

Band 2 job descriptions

Examples from Scotland

The NHS in Scotland has already closed band 1. The following job descriptions were used in Scotland in this process. They are being made available for local partnerships in England to help with development of local job descriptions.

It should be noted that organisations still need to follow the [NHS Job Evaluation Scheme](#) and local guidance on development and sign off for job descriptions. All local job descriptions need to be subject to the job matching process using the [support services generic profiles](#).

Questions on the closure of band 1 should be directed to closingband1@nhsemployers.org. You may also find that your question is answered by our existing [band 1 frequently asked questions](#).

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: Domestic Assistant

Responsible to: Domestic Supervisor

Department: Domestic Services Department

Directorate: Facilities

Job Reference: ESTATES/034

Last Update: March 2016

2. JOB PURPOSE

Provide a high standard of domestic service to patients, staff and visitors within Clinical/Non Clinical Departments and Theatres

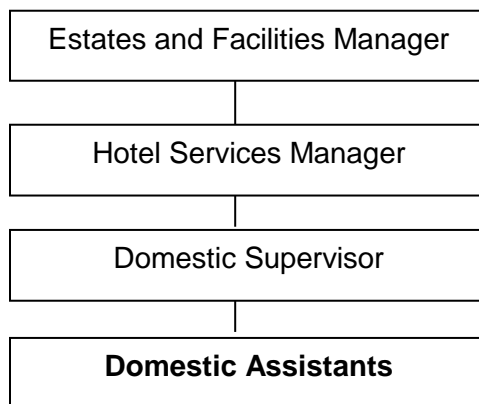
3. DIMENSIONS (Job Facts and Figures)

NHS Shetland serves a population of approximately 23000.

The Domestic service is provided as part of the wider Estates & Facilities Directorate

The Domestic Assistant works as part of a multi disciplinary team, delivering a high standard of cleaning in areas of high activity with frequent change. Staff must be flexible, adaptable and work to support other staff, who have clinical responsibility to patients.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

Provision of a Cleaning Service within Wards and Departments in a Hospital/Healthcare setting, whilst working closely with ward/department staff to ensure high quality service provision. There may be a requirement to undertake some catering related duties - dishwashing, distribution of water jugs for patients, distribute patient beverages – where applicable.

6. KEY RESULT AREAS

- Responsible for cleaning all the floors, furniture, fixtures, fittings, glassware, high and low level surfaces, sanitary areas within Clinical and Non-Clinical Areas these duties will be carried out In line with NHSS Policies and local operational procedures and Work Schedules.
- Responsible for ensuring the safe disposal/packaging of waste as per NHSS policy for example Clinical Waste, Household Waste.
- Provision where applicable of a range of catering related duties e.g. making toast, setting up and distributing patient beverages.
- Within Residential Accommodation responsible for changing and making up of beds on residents departure.
- Movement of Furniture/Equipment is subject to Risk Assessment by Supervisor to enable effective access for periodic cleaning.
- Reporting details of faults and failures of electrical equipment /fabric of the building to Supervisor or Ward Manager.
- Responsible for maintaining adequate stocks of cleaning materials and consumables and requesting further supplies from supervisor.
- Responsible for the completion of records/log sheets and personal signing in/out sheets.
- Complete all cleaning schedules and any other relevant paperwork accurately within given timelines where applicable.
- Responsible for safe/secure/hygienic storage of various stocks at ward / department level e.g. cleaning chemicals, consumables, dry /refrigerated food stuffs and equipment.
- Responsible for the changing of curtains/bed screens as per curtain/screen rota.
- Responsible for the routine cleaning of all domestic equipment.
- The post holder will follow all guidance and procedures relating to Healthcare Associated Infection to ensure their safety and that of others, to prevent the spread of infection.
- Work together with Department in Performance and Development Reviews.
- Maintain confidentiality at all times.
- Work together with Policies and Procedures of NHS Shetland and the Department.
- Demonstrate courteous behaviour.
- It is possible that on occasion the postholder may be asked to work in other areas of the facilities service. This is not expected to be on a frequent or regular basis and would only take place after appropriate training and support was given

7a. EQUIPMENT AND MACHINERY

The postholder will be required to operate the following equipment.

- Procedures as detailed in the Domestic Services Operational Procedures Manual
 - Tub or cylinder vacuum
 - Scrubbing Machine
 - Carpet Shampooer
 - Dishwashing equipment
 - Toaster
 - Wet Pick up Suction Drying Machine e.g. Removal of spillages, water.
 - Microwave
 - Hot water boilers/kettles
 - Floor Mopping equipment
 - Food Trolleys
 - Safety Steps
 - Scrubber/Dryer machines
 - Waste bins
 - Steam cleaner machines
- All equipment to be used in accordance with manufacturer's instructions and as stated in Domestic Procedures Manual

This list is not exhaustive but indicative of the equipment in use.

7b. Systems

- Follow SOPs to ensure that the department is run in an efficient and safe manner.
- Completion of Stores Request forms
- Completion of own timesheet / holiday sheets / sickness notes.
- Reporting of faulty equipment to the Domestic Supervisor or Estates department.
- Completion of paperwork relevant to post
- Completion of staff surveys
- Participating in relevant audits

8. ASSIGNMENT AND REVIEW OF WORK

This involves:-

- The postholder will be expected to follow domestic services procedures in accordance with those set down in the Domestic Procedures Manual and work schedules.
- Work schedules prepared by the Domestic Supervisor based on National Cleaning Services Specification will be checked and signed off on a weekly bases by Domestic Supervisor, Senior Charge Nurse or Head of Department.
- There will be regular supervision whilst on duty however the postholder will work without direct supervision on occasion.

