0NHS TAYSIDE – AGENDA FOR CHANGE

JOB DESCRIPTION

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| 1. JOB IDENTIFICATION | Job Title | Laundry Assistant |
| Department(s)/Location | Tayside Linen Services/Ninewells |
| Number of job holders | 30 |
| JOB PURPOSE To provide a washing, pressing, dry-cleaning and dispatch of linen service. | | |
| ORGANISATIONAL POSITION Tayside Linen Services Manager  Laundry Officer  Laundry Supervisor Laundry Assistant | | |
| SCOPE AND RANGE To provide a services for all NHS Tayside facilities (including P.R.I, all cottage hospitals and health clinics) and up to 30 commercial customers (including University of Dundee Biochemistry Labs, Halls and Uniforms; Tayside Police and Army Cadets) within the private and public sector. To be part of a team who are responsible for the processing, finishing and hygiene of 150 thousand pieces of Linen on a weekly basis. | | |
| MAIN DUTIES/RESPONSIBILITIES  * To handle and sort different categories of linen from normal soiled; infected; and foul linen through the process to clean sorted linen. * To participate in the operation of pieces of equipment required in the process of laundering, including but not limited to Batch Washer (large washing machine), Calendars (ironing machines) Dress units (Uniform dryers and Ironing machines) and tumble dryers. * To operate computers linked to any of the machinery within the laundry. * To move large quantities of linen from one area of the factory to another using trolleys. * To fold, stack and record pieces of linen and remove to the correct area of dispatch as directed. This includes counting all items, completing daily time sheets accordingly and forward to relevant staff. * To demonstrate skills to new staff or those staff who are new to the jobs. * To handle harmful chemicals such as the dry cleaning chemical Perchloroethylene, at all times following the precautions in COSHH data sheets. Also the handling flammable, corrosive and irritant chemicals such as PM1 Solvent, Stayfresh deodorizer and peroxide. * To follow instruction from all supervisory and management members of staff * To inspect continuously all processed linen for quality levels according to ISO 9001:2000 certification. * To report to supervisory staff any non-conformances, such as technical faults and Health & Safety Issues. * To follow all department and NHS Tayside policies and procedures.   **Induction Standards & Code of Conduct**  Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers 2009” and with the Code of Conduct for Healthcare Support Workers. | | |
| COMMUNICATIONS AND RELATIONSHIPS  * The ability to receive and provide instruction. * Communicate with peers, supervisors, engineers, porters and clients. * The ability to communicate using telephones, face to face and written means (such as daily sheets). * 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 tack and diplomacy. | | |
| KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB  * Satisfactory medical. * Effective written and verbal skills to complete timesheets and communicate with others respectively. * The ability to work in a multi-disciplinary, physically demanding environment. * The ability to complete on the job training, including the use of machinery, through shadowing colleagues. * To participate in training such as Fire Lectures, Manual Handling, COSHH, Infection Control out with departmental training. * Ability to work in a high pressure environment. | | |

ESSENTIAL ADDITIONAL INFORMATION

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| 1. SYSTEMS AND EQUIPMENT  * Continuous Batch Washers (large washing machines), including a computerised operating system. * Tumbler dryers. * Calendars (large ironing machines). * Kannegiser Dress units (Dries and presses uniforms). * Individual piece pressing units. * Dry Cleaning equipment. * Polymark machine (stamps removable identification tags on items for trace-ability). * Daily timesheets for all recording of outgoing linen. * Trolleys and linen bags. * Shared use of the above machinery and the responsibility to realise and report faults to supervisors. * The use of chemicals Perchloroethylene, PM1 Solvent (marking solvent), Stayfresh deodorizer and peroxide.   **Responsibility for Records Management**  All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. |
| PHYSICAL DEMANDS OF THE JOBPhysical Demands  * Working in a physically demanding environment. * Lifting full bags of linen (over 15kgs) and moving large, full linen trolleys (up to 15bags per trolley) constantly throughout the day. * Standing and walking constantly throughout each shift.  Physical Skills  * Executing small movements such as tying and untying straps on linen bags, folding towels and operating buttons on machinery constantly throughout the day. * Operating computer systems linked to machinery.  Mental Demands  * Awareness of general surroundings and concentration throughout the day when operating machinery to be alert for jamming, health and safety and quality.  Emotional Demands  * Working constantly in a high pressure environment. * Unexpected findings when sorting linen, for example needles and body parts.  Working Conditions  * Working in hot and humid conditions due to the nature of the machinery. * Constants exposure to noise, lint, chemicals (Perchloroethylene, PM1 Solvent (marking solvent), Stayfresh deodorizer and peroxide). * Exposure to foul and infected linen. |
| DECISIONS AND JUDGEMENTS  * Follows established procedures with reference to the supervisory and management team when required. * Workload is given by supervisor and managed by the postholder depending on deadlines. Supervisors may also prioritise work when required. * Judgements made as to whether machinery is faulty and when to highlight to supervisory staff. * Make decisions with reference to quality of the processed product. |
| MOST CHALLENGING/DIFFICULT PARTS OF THE JOB  * Handling of foul and infected linen * Working constantly under pressure to meet deadlines. * Unexpected items within soiled linen. |
| JOB DESCRIPTION AGREEMENT The job description will need to be signed off using the attached sheet by each postholder to whom the job description applies. |