#### JOB DESCRIPTION

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| JOB IDENTIFICATION |
| Job Title: Sewing Room Assistant  Responsible to (insert job title): Sewing Room Supervisor / Assistant Facilities Manager  Department(s): Facilities  Directorate: Royal Edinburgh & Associated Hospitals  Operating Division: LPCD  No of Job Holders: 2  Last Update (insert date): |

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| 2. JOB PURPOSE |
| To assist in the day to day operational provision of an efficient and effective service to staff throughout the Division regarding the issue and alterations of staff uniforms as well as the issue of pillows, duvets and coverings as required.  To assist in the day to day provision of an efficient and effective service to patients within the Royal Edinburgh Hospital and associated sites with regard to the Hospital Clothing Shop, repairs / alterations to garments and emergency clothing requirements. |

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| **3. DIMENSIONS** |
| In addition the Sewing room accommodates the Hospital Clothing Shop, which provides clothing and footwear for up to 700 patients.  The Sewing Room provides a service to the REH and associated Hospital Sites which are comprised of 700 beds as well as A.A.H. and Learning Disabilities Service and community premises.  The Sewing Room provides uniform and provision for approximately 7000 staff. |

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| 4. ORGANISATIONAL POSITION |
| **Site Services Manager**  **🡻**  **Assistant Domestic Manager**  **🡻**  **Sewing room supervisor**  **🡻**  **Sewing room assistant(this post)** |

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| 5. ROLE OF DEPARTMENT |
| To ensure the provision of an efficient and effective service to staff throughout the Division regarding the issue and alterations of staff uniforms. This aids the Organisation in controlling the issue and return of staff uniforms to ensure no unauthorised persons can obtain uniforms and also aids the budget process by ensuring correct cross charging both internally and for those areas who generate income.  To ensure the provision of an efficient and effective service to patients within the Royal Edinburgh Hospital and associated sites with regard to the Hospital Clothing Shop, repairs / alterations to garments and emergency clothing requirements. The Sewing Room is also responsible for the issue of pillows, duvets and coverings as required.  The Hospital Clothing Shop ensures cost effective expenditure and ensures appropriate garments and footwear are ordered to meet the various needs of the patient. |
| 6. KEY RESULT AREAS |
| Staff Uniforms  Arrange appointments for fitting / issuing / alterations of uniforms for individual staff;  Responsible for checking relevant ID and explaining renewal / change procedures for new staff;  Responsible for distribution of appropriately marked uniforms;  Responsible for updating administration relating to the issue of uniforms for stock control requirements.  Marking / Repairs / Alterations  Responsible for sorting bagged items to check for cleanliness in line with Infection Control Procedures / Health & Safety as well as suitability for repair / alteration;  Ensure items are categorised correctly as per colour-coding for each service / site;  Produce appropriate number of individually named labels, noting any special instructions by use of Wader PC systems ready for application by electronic marking machine;  In the absence of the Supervisor, responsible for contacting nursing or infection control staff as appropriate regarding any remedial action required;  Responsible for completion of relevant documentation in relation to Infection Control / Health & Safety issues (eg. Incident Reports);  Ensure special instructions are adhered to with regard to garment materials / specific marking requests;  Ensure timeous marking for patient transfers / new admissions or discharges.  **Hospital Clothing & Footwear Shop**  **In Supervisor’s Absence**  Arrange appointments for individual patients to attend with relevant nursing escort, checking records, where available, for previous preferred styles issued / sizes; dislikes and special traits.  For new appointments, use own initiative to decide on appropriate range to offer.  Prior to appointment, check any special requirements with nursing staff (eg. disability or any special traits);  Liaise with Patients' Funds Department as necessary where patient is purchasing clothing / footwear.  **General Duties**  Responsible for ensuring patient feels at ease throughout appointment by assisting them with the fitting of garments and deciding on suitability (eg. fit safety shoes, etc. depending on activity), measuring as required, ensuring patient's dignity is maintained throughout;  Measure patient for footwear and liaise with Supervisor if it is felt normal footwear may not be appropriate and / or an appointment with the Chiropodist is necessary;  Garments should then be appropriately marked;  Responsible for completion of all administration relating to stock control and financial records.    Stock Control for all Services (Uniforms / Clothing & Footwear / Linen)  Assist the Sewing Room Supervisor in monthly stock-take of staff uniforms and hospital clothing shop by counting garments and cross-checking with manual records;  Check all deliveries against relevant paperwork and advise Supervisor of any discrepancies;  Check all deliveries for other Departments (eg. Domestic, Catering, Corstorphine / Edenhall Sewing Rooms, etc.) against relevant paperwork, advising Supervisor of any discrepancies prior to re-packing for onward distribution;  With regard to Hospital Clothing Shop, ensure timeous update of stock records when garments are issued to patients.  Procurement for all Services  Assist the Supervisor in compiling a shopping list for items low in stock;  Liaise with Supervisor during Sales Representatives’ visit with regards to garment style, price, suitability as and when required.  Ad Hoc Duties  Maintain adequate stock levels for emergency clothing cupboard used by staff outwith normal hours;  Deal appropriately with staff enquiries regarding repairs / uniforms, shop enquiries or emergency clothing issues for patients;  Chase-up wards for uncollected goods for staff and patients. |

