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***“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”***

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| **JOB DETAILS** | |
| **Job Title** | **Linen Services Assistant** |
| **Reports to** | **Decontamination Production Manager** |
| **Band** | **2** |
| **Department/Directorate** | **Estates and Facilities Management (EFM) / Finance** |

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| **JOB PURPOSE** | |
| To work as part of a team providing an efficient, effective and high quality standard of decontaminated textiles in line with Department of Health and Decontamination Standards, HTM 01-04 and BS:EN:14065  Provide excellent customer care  To communicate effectively with a multidisciplinary team using initiative, tact and diplomacy.  To manage and prioritise workload on a daily basis meeting changing demands. | |
| **KEY WORKING RELATIONSHIPS** |  |
| * Linen Services Manager * Decontamination Production Managers * Assistant Decontamination Production Manager * Decontamination Section Supervisors * Other Linen Services Assistants | |

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| **ORGANISATIONAL CHART** |
| |  |  |  | | --- | --- | --- | |  | EFM Service Manager Sub Div C |  | |  | Linen Services Manager |  | |  | Decontamination Production Manager |  | |  | Assistant Decontamination Production Manager |  | |  | Decontamination Section Supervisors |  | | Colleagues | **Linen Services Assistant** |  |   Key Denotes Line Management accountability  Denotes a reporting relationship |