- The postholder can liaise with Senior Ward Staff or Domestic Supervisor at any time.
- The postholder will be expected to support other wards issued by the Domestic Supervisor.
- While the postholder will normally work predominantly in a specific location, they may be asked to work to support Domestic services in other areas of the service

9. DECISIONS AND JUDGEMENTS

- The postholder can liaise with Senior Ward Staff, Head of Department or Domestic Supervisor at any time.
- Work schedules prepared by the Manager based on National Cleaning Services Specification will be adhered to as far as possible.
- The postholder can make decisions as to the order of work at their own discretion to fit in with ward procedures, priorities and patient needs.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Accessing areas for cleaning purposes and completing duties within time-scales whilst maintaining an unobtrusive service.
- Regularly working in obnoxious smelling environment e.g. urine, vomit, excrement and receiving requests to remove body fluid spillages in public areas, where applicable.
- Occasionally removing, handling and reporting inappropriately discarded sharps e.g. used needles in public areas.
- Lack of communication of essential information which effects the completion of duties e.g. requests for isolation/discharge cleaning etc.
- Patient choice - having to work around patients' needs and clinical service provision.
- Working in an area with terminally ill/dying and/or aggressive patients.
- Working alongside disturbed/anxious/unpredictable clients in a psychiatric setting.

11. COMMUNICATIONS AND RELATIONSHIPS

- The postholder will be in contact with all service users and Domestic Supervisor on a regular basis. Face to Face or telephone.
- Domestic Assistants will be expected to coach new staff on cleaning tasks further to the initial training carried out by Supervisor/Manager.
- On a regular basis the postholder will develop a close relationship with long stay patients and relatives. Dealing with patient deterioration and bereavement may have an emotional impact on the postholder.
- To respect and support people's equality and diversity.

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

The postholder must be suitably fit and able to undertake the physical duties of the post. The post involves manual handling duties and constant movement and standing for duration of the shift e.g. twisting, stretching, bending, kneeling, lifting, pushing and pulling.

- Use and movement of cleaning equipment
- Physically moving furniture whilst cleaning areas e.g. desks , chairs, beds and lockers
- Physical movement of Stores e.g. Cleaning chemicals, Paper Disposals
- Physical movement of Waste e.g. manually remove household waste and clinical waste to disposal area
- Physical movement of meal & beverage trolleys where applicable
- Physical movement of Linen e.g. bags of clean mops from holding area and soiled mops to disposal area.

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

No formal qualifications are necessary, as the post holder will be given the necessary training to undertake the relevant aspects of the job.

Post holder is required to

- Complete Healthcare support workers workbook
- Complete Domestic services workbook.
- Attend Corporate Induction, Manual Handling, Fire Awareness.
- Basic Food Hygiene Certificate.
- Complete and maintain Learnpro modules
- Have the ability to work as part of a team or on own initiative.
- Have the ability to follow instructions.
- Possess good communication skills, including non-verbal communication skills.
- Ability to respond constructively to unpredictable situations.
- Be calm, focused and able to cope with work under pressure.

Following departmental training, the post holder is required to:

- Have a working knowledge of procedures and equipment relevant to post
- Operate mechanical and electrical machinery safely and effectively
- Have a knowledge of Health & Safety Policies and work procedures
- Have a knowledge of Infection Control Policy, Guidelines and Procedures
- To carry out their work effectively and safely.
- Good Customer Care Skills.
- Able to work under pressure
- Ability to be flexible and adaptable

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:

Date:

Head of Department Signature:

Date:

Matched Job Report

| | |
|----------------------|---|
| Job Title | Domestic Assistant |
| Job ID | Sco8/ESTATES/034 |
| Score | 177 |
| Band | Band 2 |
| Status | Profile Matched |
| Matched To | Support Worker Higher Level |
| Job Statement | Provide a high standard of domestic service to patients, staff and visitors within Clinical/Non Clinical Departments and Theatres |

