operating equipment and washing machinery e.g. folders and feeders.

Concentration required at all times when handling linen or accessing machinery to minimise risk of injury caused by coming into contact with sharps or moving parts.

Concentration required at all times to be aware of any patient or staff property or any other items which may have mistakenly been mixed in with work for laundering.

Emotional Demands

Limited exposure to emotional or distressing circumstances

Working Conditions

Exposure to soiled linen on a daily basis.

Exposure to body fluid and potential risk of needle stick/sharp injuries.

Working in very hot conditions.

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

The nature of this role and the job demands require frequent and intense physical effort when carrying out most tasks. This means that staff are rotated across laundry sections to ensure that no one is employed for excessive periods of time on one task.

Physical Demands and Skills

- Loading/unloading linen cages from vehicles
- Manipulating linen cages
- Loading/unloading washer extractors and tumble dryers
- Lifting and emptying heavy laundry bags and items of laundry continually throughout the shift.
- Good manual dexterity and hand/eye coordination.
- Feeding linen into ironers.

Minimum required to undertake the role

- Previous experience working in a laundry environment
- Good communication skills both verbal and written
- Knowledge of policies and procedures relating to work area and including knowledge of Health and Safety Practices relating to laundry facility
- Knowledge of Infection Control Policy, Guidelines and Procedures
- Basic numerical skills
- Basic computer literacy
- Experience in working as part of a multi-disciplinary team
- Knowledge gained on corporate and local induction plus completion of internal training on the safe use of all equipment and systems provided over an 8-week period.
- Successful completion of Generic Support Worker Workbook within the first 6 months of employment.

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:

NHS Lothian

Post: Laundry and Linen Room Assistant

PERSON SPECIFICATION

In order to be shortlisted you must demonstrate you meet all the essential criteria and as much of the desirable as possible. When a large volume of applications are received for a vacancy and most applicants meet the essential criteria then the desirable criteria is used to produce the shortlist.

Criteria	Essential	Desirable	How assessed
Personal Traits	<ul style="list-style-type: none"> • Understands and demonstrates the NHS Lothian's values of quality, teamwork, care & compassion, dignity & respect, and openness, honesty & responsibility through the application of appropriate behaviours and attitudes. • Reliable • Self-motivated • Professional attitude • Professional/smart appearance • High standard of personal hygiene • Calm and patient disposition • Care, compassion and friendly • Polite and courteous • Openness and honesty • Good record of attendance • Awareness of confidentiality • Respectful of diversity 	<ul style="list-style-type: none"> • Flexible attitude to working hours 	A/I
Qualifications and Training		<ul style="list-style-type: none"> • Manual handling • Basic health and Safety • Customer Care 	A/I

Experience and Knowledge		<ul style="list-style-type: none"> • Experience of working in a factory environment • Awareness of infection control • Awareness of health and Safety 	A/I
Skills and/or Abilities	<ul style="list-style-type: none"> • Good level of physical fitness • Good manual dexterity • Good interpersonal communication skills • Ability to follow instructions and work to a high standard • Ability to work alone or as part of a team • Industrious nature and shows an enthusiasm and commitment to achieving high standards of work • Willing to learn and take active part in job training • Good level of physical fitness to meet the physical demands of the post 	<ul style="list-style-type: none"> • Understanding of good customer service 	A/I
Specific Job Requirements	<ul style="list-style-type: none"> • Working in a physically demanding environment 		A/I

Key – how assessed

A = Application form	I = Interview
C = Copies of certificates	T= Test or exercise
P = Presentation	R = References