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| 7a. EQUIPMENT AND MACHINERY |
| Sewing Machine and machine oil.  Heat Sealing Machine for marking garments  Iron & Ironing Board  Needles, pins scissors and tape measure.  Foot Gauge for measuring patients / clients feet.  Ladders  Protective personal equipment.  Personal Computer  Printer  Telephone |
| **7b. SYSTEMS** |
| Card Index  Various electronic and paper systems to enable accurate stock-take and financial cross-charging information to various Wards / Departments and Localities.  Patient Purchase Ledger  Patients' Clothing Issue Records  Staff Uniform Issue Records  Emergency Stock Issue Records |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| Work is delegated by the Sewing Room Supervisor in response to the operational demands of the service, often requiring immediate action / prioritisation.  Line management support is provided by the Supervisor on a daily basis. |

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| **9. DECISIONS AND JUDGEMENTS** |
| Patient / Staff Appointments  Decide on suitability / fit of garment for individual patient / staff, refusing to issue, where necessary;  Decide whether patient is suitable for appointment on arrival with nurse escort (eg. mood, personal hygiene).  With regard to own and colleague safety, decide whether or not to terminate patient appointment due to anxiety or aggression during appointment.  With regard to Health & Safety, decide whether or not to intervene with a colleague's patient appointment.  In the absence of the Supervisor or Facilities management, decide on whether or not to issue additional requests with regards to patient clothing / footwear.  Decide how to deal appropriately with unexpected / unescorted patient's visiting the Sewing Room.  Marking / Repairs / Alterations  Decide on suitability of garment for marking / repair;  Apply the appropriate action with regard to garments that appear to be soiled / contaminated.  Procurement  Assist the Supervisor on deciding appropriate styles, materials, sizes, etc. for Hospital Clothing Shop;  Assist the Supervisor on deciding on appropriate price for garment and number required. |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| Dealing with potentially difficult customer / service users who suffer from various mental health issues and the need for understanding any concerns they raise during an appointment.  The need to be aware of the potential risk of violence or aggression during appointments.  The need for tact and diplomacy with patients and staff with regard to fittings. |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| General contact with patients, nursing and various hospital staff is encountered on a daily basis as well as contact with company representatives and external contractors eg. delivery drivers, sales representatives. |

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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical**  There is a daily combination of sitting, standing and walking. There can be frequent long periods of sitting at the machine sewing / standing with patients during appointments.  A good level of fitness and manual dexterity is required for efficient working.  Good eyesight.  Frequent need to move bulky / heavy boxes containing stock for Hospital Clothing Shop and Staff Uniforms, involving lifting and handling from the floor to shelves at various heights.  **Mental**  There is a requirement to deal with and respond to frequent interruptions whilst carrying out the main duties.  Concentration and environmental awareness is required when working in patient areas.  **Emotional**  Contact with challenging or unpredictable behaviour and the need to be aware of tact and diplomacy when dealing with one to one situations within a psychiatric hospital setting.  Provision of safe management of aggression and violence training is offered to aid a safe working environment.  **Environmental**  Exposure to body fluids / infection control issues may be experienced either by direct patient contact or indirect contact when marking clothing.  Exposure to infections due to one to one direct contact.  Personal security requires to be maintained, particularly during periods of lone working. |

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| The postholder must have appropriate sewing skills / qualifications.  Good communication skills.  Good numeracy skills.  Understanding of mental health issues is desirable.  Attendance at Induction and Mandatory Training.  Attendance at Management of Aggression Training. |

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| **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:  Head of Department Signature: | Date:  Date: |