| Relevant Job Information | National Profile | Profile | Factor Status | Score |
|---|------------------|---------|---------------|-------|
| 1. Communication & Relationship Skills | | | | |
| <ul style="list-style-type: none"> The postholder will be in contact with all service users and Domestic Supervisor on a regular basis. Face to Face or telephone. Domestic Assistants will be expected to coach new staff on cleaning tasks further to the initial training carried out by Supervisor/Manager. On a regular basis the postholder will develop a close relationship with long stay patients and relatives. Dealing with patient deterioration and bereavement may have an emotional impact on the postholder. To respect and support people's equality and diversity. | 2-3ac | 2 | Matched | 12 |
| 2. Knowledge, Training & Experience | | | | |
| <p>No formal qualifications are necessary, as the post holder will be given the necessary training to undertake the relevant aspects of the job.</p> <p>Post holder is required to</p> <ul style="list-style-type: none"> Complete Healthcare support workers workbook Complete Domestic services workbook. Attend Corporate Induction, Manual Handling, Fire Awareness. Basic Food Hygiene Certificate. Complete and maintain Learnpro modules Have the ability to work as part of a team or on own initiative. Have the ability to follow instructions. Possess good communication skills, including non-verbal communication skills. Ability to respond constructively to unpredictable situations. Be calm, focused and able to cope with work under pressure. <p>Following departmental training, the post holder is required to:</p> <ul style="list-style-type: none"> Have a working knowledge of procedures and equipment relevant to post Operate mechanical and electrical machinery safely and effectively Have a knowledge of Health & Safety Policies and work procedures Have a knowledge of Infection Control Policy, Guidelines and Procedures To carry out their work effectively and safely. Good Customer Care Skills. Able to work under pressure Ability to be flexible and adaptable | 2 | 2 | Matched | 36 |
| 3. Analytical & Judgemental Skills | | | | |
| <ul style="list-style-type: none"> The postholder can liaise with Senior Ward Staff, Head of Department or Domestic Supervisor at any time. Work schedules prepared by the Manager based on National Cleaning Services Specification will be adhered to as far as possible. | 1-2 | 1 | Matched | 6 |

- The postholder can make decisions as to the order of work at their own discretion to fit in with ward procedures, priorities and patient needs.

4. Planning & Organisational Skills

- | | | | | |
|---|---|---|---------|---|
| • The postholder can make decisions as to the order of work at their own discretion to fit in with ward procedures, priorities and patient needs. | 1 | 1 | Matched | 6 |
|---|---|---|---------|---|

5. Physical Skills

- | | | | | |
|---|---|---|---------|----|
| • Use and movement of cleaning equipment The postholder will be required to operate the following equipment. | 2 | 2 | Matched | 15 |
|---|---|---|---------|----|

- Procedures as detailed in the Domestic Services Operational Procedures Manual

- Tub or cylinder vacuum
- Scrubbing Machine
- Carpet Shampooer
- Dishwashing equipment

- Toaster

All equipment to be used in
• Wet Pick up Suction Drying Machine
accordance with

e.g. Removal of spillages, water.
manufacturer's instructions

- Microwave and
- as stated in Domestic

- Hot water boilers/kettles
Procedures Manual

- Floor Mopping equipment
- Food Trolleys
- Safety Steps
- Scrubber/Dryer machines
- Waste bins
- Steam cleaner machines

This list is not exhaustive but indicative of the equipment in

6. Patient / Client Care

- | | | | | |
|---|-------|---|---------|---|
| • On a regular basis the postholder will develop a close relationship with long stay patients and relatives. Dealing with patient deterioration and bereavement may have an emotional impact on the postholder. | 1-3ab | 2 | Matched | 9 |
|---|-------|---|---------|---|

7. Policy & Service

- | | | | | |
|--|---|---|---------|---|
| • Work together with Policies and Procedures of NHS Shetland and the Department. | 1 | 1 | Matched | 5 |
|--|---|---|---------|---|

8. Financial & Physical

- | | | | | |
|---|------------|---|---------|----|
| The postholder will be required to operate the following equipment. | 2abcde-3be | 2 | Matched | 12 |
|---|------------|---|---------|----|

- Procedures as detailed in the Domestic Services Operational Procedures Manual

- Tub or cylinder vacuum
- Scrubbing Machine
- Carpet Shampooer
- Dishwashing equipment

- Toaster

All equipment to be used in
• Wet Pick up Suction Drying Machine
accordance with

e.g. Removal of spillages, water.
manufacturer's instructions

- Hot water boilers/kettles
- Procedures Manual
- Floor Mopping equipment
- Food Trolleys
- Safety Steps
- Scrubber/Dryer machines
- Waste bins
- Steam cleaner machines

This list is not exhaustive but indicative of the equipment in use.

9. Human Resources

- | | | | | |
|--|---|---|---------|---|
| • Domestic Assistants will be expected to coach new staff on cleaning tasks further to the initial training carried out by Supervisor/Manager. | 1 | 1 | Matched | 5 |
|--|---|---|---------|---|

10. Information Resources

- | | | | | |
|---|---|---|---------|---|
| • Completion of Stores Request forms | 1 | 1 | Matched | 4 |
| • Completion of own timesheet / holiday sheets / sickness notes. | | | | |
| • Reporting of faulty equipment to the Domestic Supervisor or Estates department. | | | | |
| • Completion of paperwork relevant to post | | | | |

11. Research & Development

- | | | | | |
|---|---|---|---------|---|
| • Work together with Department in Performance and Development Reviews. | 1 | 1 | Matched | 5 |
|---|---|---|---------|---|

12. Freedom To Act

- | | | | | |
|--|-----|---|---------|----|
| • The postholder can liaise with Senior Ward Staff, Head of Department or Domestic Supervisor at any time. | 1-2 | 2 | Matched | 12 |
| • Work schedules prepared by the Manager based on National Cleaning Services Specification will be adhered to as far as possible. | | | | |
| • The postholder can make decisions as to the order of work at their own discretion to fit in with ward procedures, priorities and patient needs. | | | | |
| • The postholder will be expected to follow domestic services procedures in accordance with those set down in the Domestic Procedures Manual and work schedules. | | | | |
| • Work schedules prepared by the Domestic Supervisor based on National Cleaning Services Specification will be checked and signed off on a weekly bases by Domestic Supervisor, Senior Charge Nurse or Head of Department. | | | | |
| • There will be regular supervision whilst on duty however the postholder will work without direct supervision on occasion. | | | | |
| • The postholder can liaise with Senior Ward Staff or Domestic Supervisor at any time. | | | | |
| • The postholder will be expected to support other wards issued by the Domestic Supervisor. | | | | |
| • While the postholder will normally work predominantly in a specific location, they may be asked to work to support Domestic services in other areas of the service | | | | |

