



Eileanan Siar
Western Isles

Domestic Assistant

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Western Isles Health Board
The best at what we do



Job Advert



DOMESTIC ASSISTANTS X 2

Band 2 - £19,609 - £21,615 pro rata

Plus £1,117 Distant Island Allowance pro rata

20 Hours per Week

Permanent Contract

1 post 3.30-7.30pm (20hrs)

1 post 5 to 9pm (20 hrs)

A vacancy has arisen for two Domestic Assistants, working over 5 days per week, your primary work base will be within the Western Isles Hospital, 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 cleaning duties, as per the National Cleaning Services Specification.

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

The successful candidate will need to achieve the Mandatory Induction Standards for Healthcare Support Workers and comply with the Code of Conduct within three months of full time employment or up to six months for part time workers. For further information see www.hcswtoolkit.nes.scot.nhs.uk

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

All NHS Western Isles vacancies appear on the NHS Scotland website <https://apply.jobs.scot.nhs.uk/> along with a Job Description.

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

For any further queries please contact 01851 762027

**NHS WESTERN ISLES
AGENDA FOR CHANGE**

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: Hotel Services Domestic Assistant

Department: Hotel Services Department

Accountable to: Hotel Services Manager

Responsible to: Assistant Hotel Services Manager

Job Holder Reference:

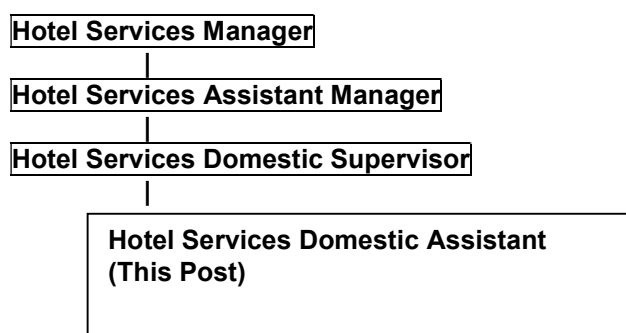
No of Job Holders:

2. PURPOSE

The postholder will contribute to the provision of an effective and efficient domestic service as stipulated by the Healthcare Associated Infection Standards for patients, staff and visitors within wards, departments and associated healthcare outlying areas.

N.B In the event of NHS Scotland being placed on an 'Emergency Footing' and or NHSWI declaring a 'Major Incident', or similar critical service demand, the role will be subject to change based on the exigencies of the service and post holder competence.

3. ORGANISATIONAL CHART



4. SCOPE AND RANGE

The provision of a high quality cleaning service within wards and departments. In Western Isles Hospital, Health Clinics, Health Board Offices as well as residential facilities. There will be a requirement to undertake some catering related duties, e.g. dishwashing, distribution of water jugs, and beverage service for patients.

5. MAIN DUTIES/RESPONSIBILITIES

- (a) Cleaning all the floors, furniture, fixtures, fittings, glassware, high/low level surfaces and sanitary areas within clinical and non clinical areas. These duties will be carried out in line with National Health Service guidelines, Policies, local operational procedures and work schedules.
- (b) Ensuring the correct procedures are adhered to in relation to Cleaning of isolation rooms and following patient discharge, as stipulated in the Control of Infection Manual.
- (c) Ensuring the safe disposable/packaging of waste as per the National Health Service Policy, eg clinical and household waste.
- (d) Provision where applicable for a range of catering related duties, eg distribution of water jugs, preparing and serving patient beverages, buttering bread, loading and emptying dishwashers. In bulk food wards to ensure the bain-marie and required plates are heated prior to service of patient meals.
- (e) Within residential accommodation responsible for changing and making up beds on residents departure.
- (f) Movement of furniture and equipment subject to risk assesment to enable effective access for thorough cleaning.
- (g) Reporting details of faults and failures of electrical equipment, fabric of the building to

the hotel services supervisor.

- (h) Maintaining adequate stocks of cleaning materials, consumables and requesting further supplies from supervisor.
- (i) Ensuring building security measures is undertaken, eg locking doors and securing windows.
- (j) Responsible for the requisitioning of ward/catering supplies and completing log sheets, eg clinical waste.
- (k) Safe, secure, hygienic storage of various stocks at ward/departmental level, eg cleaning chemicals, consumables, dry refrigerated food supplies and Equipment.
- (l) Frequent changing of curtains, bed screens and securing in laundry hamper prior to sending to for laundering.
- (m) Routine cleaning and non-technical maintenance of all domestic services equipment, eg changing vacuum bags and replacing filters.
- (n) Assisting the supervisor/manager with monitoring to ensure quality control.
- (o) Ensuring the disposal of cleaning cloths and laundering of mop heads is carried out daily.

6. SYSTEMS AND EQUIPMENT

The postholder will be required to operate the following equipment;-

- Procedures as detailed in the Hotel Services Induction Training Pack.
- Tub/Upright vacuum cleaner
- Diswashing equipment
- Wet pickup/drying floor polishing machine
- Carpet shampooer
- Dishwashing Machine
- Microwave
- Hotwater boiler/kettle
- Floor mopping/high dusting equipment
- Food trolleys
- Insulated bulk food boxes
- Bain-marie
- Stepladders
- Domestic services trolley

This list is not exhausted but indicative of the equipment in use.

7. DECISIONS AND JUDGEMENTS

- The postholder will be expected to follow Hotel Services, Domestic Services procedures in accordance with those set down in the departmental policies and work schedules.
- There will be regular supervision whilst on duty, however the postholder will work without direct supervision on occasion.
- Postholder can liase with senior ward staff, hotel services supervisor or the Hotel services manager at any time.

