

# Domestic Assistant

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Western Isles Health Board  
**The best at what we do**

## Job Advert



# DOMESTIC ASSISTANT

**Band 2 £23,362 - £25,368 per annum**  
**Plus £1,279 Distant Island Allowance per annum**  
**37.5 Hours per Week**  
**Permanent**  
**7.30am - 3.30pm**

The opportunity has arisen for a Domestic Assistant post, to join our dedicated Domestic Services Team within Medical Ward 1, at the Western Isles Hospital.

The Domestic Assistant will provide a domestic service to patients, staff and visitors of NHS Western Isles premises through the use of effective and efficient methods, which deliver a safe and welcoming environment and to meet the required standards, as per the National Cleaning Services Specification.

To work alongside and support new staff in the working environment.

The primary work base will be within the Western Isles Hospital, Macaulay Road, Stornoway, Isle of Lewis, HS2 0RA.

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](http://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

Tha beàrnan-obrach NHS Eilean Siar uile gu léir a' nochdadh air làrach-lìn NHS na h-Alba <https://apply.jobs.scot.nhs.uk/>, còmhla ri dealbh-obrach.

For further information or an informal discussion on the post please contact the Hotel Services Department, at the Western Isles Hospital, Tel; 01851708136.

Any further queries please contact Tel: 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:**

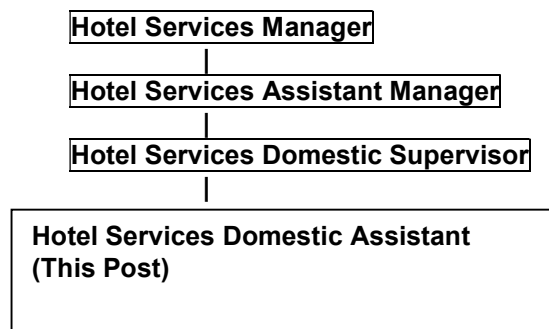
**No of Job Holders:**

**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.

### 15. 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:02.08.2023

# A Place to Live

The quality of life in the Western Isles, particularly for those with families, is outstanding: a safe space to bring up children, stress-free commutes with jaw-dropping views, and the opportunity to stroll along our pristine beaches or explore our dramatic scenery on your days off.

Community spirit is at the heart of the Western Isles. It is close-knit and welcoming, residents are proud of the place where they live and are keen to support young and old. The islands have a strong cultural identity stemming from their distinctive history.

Although the islands are remote, you can still keep connected with the wider world. There are frequent transport links to the mainland via ferries and three island airports – Barra, Benbecula, and Stornoway. The Air Discount Scheme (cheaper flights for islanders) and Road Equivalent Tariff (subsidised ferry fares) ensure transport is affordable. High-speed internet is widely available and allows islanders to stay connected globally.

Local Primary and Secondary Schools provide high quality education with the opportunity to learn through the Gaelic language. There is a network of excellent sport and leisure facilities in the Western Isles with annual cultural festivals and venues with live entertainment.

Key worker housing can be applied for through Hebridean Housing Partnership.

## Useful Information

[cne-siar.gov.uk](http://cne-siar.gov.uk) Comhairle nan Eilean Siar (Western Isles Council - for more information on Schools, leisure and culture)  
[visitouterhebrides.co.uk](http://visitouterhebrides.co.uk) (for more information on our islands and what to see and do)

## A Place to Work

NHS Western Isles employs over 1000 staff over a number of sites, including:

- Ospadal nan Eilean Siar (Western Isles Hospital), Stornoway
- Ospadal Uibhist agus Bharraigh (Uist and Barra Hospital), Benbecula
- St Brendan's Hospital, Barra
- A number of GP and Dental Practices across the island chain
- A variety of community-based health services

Being part of a smaller team with a flat management structure provides the opportunity to widen your experience and be involved in a range of planning and decision-making that you might not otherwise experience in a larger setting. Our patients are our community, and there is opportunity to contribute to multi-disciplinary and holistic care to patients and families across healthcare settings.

Support and development are central to NHS Western Isles' ethos, and this involves working in partnership with the University of the Highlands and Islands, NHS Education for Scotland, and other higher education institutions. Our Professional Practice and Learning team will support and advise you on your learning journey. Many opportunities can now be accessed remotely through online learning. Regular clinical training is available and scenario-based learning is available in our recently-installed sim lab.

The Western Isles has a range of employment opportunities in the public and private sector for those that are relocating as a family. Please contact us and we can direct you to vacancies that might be suitable.

All staff are valued equally and we welcome and encourage those from diverse backgrounds to come and work for us.



# NHS WESTERN ISLES BENEFITS

## Pay

The NHS pay system is known as Agenda for Change (AfC) which applies to all staff excluding medical, dental and executive level managers.

The benefits include a standard working week of 37.5 hours, with pay enhancements to reward weekends, nights and overtime working. This ranges from time plus 88% to time plus 30% depending on your pay band and shifts you work.

Distant Islands Allowance is paid to all staff who live in the Western Isles. This is currently £1,279 per year.

## Annual Leave

Annual leave entitlement is 27 working days, rising to 29 working days after 5 years' service and 33 days after 10 years' service. In addition to this, you are entitled to 8 statutory public holidays every year.

## Work-life balance

We understand that balancing work and home commitments can sometimes be difficult.

### Our policies offer:

- Flexible working including home working
- Paid parental leave
- Paid carer leave
- Paid bereavement leave
- Occupational sick pay scheme

## Wellbeing

We recognise that your mental and physical wellbeing is important and we aim to support you in the workplace.

We have a 24-hour confidential helpline to support you and your family through any of life's issues or problems. This includes counselling, family issues, bereavement, financial wellbeing, relationship advice, legal information and more.

## NHS Pension Scheme

All new employees will automatically be enrolled in the NHS Pension Scheme, or if you are an existing member your membership will continue.

### Key features

- Benefits accrued on a Career Average Revalued Earnings (CARE) basis.
- Normal pension age the same as your State Pension Age.
- Pension accrual rate of 1/54th of pensionable earnings each year.
- Valuable death benefits for your dependents.
- Option to take part of your pension and continue working.

Further information on the benefits of the scheme, can be found at [sppa.gov.uk](https://sppa.gov.uk).

## Travel & Transport

We participate in the Cycle to Work scheme, enabling you the opportunity to buy a bike tax-free.

Those who need to travel a lot for work will be eligible for a leased car.

## Right to Work in the United Kingdom

We will support those that are eligible for a certificate of sponsorship to apply for a work visa. Candidates who require a Certificate of Sponsorship can access further information on the UK Border Agency's new points based system that now governs the way individuals from outside the EEA can work in the UK at [bia.homeoffice.gov.uk](https://bia.homeoffice.gov.uk).