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| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| The Linen Services is a busy Department within the Operations Support Unit providing essential services for the Royal Devon & Exeter NHS Foundation Trust.  The Department is made up from the following elements:   * The Linen Decontamination Unit (LDU) * The Internal Linen Distribution Team * The Inpatients clothing decontamination unit * The Clinical Uniform Issues and Repair Service * The Dry Cleaning Unit |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| * To actively contribute to the smooth running of the service by ensuring harmonious working relationships with all colleagues * Provide excellent customer care, in a calm and professional manner – some situations may be challenging * Discuss working processes with colleagues on a daily basis and provide advice and assistance if requested, to assist in the delivery of the service. * Communicate effectively including discussion and written communication * Participate in team meetings as required |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * The post holder will need to use problem solving skills, including identifying and reporting when receiving, grading and classifying used linen and stock issues in line with departmental standard operating procedures and healthcare decontamination standards. * The post holder will be required to carry out the quality checking of finished linen items, classifying items as rejects using their own judgement against identified benchmarks. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| * The post holder will be required to manage and organise own workload. * Process linen items as directed by Supervisors and Managers to the departmental standard operating procedures and working processes, identified to meet and maintain Health Technical Memorandum HTM 01-04 guidelines, BS:EN: 14065 decontamination standard and Departmental Quality Standards. * Ensure that all equipment used for transporting clean, decontaminated linen is cleaned and visually inspected prior to use, as per departmental standard operating procedures. * Meet and sustain departmental and operational production targets on all decontamination finishing equipment and operational hand finishing areas, enabling the LDU to meet contractual obligations and its operational service requirements. * Carry out quality inspection on all finished linen removing items which are damaged or clinically stained, before presenting them correctly for packing and distribution, as per departmental standard operating procedures. * Carry out clean linen distribution duties, when required, as advised by the Decontamination Production Manager. Under direction of the Linen Room Supervisor, receive and unpack clean linen from the LDU, carrying out quality checks. Check and top up ward/department linen cupboards daily, as per daily routes, recording the amount of items both in stock and delivered. Pack linen trolleys to set quotas. Take linen requests/queries by telephone and deal with any issues as required. Sort and deliver clean staff uniforms back to the ward or department identified, maintaining records. Carry out any other duty as requested by the Linen Room Supervisor. * Carry out inpatient clothing laundering duties when required, as advised by the Decontamination Production Manager. Collect and deliver soiled and clean items form wards/departments within the RD&E Wonford hospital. Launder any specialist items from wards/departments. Operate laundering equipment as per departmental guidelines, ensuring that decontamination and health & safety regulations are maintained. Maintain security of patient clothing/property in the launderette and keep records. Maintain daily/weekly production figures, passing them to the administration staff weekly. Maintain adequate stock of laundering sundries and advise LDU Decontamination Supervisors when re-stocks are required. |
| **PHYSICAL SKILLS** |
| * Carry out multiple manual handling tasks, frequently throughout the shift, on a daily basis, including pushing, pulling, lifting, moving, walking, standing for long periods and extremely repetitive motions. * Accurately present linen items onto finishing equipment, for prolonged periods throughout the daily working shift, in a repetitive manner, at a frequency to meet required hourly targets. * Frequent use of roll cages, trollies and other handling aids, in a safe manner, to transport supplies, unfinished and finished textiles to all departmental areas, and to wards and departments within the RD&E Hospital, throughout the shift on a daily basis. * Manually fold textiles to customer specifications and quality standards, for prolonged periods throughout the shift, on a daily basis. |
| **PATIENT/CLIENT CARE** |
| * The post holder will have incidental contact with patients, when delivering clean linen items to wards and departments, or collecting/delivering patient’s personal clothing within the RD&E Hospital. |
| **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. * To understand, and adhere to the departmental safe working practices and Standard Operating Procedures. Contribute to a safe working environment. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| * Operation of industrial laundering, decontamination and finishing equipment and machinery as per departmental standard operating procedures and safe working practices throughout the whole decontamination process. * Report all decontamination equipment and machinery faults, product failures and any accidents or incidents to the decontamination Supervisors or Managers in a timely and accurate manner. * The post holder will be responsible to ensure the safe use of equipment within the department |
| **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 working processes with colleagues on a daily basis and provide advice and assistance if requested, to assist in the delivery of the service. * The post holder will be required to support new starters in carrying out their role. * Provide cover in periods of absence as directed by department manager, this may involve moving to other areas |
| **INFORMATION RESOURCES** |
| * Complete work/quota schedules daily, recording numbers of items processed for various service users. * Use the IT based laundry process management and batch tracking computer systems to control the washing and decontamination processes, as and when required by the decontamination Supervisor or Manager. Training will be provided of the same, as and when required, by decontamination supervisors. * Operate various computerised control systems used to set and identify customer textile classifications, for used and clean linen, so that it can be tracked through the laundering process. * Accurately complete customer delivery consignment notes, ensuring that they are legible and identify all items of clean, decontaminated linen to be returned to service users after processing. * Use a PC based application to produce printed labels, to identify service users. |
| **RESEARCH AND DEVELOPMENT** |
| * Contribute to the NHS service improvement/modernisation agenda e.g. service redesign. |
| **FREEDOM TO ACT** |
| * The post holder will be required to process linen items through various stages of sorting, laundering, finishing and packing stages, following set processes but with a degree of freedom. Support and guidance will be provided by a supervisor/manager * 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. * To adhere to the Trust Health & Safety Policies and Procedures, Departmental Safe Working Practices, all Standard Operating Procedures and contribute to a safe working environment. * To work within the scope of Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisal * To undertake training as required to maintain competency/comply with trust policies |
| **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. * Frequent daily requirement for highly repetitive manipulation of textiles and garments, onto laundry processing and finishing equipment, which will require a high level of dexterity. * A frequent daily requirement to safely pack and load clean, decontaminated finished goods into an appropriate transportation container, ensuring that packed items remain presentable. * Carry out frequent vehicle driving duties daily, where appropriate licence is held, as per a schedule, to include: short multi-drop deliveries and collections from local customer sites within the Exeter area and deliveries and collections on site using conventional light vehicles or an electric Tow Tractor and trailer. * Daily unloading and loading of delivery vehicles, involving the movement of loaded and empty roll cages and containers off of and onto HGV and non HGV cargo containers, using tail lifts. * The post holder will often be on their feet for the whole of their shift with a frequent requirement for repetitive actions, lifting, walking, pushing, pulling, bending and stretching. |
| **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. * Constant requirement for a good level of concentration at all times throughout the day to meet and sustain departmental and operational production targets on all decontamination finishing equipment and operational hand finishing areas. |
| **EMOTIONAL EFFORT** |
| * To communicate effectively with demanding staff, healthcare professionals and colleagues, in stressful situations, on a daily basis. |
| **WORKING CONDITIONS** |
| * Working in a busy laundry production environment, in section areas, around large industrial laundering equipment, which at times will be noisy, dusty, hot or cold and will involve wearing Personal Protection Equipment (PPE). * Mandatory use of appropriate PPE in identified areas, informing the decontamination Supervisor/Manager immediately of any damages or deficiencies. * Occasional exposure to linen contaminated with blood and body fluids. * Work in any section area of the LDU as directed by the Decontamination Production Manager. * Work as part of the clean internal linen distribution team, within the main hospital, as directed by the Decontamination Production Manager. * Work within the decontamination processing unit for inpatient clothing, within the main hospital, as directed by the Decontamination Production Manager. * Work on any one of 4 shifts, at the request of the Decontamination Production Manager and potentially at short notice. Shifts are currently 6:00am – 2:00pm, 8:00am – 4:00pm, 10:00am – 6:00pm and 11:00am to 7:00pm. * Work full operational shifts on all Public Holidays, unless authorised and booked as annual leave. Leave restrictions apply. (The department does not currently operate on Christmas Day or New Year’s Day and these are pre-booked as annual leave where necessary). * If required, there may be an operational need to vary the pattern of hours worked Monday to Friday in order to achieve contractual commitments. This may include working occasional overtime and weekends, when required. Overtime and weekend working hours will be paid at enhanced rates in line with Agenda for Change (AFC). * Occasionally, circumstantially, working in isolation. Lone worker controls will be put in place. * Very occasionally, working within the Clinical Uniform Issues and Repair Service section area, providing temporary assistance to sewing room staff, as directed by the Decontamination Production Manager |
| **OTHER RESPONSIBILITIES** |
| * To take part in regular performance appraisal. * To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling. * To contribute to and work within a safe working environment . * The post holder is 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. * Contribute to and work within a safe working environment. * The post holder is 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. * Carry out any other duties in line with the grade as requested by the decontamination Supervisor or Manager |
| **THE TRUST- VISION AND VALUES** |
| Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:  Honesty, Openness & Integrity  Fairness,  Inclusion & Collaboration  Respect & Dignity  We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.  We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.  We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards. |
| **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.  The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462. |