13. Physical Effort

- | | | | | |
|---|----------|---|---------|----|
| • The postholder must be suitably fit and able to undertake the physical duties of the post. The post involves manual handling duties and constant movement and standing for duration of the shift e.g. twisting, stretching, bending ,kneeling , lifting, pushing and pulling. | 3bc-4abc | 4 | Matched | 18 |
|---|----------|---|---------|----|

Physically moving furniture whilst cleaning areas e.g. desks , chairs, beds and lockers

- Physical movement of Stores e.g. Cleaning

- chemicals, Paper Disposals
- Physical movement of Waste e.g. manually remove household waste and clinical waste to disposal area
- Physical movement of meal & beverage trolleys where applicable
- Physical movement of Linen e.g. bags of clean mops from holding area and soiled mops to disposal area.

14. Mental Effort

| | | | | |
|---|-------|---|---------|---|
| The postholder must be suitably fit and able to undertake the physical duties of the post. The post involves manual handling duties and constant movement and standing for duration of the shift e.g. twisting, stretching, bending ,kneeling , lifting, pushing and pulling. | 1-2ab | 1 | Matched | 3 |
|---|-------|---|---------|---|

15. Emotional Effort

| | | | | |
|---|--------|---|---------|----|
| <ul style="list-style-type: none"> • On a regular basis the postholder will develop a close relationship with long stay patients and relatives. Dealing with patient deterioration and bereavement may have an emotional impact on the postholder. | 1ab-2a | 2 | Matched | 11 |
|---|--------|---|---------|----|

16. Working Conditions

| | | | | |
|---|------------|---|---------|----|
| <ul style="list-style-type: none"> • Regularly working in obnoxious smelling environment e.g. urine, vomit, excrement and receiving requests to remove body fluid spillages in public areas, where applicable. | 2ae-3ab4ab | 4 | Matched | 18 |
|---|------------|---|---------|----|

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: Catering Assistant

Responsible to: Catering Team Leader

Department: Catering

Directorate: Facilities

Job Reference: ESTATES/033

Last Update: March 2016

2. JOB PURPOSE

To assist the organisation in providing both Patients, Staff and Visitors with a high quality person centred and safe catering service, by assisting with the preparation of food stuffs and contributing to the operation and cleanliness of kitchens, dining rooms and associated equipment whilst supporting the production, portioning, distribution and service of the meals and snacks.

3. DIMENSIONS

NHS Shetland serves a population of approximately 23000.

The Catering service is provided as part of the wider Estates & Facilities Directorate.

Catering Assistant works as part of a multi disciplinary team, delivering a high standard of catering services to Patients, Staff and Visitors.

Postholder must be flexible, adaptable and work to support other staff in the NHS Shetland team

4. ORGANISATIONAL POSITION

Estates and Facilities Manager

Hotel Services Manager

Catering Team Leader

Catering Assistants

5. ROLE OF DEPARTMENT

Provision of a Fresh Cook Catering Service in a Hospital/Healthcare setting, whilst working closely with ward/department staff to ensure high quality service provision.

6. KEY RESULT AREAS

- Present a catering service to patients and staff.
- Clean crockery, cutlery, utensils, containers and small scale equipment manually and through machine washers.
- Clean floors, work surfaces, furnishings and related equipment manually and by use of machine.
- Prepare and present sandwiches within the remit of the Catering department.
- Assist Chef's with basic food preparation and cooking.
- Prepare and deliver ward stores and supplies to wards and departments.
- Clean and prepare ward food trolleys for meal service.
- Deliver food service trolley to wards.
- Assisting nursing staff during managed meal times with portioning and plating food from food trolley at ward level.
- Comply with food hygiene regulations with regard to food service equipment cleaning and departmental cleanliness
- Comply with Hazard Analysis Critical Control Points, ensuring all relevant paper work is completed
- High personal hygiene standards
- Comply with Health and Safety regulations
- Adhere to manual handling/risk assessment/fire safety training
- Notify supervisor or other relevant staff of faulty equipment, building/equipment repairs, maintenance requirements, and requests for personal protective equipment/light equipment. Responsible for ensuring building security measures are undertaken for example locking doors, securing windows when these have been left unsecured.
- Participate as a team member
- Instruct relief staff in procedures when they are covering duties.
- Operate cash register at point of service
- Store goods correctly and use stock on a rotational basis. The post holder will follow all guidance and procedures relating to Healthcare Associated Infection to ensure their safety and that of others, to prevent the spread of infection.
- Work together with Department in Performance and Development Reviews.
- Maintain confidentiality at all times.
- Work together with Policies and Procedures of NHS Shetland and the Department.
- Demonstrate courteous behaviour
- It is possible that on occasion the postholder may be asked to work in other areas of the facilities service. This is not expected to be on a frequent or regular basis and would only take place after appropriate training and support was given.

