

JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | Sewing Room Assistant |
| **Reports to**  | Performance, Contracts & Standards Manager |
| **Band**  | 2 |
| **Department/Directorate**  | Estates and Facilities Management (EFM)  |

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| **JOB PURPOSE**  |
| To work as part of a team providing an efficient full Sewing Room service, to include uniform issues, alterations & repairs and bespoke manufacturing services to Trust staff, patients, Linen Services Department service users and the general public.  |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| The Sewing Room is a busy section within the Linen Services Department providing full sewing room and alteration service for the Royal Devon University Healthcare NHS Foundation Trust, service users, staff and the general public. The service provides the following elements:* Clinical/Medical Staff uniform issues/alterations;
* Marking/labelling/embroidering of service use items;
* Embroidering service for general public, (via the Dry-Cleaning Shop);
* Garment / linen item repairs for service use items;
* Alteration and repair service for staff and general public, (via the Dry-Cleaning Shop);
* Manufacture of bespoke ‘Memory Gifts’ from garments/fabrics provided, for staff and general public (via Dry Cleaning Shop and direct consultation);
* Condemning of items beyond economic repair;
* Recycling of condemned/redundant stock linen articles, manufactured for reuse as alternative items and;
* Labelling of new linen stock.
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| **KEY WORKING RELATIONSHIPS**  |
| The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis. In addition, the post holder will deal with the wider healthcare community, external organisations and the public. Of particular importance are working relationships with:

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| **Internal to the Trust**  | **External to the Trust**  |
| * Linen Services Manager
* Performance Contracts and Standards Manager
* Decontamination Production Manager
* Sewing Room Co-ordinator
* Administration Team Staff
* Assistant Decontamination Production Manager
* Decontamination Section Supervisors
* Other Sewing Room Assistants
* Linen Services Assistants
 | * Other NHS organisations
* External private customers
* Company representatives
* External organisations and agencies.
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| **ORGANISATIONAL CHART**  |
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| **FREEDOM TO ACT**  |
| * The post holder will be required to carry out a repair or alteration to a garment or item of linen owned by the Trust, a service user of the Trust or a paying client based upon their own assessment, skill and knowledge base. This may include the manufacture of a bespoke item or gift, from a pattern and may involve discussion with colleagues or direct supervisor, when necessary;
* The post holder will be required to carry out the quality checking of their own manufacturing or repair work, correcting any faults as necessary, to ensure that items meet the required specification for service use or the requirements of the customer and;
* The post holder will be guided by standard operating procedures and working practices. They will receive on the job training for common tasks and will have access to a manager for support if required.
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| **COMMUNICATION/RELATIONSHIP SKILLS**  |
| * Provide excellent customer care, in a calm and professional manner. Communicate effectively with demanding staff, other healthcare professionals, members of the public and colleagues, sometimes in difficult, sensitive, emotive and challenging situations on a daily basis;
* Participate in pre-arranged or ad-hoc face to face consultations with members of the public to discuss their requirements for alterations to garments, or for the manufacture of memory gifts. Materials used may be of sentimental value due to bereavement so tact and empathetic skills should be used;
* Communicate effectively including in discussion and written communication and;
* Participate in team meetings as required.
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| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * The post holder will be required to use their own judgement in determining how to make a repair, make an alteration or the best way to manufacture an item, using available materials and within their own skill knowledge base;
* The post holder will need to use problem solving skills, including identifying the suitability and type of repair required, availability of raw materials, how to use provided material or garment in the most effective way to manufacture an alternative item or memory gift to the specified requirement;
* Communicate and liaise with all members of staff who visit the Sewing Room to have uniform fitted. Where required, ensure all issued uniforms are sent to the correct staff working area;
* Sort all quality rejected linen received from the LDU and assess items for repair, re-use or where necessary condemning, in line with departmental guidelines and;
* Take requests/queries by telephone and deal with them as required, some of which may be challenging, stressful, sensitive and emotive, including some that may have specific deadlines.
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| **PLANNING/ORGANISATIONAL SKILLS** |
| * On a day to day basis, the post holder will work under the direction of the Sewing Room Co-ordinator. In the absence of the Sewing Room Co-ordinator, the post holder will be required to carry out their duties, without direct supervision, as necessary and prioritise their own workload, to meet the requirements of all sewing room service users, within departmental guidelines;
* Issue, alter and label all clinical and medical staff uniforms as per requirements contained on the Staff Uniform Issue Form, either for new starters or as replacements for existing staff. Meet strict deadlines for uniform issue to new starters, to ensure that they have a uniform in time for their start date, which may mean immediate issue;
* Carry out repairs on all Trust owned linen items and garments used for the provision of a linen service. Where items cannot be repaired, assess them for suitability for re-manufacturing into an alternative item before considering condemning;
* Carry our repairs or alterations to garments received from staff or the general public via the Dry- Cleaning shop;
* Ensure repairs are carried out to meet timescales given by the Dry-Cleaning Co-ordinator and to high quality;
* Design and produce accurate sew on and heat seal labels, in sufficient quantities, using a bespoke labelling software application and printer, to meet the requirements of the service. Ensure the correct label size tape is loaded for each type of label;
* Design embroidery labels from available patterns for Staff or the general public as per their requirement;
* Provide samples where necessary and discuss alternative options either by phone or in during face to face meetings or consultations;
* Carry out the complex setting up of the embroidery machine. Ensure that fabrics are placed correctly into the guide rings with the appropriate backing for the material type, in the correct starting point for the embroidery pattern;
* Ensure that the correct colour cottons are loaded for the appropriate pattern;
* Pack all condemned linen as “Rag” in the appropriate coloured bag and label for onward disposal. Arrange for rag bags to be stored in the rag container to await collection. Advise admin staff when the container is full and a collection is required;
* Maintain records of all linen items condemned;
* Use all raw materials as required;
* Inform the Sewing Room Co-ordinator when stock levels are low so that replacements can be ordered;
* Assist in the maintenance of daily uniform stock control;
* Unpack, check and store new uniform items and;
* Issue new uniform items from store and advise the Sewing Room Co-ordinator when stocks are getting low so that replacements can be ordered.
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| **PATIENT/CLIENT CARE**  |
| * The post holder will be required to assist in the design and manufacturing of bespoke items, upon request, to use for patents in specific clinical areas, where those items cannot normally be purchased.
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| **POLICY/SERVICE DEVELOPMENT**  |
| * The post holder may be required to comment on departmental policies and procedures;
* Work in line with all Trust policies including those for confidentiality, data protection, health and safety fire protection, and annual appraisal and;
* To understand, and adhere to the departmental safe working practices and Standard Operating Procedures. Contribute to a safe working environment.
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| **FINANCIAL/PHYSICAL RESOURCES**  |
| * Participate in the annual stock take as per Trust financial instructions. Count all items of uniform stock and record onto standard Trust stock sheets. Pass the completed stock sheets to the Performance Contracts and Standards Manager;
* Advise the Dry-Cleaning Co-ordinator of the correct charge, when necessary, for an ad-hoc repair or alteration to a garment or other item, where a defined price is not available, based on materials used and labour hours taken;
* Operate a variety of industrial sewing machines on a daily basis throughout the shift to provide high quality repairs, alterations, labelling and manufacturing of garments/items, as required by service users, staff and the general public;
* Operate the Heat Seal/Transfer labelling machines to apply transfer labels and heat seal labels to garments and new linen items, as required, on a daily basis;
* Operate the embroidery machine, as necessary, clearing faults as they occur and carry out daily operator’s maintenance, i.e. changing cottons, threading needles, cleaning etc…;
* Carry out daily basic operator’s maintenance on sewing machines;
* Maintain cleanliness of own working area and operational effectiveness and cleanliness of sewing room machinery and;
* Report all equipment faults, accidents and incidents to the Sewing Room Co-ordinator, in a timely and accurate manner.
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| **HUMAN RESOURCES**  |
| * Comply with all HR policies, particularly in relation to essential training and to complete training in a timely manner;
* Actively contribute to the smooth running of the service by ensuring harmonious working relationships with all colleagues;
* Discuss sewing room issues with colleagues on a daily basis and provide advice and assistance if requested, to assist in the delivery of the service and;
* The post holder will be required to support new starters in carrying out their role.
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| **INFORMATION RESOURCES**  |
| * Use PC based office applications and authorised departmental documentation to maintain records of all work carried out on a daily basis.
* Complete own work records daily, recording all work carried out in relation to repairs, alterations, manufacturing, labelling and sorting;
* Complete and maintain records of goods received, goods issued and condemned linen on a daily basis;
* Complete memory gift order forms, as required, detailing customer specifications and requirements in relation to gift type and size, materials, embroidering requirements, etc…;
* Use the NHS email applications to send and receive uniform request forms and other sewing room related information;
* Use and maintain the PC based stock control system, on a daily basis for staff uniform issues, receipts and stock holdings and;
* Use the embroidering machine software, as required, to produce lettering or motifs as per the requirements of staff or members of the public.
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| **RESEARCH AND DEVELOPMENT**  |
| * Contribute to the NHS service improvement/modernisation agenda, e.g. service redesign.
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| **PHYSICAL SKILLS** |
| * Frequent daily requirement for careful manipulation of textiles and garments, onto sewing machines and sewing room equipment, which will require a high level of dexterity.
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| **PHYSICAL EFFORT** |
| * A frequent requirement to lift and carry weights of up to 10kgs on a daily basis;
* An occasional requirement to move more than 10kgs when pushing linen cages on a daily basis and;
* Frequent daily requirement to reach into storage boxes to store or remove items, some of which are at height and may require the use of steps.
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| **MENTAL EFFORT** |
| * Work pattern can be unpredictable and requires a continuous good level of concentration on a daily basis and the ability to multi task and;
* Constant requirement for a high level of concentration, when carrying out repairs, either by hand or on a sewing machine, when using the labelling equipment or when using the embroidery machine.
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| **EMOTIONAL EFFORT** |
| * To communicate effectively with demanding staff, healthcare professionals and colleagues, in stressful situations, on a daily basis and;
* The post holder will have occasional contact with members of the public and patients’ family members, who may have had a recent bereavement, during consultations for memory gifts.
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| **WORKING CONDITIONS** |
| * Working in a busy Sewing Room environment, this will involve sitting for long periods of time and operating a variety of sewing machines and other sewing room equipment, including printing software;
* Exposure to sharp tools, i.e. scissors, hand held sewing needles and machine fitted sewing and embroidery needles;
* Occasionally, circumstantially you may be required to work in isolation. Lone worker controls will be put in place;
* In exceptional circumstances, you may be required to work in any area of the Linen Services Department as directed by the Decontamination Manager, including but not limited to carrying out duties within the Linen Decontamination Unit and;
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| **OTHER RESPONSIBILITIES**  |
| * Take part in regular performance appraisal;
* Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling;
* Contribute to and work within a safe working environment;
* You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection;
* As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust’s disciplinary policy) up to and including dismissal;
* You must also take responsibility for your workplace health and wellbeing:
* When required, gain support from Occupational Health, Human Resources or other sources.
* Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
* Follow the Trust’s health and wellbeing vision of healthy body, healthy mind, healthy you.
* Undertake a Display Screen Equipment assessment (DES) if appropriate to role.
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| **GENERAL**  |
| This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff. At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles. |