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| **POST**  P  E  R  S  O  N  S  P  E  C  I  F  I  C  A  T  I  O  N | Linen Services Assistant |
| **BAND** | 2 |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**    A good general education and able to demonstrate basic Maths and English | E |  |
| **KNOWLEDGE/SKILLS**  Driving Licence  Good understand of the importance of teamwork  Good Communication Skills  Good Interpersonal Skills  Ability to accurately follow instructions  Ability to work under pressure and meet deadlines  A good understanding of stock control  Understand the concepts of decontamination and quality standards | E  E  E  E  E  E  E | D |
| **EXPERIENCE**  Experience of working within a Factory Environment  Stores / Packing experience  Working to deadlines  Working in an industrial laundry  Working on a production line  Experience of using industrial automated machinery/equipment | E  E  E | D  D  D |
| **PERSONAL ATTRIBUTES**    Ability to carry out Manual Handling tasks  Able to undertake highly repetitive tasks  Able to use own initiative  Ability to work as part of a team  Good timekeeping  Adaptable / Flexible  Ability to work as part of a team  Able to stand for long periods of time  Able to walk long distances | E  E  E  E  E  E  E  E  E |  |
| **OTHER REQUIRMENTS**  To observe Trust regulations and safe working practices  Willingness to undertake training | E  E |  |

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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 | Y |  | 🗸 |  |  |
| Laboratory specimens | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| 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) | Y |  |  |  | 🗸 |
| 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 | Y |  | 🗸 |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | Y |  |  |  | 🗸 |
| Mental Effort | Y |  |  | 🗸 |  |
| Emotional Effort | Y | 🗸 |  |  |  |
| Working in isolation | Y |  | 🗸 |  |  |
| Challenging behaviour | N |  |  |  |  |