7a. EQUIPMENT AND MACHINERY

Following training, the postholder will be required to operate the following equipment:

- Floor Cleaning Machines
- Cash Register
- Slicing Machines
- Vegetable preparation machine
- Knives
- Dish Washer
- Food Mixer
- Cookers and Ovens
- Deep Fat Fryer
- Food Service Trolley

7b. SYSTEMS

- Follow SOPs to ensure that the department is run in an efficient and safe manner.
- Completion of Stores Request forms
- Completion of own timesheet / holiday sheets / sickness notes.
- Reporting of faulty equipment to the Catering Team Leader or Estates department.
- Completion of paperwork relevant to post
- Completion of staff surveys
- Participating in relevant audits

8. ASSIGNMENT AND REVIEW OF WORK

- Workload will be determined by daily service requirements
- Supervisor monitors work performance according to work schedule
- While the postholder will normally work predominantly in a specific location, they may be asked to work to support Catering services in other areas of the service

9. DECISIONS AND JUDGEMENTS

- Postholder is expected to follow closely all guidance, procedures and policies of the Department and Organisation, whilst using their own initiative to determine the order of work.
- When to seek advice from Supervisor/Team Leader
- The postholder will be expected to support other areas within catering issued by the Domestic Supervisor.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- The post holder is expected to meet service user needs to a high standard.
- Able to balance conflicting priorities within the given time
- Dealing with expectations of patients, staff and visitors
- Occasionally removing, handling and reporting inappropriately discarded sharps e.g. used needles from public areas.
- Lack of communication of essential information which effects the completion of duties e.g. requests for dietary requirements.
- Patient choice - having to work around patients' needs and clinical service provision.

11. COMMUNICATIONS AND RELATIONSHIPS

Internal: Colleagues on shift, ward staff, transport and portering.

External Delivery drivers, members of the public/visitors

- Catering Assistants will be expected to coach new staff on cleaning tasks further to the initial training carried out by Supervisor/Manager.
- To respect and support people's equality and diversity.

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical Skills:

- Loading food / stock

Physical Demands:

- Standing for long periods of time
- Lifting stocks / supplies
- Movement of waste to disposal area
- Movement of meal trolleys

Mental Demands:

- Maintain level of general awareness during working day

Working Conditions:

- Noisy environment
- Humidity from dishwashers
- Heat from stoves and ovens

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

No formal qualifications are necessary, as the post holder will be given the necessary training to undertake the relevant aspects of the job.

Post holder is required to

- Complete Healthcare support workers workbook
- Complete Catering services workbook.
- Attend Corporate Induction, Manual Handling, Fire Awareness.
- Basic Food Hygiene Certificate.
- NVQ level 2 desirable.
- Complete and maintain Learnpro modules
- Have the ability to work as part of a team or on own initiative.
- Have the ability to follow instructions.
- Possess good communication skills, including non-verbal communication skills.
- Ability to respond constructively to unpredictable situations.
- Be calm, focused and able to cope with work under pressure.

Following departmental training, the post holder is required to:

- Have a working knowledge of procedures and equipment relevant to post
- Operate mechanical and electrical machinery safely and effectively
- Have a knowledge of Health & Safety Policies and work procedures
- Have a knowledge of Infection Control Policy, Guidelines and Procedures
- To carry out their work effectively and safely.
- Good Customer Care Skills.
- Able to work under pressure
- Ability to be flexible and adaptable

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:

Date:

Head of Department Signature:

Date:

Matched Job Report

Job Title Catering Assistant
 Job ID Sco8/ESTATES/033
 Score 168
 Band Band 2
 Status Profile Matched
 Matched To Support Worker Higher Level

Job Statement To assist the organisation in providing both Patients, Staff and Visitors with a high quality person centred and safe catering service, by assisting with the preparation of food stuffs and contributing to the operation and cleanliness of kitchens, dining rooms and associated equipment whilst supporting the production, portioning, distribution and service of the meals and snacks.

| Relevant Job Information | National Profile | Profile | Factor Status | Score |
|---|------------------|---------|---------------|-------|
| 1. Communication & Relationship Skills | | | | |
| Internal: Colleagues on shift, ward staff, transport and portering. | 2-3ac | 2 | Matched | 12 |
| External Delivery drivers, members of the public/visitors | | | | |
| <ul style="list-style-type: none"> Catering Assistants will be expected to coach new staff on cleaning tasks further to the initial training carried out by Supervisor/Manager. To respect and support people's equality and diversity. | | | | |
| 2. Knowledge, Training & Experience | | | | |
| No formal qualifications are necessary, as the post holder will be given the necessary training to undertake the relevant aspects of the job. Post holder is required to | 2 | 2 | Matched | 36 |
| <ul style="list-style-type: none"> Complete Healthcare support workers workbook Complete Catering services workbook. Attend Corporate Induction, Manual Handling, Fire Awareness. Basic Food Hygiene Certificate. NVQ level 2 desirable. Complete and maintain Learnpro modules Have the ability to work as part of a team or on own initiative. Have the ability to follow instructions. Possess good communication skills, including non-verbal communication skills. Ability to respond constructively to unpredictable situations. Be calm, focused and able to cope with work under pressure. | | | | |
| Following departmental training, the post holder is required to: | | | | |
| <ul style="list-style-type: none"> Have a working knowledge of procedures and equipment relevant to post Operate mechanical and electrical machinery safely and effectively Have a knowledge of Health & Safety Policies and work procedures Have a knowledge of Infection Control Policy, Guidelines and Procedures To carry out their work effectively and safely. Good Customer Care Skills. Able to work under pressure Ability to be flexible and adaptable | | | | |
| 3. Analytical & Judgemental Skills | | | | |
| <ul style="list-style-type: none"> Postholder is expected to follow closely all guidance, procedures and policies of the Department and Organisation, whilst using their own initiative to determine the order of work. | 1-2 | 2 | Matched | 15 |