- Work schedules prepared by supervisor/manager, based on the Healthcare Associated Infection Specification will be adhered to at all times.
- The postholder can make decisions as to the order of work using their own discretion to fit in with ward procedures, priorities and patient needs.

8. COMMUNICATIONS AND RELATIONSHIPS

- The postholder will be in contact with patients, relatives, clinical and non clinical staff, colleagues, and members of the public face to face on a daily basis.
- Domestic assistants will be expected to coach new staff on cleaning tasks further to the initial training programme carried out by the supervisor.
- Dealing with patient deterioration and bereavement on a regular basis the postholder will develop a close relationship which may have an emotional impact on the postholder.

9. PHYSICAL DEMANDS OF THE JOB

The postholder must be physically fit and able to undertake the physical duties of the post. The post involves manual handling duties, constant movement and standing for the duration of the shift, eg twisting, stretching, bending, kneeling, lifting, pushing and pulling.

- Use and movement of cleaning equipment
- Physically moving furniture whilst cleaning areas, eg wardrobes, bedside tables, desks and chairs.
- Physically movement of stores, eg cleaning chemicals, consumables and food stores to designated area.
- Physical movement of waste, eg household waste and clinical waste to ward sluice or designated area, appropriate weight 2.5 kilos.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Accessing areas for cleaning purposes and completing duties within timescales whilst maintaining a non-obtrusive service.

Regularly working in an obnoxious smelling environment, eg urine, vomit, excrement and receiving requests to remove body fluids several times a week.

Removing, handling and reporting discarded sharps, eg needles

Lack of communication of essential information which effects the completion of duties, eg requests for isolation/discharge cleaning, patients nil by mouth.

Patient choice – having to work around patient needs and clinical service provision.

Working in an area with terminal ill/dying and or aggressive patients.

11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED

Knowledge

Basic communication skills

Experience

Previous experience desirable

Training

Able to undertake essential departmental induction training and ongoing training as provided by the organisation, eg Scottish Vocational Qualifications in cleaning services, fire training, lifting and handling, food hygiene, waste management etc.

STANDARD ELEMENTS

Confidentiality

Comply with all approved NHSWI Policies and Procedures.

Comply with NHSWI Communication Strategy and Media Strategy.

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



JOB DESCRIPTION AGREEMENT

I, (Print Name)..... confirm that the job description(s) /person specification(s) attached have been discussed with me and are an accurate and up-to-date account of the duties and responsibilities and skills/qualifications required to undertake the post.

Job Holder's Signature:

Date:

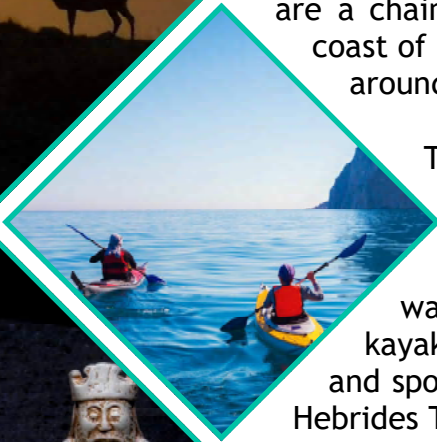
Head of Department Signature:

Date:23.06.2021





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.

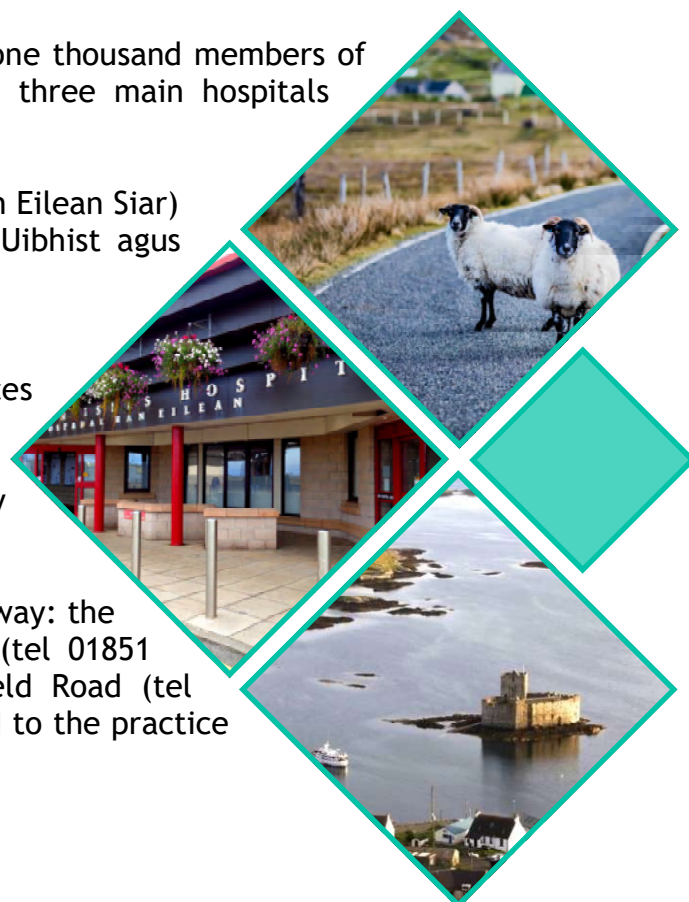
Web

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