PERSON SPECIFICATION

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| **Job Title** | Sewing Room Assistant |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**A good general education and able to demonstrate basic Maths and English. NVQ L2 qualification in sewing / textile industry or equivalent experience. | EE |  |
| **KNOWLEDGE/SKILLS**Good understand of the importance of teamworkGood Communication SkillsGood Interpersonal SkillsAbility to use an electronic sewing machineAbility to operate commercial industrial sewing machinesAbility to carry out a variety of sewing/repair/manufacturing tasksAbility to accurately follow instructionsAbility to work under pressure and meet deadlinesA good level of IT skills, including spreadsheets and email.A good understanding of stock controlUnderstand the concepts of quality standards | EEEEEEEEE | DD |
| **EXPERIENCE** Experience in carrying out alterations/repairs to garmentsExperience of manufacturing items/garments to patternsExperience of working within a commercial sewing environmentExperience of using commercial industrial sewing machinesExperience of using commercial textile labelling equipmentExperience of using a commercial embroidering machineStores/Stock Control experience | EE | DDDDD |
| **PERSONAL ATTRIBUTES** Ability to carry out Manual Handling tasksAble to undertake repetitive tasksAble to use own initiativeGood timekeepingAdaptable / FlexibleAbility to work as part of a team | EEEEEE |  |
| **OTHER REQUIREMENTS** To observe Trust regulations and safe working practicesWillingness to undertake training | EE |  |

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|  | **FREQUENCY****(Rare/ Occasional/ Moderate/ Frequent)** |
| **WORKING CONDITIONS/HAZARDS** | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | N |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | N |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel) | N |  |  |  |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
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| **Risks requiring Other Health Surveillance** |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | Y |  | 🗸 |  |  |
| Noise (over 80dBA) | N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
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| **Other General Hazards/ Risks** |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  | 🗸 |  |
| Heavy manual handling (>10kg) | Y |  | 🗸 |  |  |
| Driving | N |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort  | Y |  | 🗸 |  |  |
| Mental Effort  | Y |  |  | 🗸 |  |
| Emotional Effort  | Y | 🗸 |  |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | N |  |  |  |  |