- When to seek advice from Supervisor/Team Leader
- The postholder will be expected to support other areas within catering issued by the Domestic Supervisor.
- Comply with food hygiene regulations with regard to food service equipment cleaning and departmental cleanliness
- Comply with Hazard Analysis Critical Control Points, ensuring all relevant paper work is completed

4. Planning & Organisational Skills

- | | | | | |
|---|---|---|---------|---|
| • Assisting nursing staff during managed meal times with portioning and plating food from food trolley at ward level. | 1 | 1 | Matched | 6 |
| • Postholder is expected to follow closely all guidance, procedures and policies of the Department and Organisation, whilst using their own initiative to determine the order of work | | | | |

5. Physical Skills

- | | | | | |
|---|---|---|---------|----|
| • Loading food / stock Following training, the postholder will be required to operate the following equipment: | 2 | 2 | Matched | 15 |
| • Floor Cleaning Machines | | | | |
| • Cash Register | | | | |
| • Slicing Machines | | | | |
| • Vegetable preparation machine | | | | |
| • Knives | | | | |
| • Dish Washer | | | | |
| • Food Mixer | | | | |
| • Cookers and Ovens | | | | |
| • Deep Fat Fryer | | | | |
| • Food Service Trolley | | | | |

6. Patient / Client Care

- | | | | | |
|---|-------|---|---------|---|
| • Present a catering service to patients and staff. | 1-3ab | 2 | Matched | 9 |
|---|-------|---|---------|---|

7. Policy & Service

- | | | | | |
|--|---|---|---------|---|
| • Comply with food hygiene regulations with regard to food service equipment cleaning and departmental cleanliness | 1 | 1 | Matched | 5 |
| • Comply with Hazard Analysis Critical Control Points, ensuring all relevant paper work is completed | | | | |
| • High personal hygiene standards | | | | |
| • Comply with Health and Safety regulations | | | | |
| • Adhere to manual handling/risk assessment/fire safety training | | | | |

8. Financial & Physical

- | | | | | |
|--|------------|---|---------|----|
| • Notify supervisor or other relevant staff of faulty equipment, building/equipment repairs, maintenance requirements, and requests for personal protective equipment/light equipment. Responsible for ensuring building security measures are undertaken for example locking doors, securing windows when these have been left unsecured. | 2abcde-3be | 2 | Matched | 12 |
| • Operate cash register at point of service | | | | |

9. Human Resources

- | | | | | |
|--|---|---|---------|---|
| • Catering Assistants will be expected to coach new staff on cleaning tasks further to the initial training carried out by Supervisor/Manager. | 1 | 1 | Matched | 5 |
|--|---|---|---------|---|

10. Information Resources

- | | | | | |
|--|---|---|---------|---|
| • Completion of Stores Request forms | 1 | 1 | Matched | 4 |
| • Completion of own timesheet / holiday sheets / sickness notes. | | | | |

11. Research & Development

- | | | | | |
|---|---|---|---------|---|
| • Work together with Department in Performance and Development Reviews. | 1 | 1 | Matched | 5 |
|---|---|---|---------|---|

12. Freedom To Act

- Follow SOPs to ensure that the department is run in an efficient and safe manner. 1-2 2 Matched 12
- Workload will be determined by daily service requirements
- Supervisor monitors work performance according to work schedule
- Postholder is expected to follow closely all guidance, procedures and policies of the Department and Organisation, whilst using their own initiative to determine the order of work.
- When to seek advice from Supervisor/Team Leader

13. Physical Effort

- Standing for long periods of time 3bc-4abc 3 Matched 12
- Lifting stocks / supplies
- Movement of waste to disposal area
- Movement of meal trolleys

14. Mental Effort

- Maintain level of general awareness during working day 1-2ab 1 Matched 3

15. Emotional Effort

- Dealing with expectations of patients, staff and visitors 1ab-2a 1 Matched 5
- Patient choice - having to work around patients' needs and clinical service provision.

16. Working Conditions

- Noisy environment 2ae-3ab4ab 3 Matched 12
- Humidity from dishwashers
- Heat from stoves and ovens

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: Laundry/Linen Assistant

Responsible to: Laundry Supervisor

Department: Laundry and Linen

Directorate: Facilities

Job Reference: ESTATES/032

Last Update: March 2016

2. JOB PURPOSE

To assist the organisation in providing both Patients, Staff and Visitors with a high-quality person centred and safe Linen service, by assisting with the laundering and distribution of bedding, uniforms, screens, curtains etc and contributing to the operation and cleanliness of the department, and associated equipment.

3. DIMENSIONS (Job Facts and Figures)

NHS Shetland serves a population of approximately 23000.

The laundry service is provided as part of the wider Estates & Facilities Directorate

The Laundry & Linen Assistant works as part of a multi disciplinary team, delivering a high standard of linen services. Postholder must be flexible, adaptable and work to support other staff in the NHS Shetland team

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

Provision of a Laundry Service within Wards, Departments and Accommodation in a Hospital/Healthcare setting, whilst working closely with ward/department staff to ensure high quality service provision.

The laundry offers an external service

6. KEY RESULT AREAS

- Empty and segregate dirty laundry including infected items.
- Process through the use of industrial washing machines.
- Decant washing into tumble dryers and then sort and fold for dispatch back to wards.
- Transport flat linen from designated areas and stock linen cupboards in wards/departments.
- Transport patient's personal clothing from designated areas and place in clothing cupboards.
- Assist when necessary with marking of clothing, issuing of uniforms, and minor alterations.
- Order sheets, towels and other items of flat linen.
- Instruct relief staff in procedures when they are covering duties.
- Carry out ad hoc tasks as requested by Supervisor.
- Maintain stock levels for sundry items required to undertake the tasks.
- Respond constructively to variances in pre-determined needs.
- Follow all guidance and training on safe working practices to ensure personal health and safety and that of others, exercising a duty of care.
- Undertake regular and ad hoc training, including yearly infection control refresher, manual handling refresher and fire safety lectures, and any other training required.
- Notify supervisor or other relevant staff of faulty equipment, building/equipment repairs, maintenance requirements, and requests for personal protective equipment/light equipment. Responsible for ensuring building security measures are undertaken for example locking doors, securing windows when these have been left unsecured.
- Maintain all equipment and laundry area in a clean and tidy state.
- Replace all equipment after use and store securely in laundry/linen room.

- Initial weekly and monthly work sheets as tasks are completed. Responsible for the completion of records/log sheets and personal signing in/out sheets.
- The post holder will follow all guidance and procedures relating to Healthcare Associated Infection to ensure their safety and that of others, to prevent the spread of infection.
- Work together with Department in Performance and Development Reviews.
- Maintain confidentiality at all times.
- Work together with Policies and Procedures of NHS Shetland and the Department.
- Demonstrate courteous behaviour.
- It is possible that on occasion the postholder may be asked to work in other areas of the facilities service. This is not expected to be on a frequent or regular basis and would only take place after appropriate training and support was given

7a. EQUIPMENT AND MACHINERY

Following training, the postholder will be required to operate the following equipment:

Washing Machines
Tumble/tunnel Drier
Roller iron
Transit Van

7b. SYSTEMS

- Follow SOPs to ensure that the department is run in an efficient and safe manner.
- Completion of own timesheet / holiday sheets / sickness notes.
- Reporting of faulty equipment to the Catering Team Leader or Estates department.
- Completion of paperwork relevant to post
- Completion of staff surveys
- Participating in relevant audits

8. ASSIGNMENT AND REVIEW OF WORK

- Workload will be determined by daily service requirements
- Supervisor monitors work performance according to work schedule
- While the postholder will normally work predominantly in a specific location, they may be asked to work to support Laundry services in other areas of the service

9. DECISIONS AND JUDGEMENTS

The postholder is expected to follow closely all guidance, procedures and policies of the Department and Organisation, whilst using their own initiative to determine the order of work.

When to seek advice from Supervisor/Team Leader

The postholder will be expected to support other areas within the laundry department issued by the Supervisor.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

The post holder is expected to meet service user needs to a high standard.
Being able to balance conflicting priorities within the given time
Dealing with expectations of patients and staff
Regularly working in obnoxious smelling environment e.g. urine, vomit, excrement, having to remove body fluid spillages in event of damage to alginate bags.
Occasionally removing, handling and reporting inappropriately discarded sharps e.g. used needles.
Lack of communication of essential information which effects the completion of duties e.g. requests for extra linen, patients' personal laundry to be labelled.
Patient choice - having to work around patients' needs and clinical service provision.

11. COMMUNICATIONS AND RELATIONSHIPS

Regular communication exists between the post holder and colleagues, supervisors, ward and departmental staff, patients, visitors and other staff within NHS Shetland.

To respect and support people's equality and diversity.

Laundry Assistants will be expected to coach new staff on cleaning tasks further to the initial training carried out by Supervisor/Manager.

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical Skills:

Loading and unloading Machines

Physical Demands:

Required to move bags of laundry and clothing.

Required to move throughout the site to undertake tasks in wards and departments.

Required to move freely between machinery.

Frequent requirement to concentrate on detailed tasks.

Movement of laundry trolleys

Standing for long periods of time

Mental Demands:

Maintain level of general awareness during working day

Working Conditions:

Noisy environment

Heat from tumble driers and roller iron

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

No formal qualifications are necessary, as the post holder will be given the necessary training to undertake the relevant aspects of the job.

Post holder is required to

- Complete Healthcare support workers workbook
- Complete Laundry/Linen services workbook.
- Attend Corporate Induction, Manual Handling, Fire Awareness.
- Complete and maintain Learnpro modules
- Have the ability to work as part of a team or on own initiative.
- Have the ability to follow instructions.
- Possess good communication skills, including non-verbal communication skills.
- Ability to respond constructively to unpredictable situations.
- Be calm, focused and able to cope with work under pressure.

Following departmental training, the post holder is required to:

- Have a working knowledge of procedures and equipment relevant to post
- Operate mechanical and electrical machinery safely and effectively
- Have a knowledge of Health & Safety Policies and work procedures
- Have a knowledge of Infection Control Policy, Guidelines and Procedures
- To carry out their work effectively and safely.
- Good Customer Care Skills.
- Able to work under pressure
- Ability to be flexible and adaptable

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:

Date:

Head of Department Signature:

Date:

Matched Job Report

| | |
|---------------|---|
| Job Title | Laundry/Linen Assistant |
| Job ID | Sco8/ESTATES/032 |
| Score | 184 |
| Band | Band 2 |
| Status | Profile Matched |
| Matched To | Support Worker Higher Level |
| Job Statement | To assist the organisation in providing both Patients, Staff and Visitors with a high quality person centred and safe Linen service, by assisting with the laundering and distribution of bedding, uniforms, screens, curtains etc and contributing to the operation and cleanliness of the department, and associated equipment. |

| Relevant Job Information | National Profile | Profile | Factor Status | Score |
|---|------------------|---------|---------------|-------|
| 1. Communication & Relationship Skills | | | | |
| Regular communication exists between the post holder and colleagues, supervisors, ward and departmental staff, patients, visitors and other staff within NHS Shetland. | 2-3ac | 2 | Matched | 12 |
| To respect and support people's equality and diversity. | | | | |
| Laundry Assistants will be expected to coach new staff on cleaning tasks further to the initial training carried out by Supervisor/Manager. | | | | |
| <ul style="list-style-type: none"> Instruct relief staff in procedures when they are covering duties | | | | |
| 2. Knowledge, Training & Experience | | | | |
| No formal qualifications are necessary, as the post holder will be given the necessary training to undertake the relevant aspects of the job. | 2 | 2 | Matched | 36 |
| Post holder is required to | | | | |
| <ul style="list-style-type: none"> Complete Healthcare support workers workbook Complete Laundry/Linen services workbook. Attend Corporate Induction, Manual Handling, Fire Awareness. Complete and maintain Learnpro modules Have the ability to work as part of a team or on own initiative. Have the ability to follow instructions. Possess good communication skills, including non-verbal communication skills. Ability to respond constructively to unpredictable situations. Be calm, focused and able to cope with work under pressure. | | | | |
| Following departmental training, the post holder is required to: | | | | |
| <ul style="list-style-type: none"> Have a working knowledge of procedures and equipment relevant to post Operate mechanical and electrical machinery safely and effectively Have a knowledge of Health & Safety Policies and work procedures Have a knowledge of Infection Control Policy, Guidelines and Procedures To carry out their work effectively and safely. Good Customer Care Skills. Able to work under pressure Ability to be flexible and adaptable | | | | |
| 3. Analytical & Judgemental Skills | | | | |
| The postholder is expected to follow closely all guidance, procedures and policies of the Department and Organisation, whilst using their own initiative to determine the order of work. | 1-2 | 2 | Matched | 15 |

When to seek advice from Supervisor/Team Leader
 The postholder will be expected to support other areas within the laundry department issued by the Supervisor
 Being able to balance conflicting priorities within the given time
 Dealing with expectations of patients and staff
 Patient choice - having to work around patients' needs and clinical service provision.

| | | | | |
|--|------------|---|---------|----|
| 4. Planning & Organisational Skills | | | | |
| The postholder is expected to follow closely all guidance, procedures and policies of the Department and Organisation, whilst using their own initiative to determine the order of work. | 1 | 1 | Matched | 6 |
| 5. Physical Skills | | | | |
| Following training, the postholder will be required to operate the following equipment: | 2 | 2 | Matched | 15 |
| Washing Machines Tumble/tunnel Drier Roller iron Transit Van | | | | |
| 6. Patient / Client Care | | | | |
| The laundry offers an external service Patient choice - having to work around patients' needs and clinical service provision. Dealing with expectations of patients and staff | 1-3ab | 2 | Matched | 9 |
| 7. Policy & Service | | | | |
| Follow SOPs to ensure that the department is run in an efficient and safe manner. The postholder is expected to follow closely all guidance, procedures and policies of the Department and Organisation, whilst using their own initiative to determine the order of work. | 1 | 1 | Matched | 5 |
| 8. Financial & Physical | | | | |
| Following training, the postholder will be required to operate the following equipment: | 2abcde-3be | 2 | Matched | 12 |
| Washing Machines Tumble/tunnel Drier Roller iron Transit Van | | | | |
| <ul style="list-style-type: none"> Maintain stock levels for sundry items required to undertake the tasks. Notify supervisor or other relevant staff of faulty equipment, building/equipment repairs, maintenance requirements, and requests for personal protective equipment/light equipment. Responsible for ensuring building security measures are undertaken for example locking doors, securing windows when these have been left unsecured. Maintain all equipment and laundry area in a clean and tidy state. Replace all equipment after use and store securely in laundry/linen room. | | | | |
| 9. Human Resources | | | | |
| Laundry Assistants will be expected to coach new staff on cleaning tasks further to the initial training carried out by Supervisor/Manager. | 1 | 1 | Matched | 5 |
| 10. Information Resources | | | | |
| Initial weekly and monthly work sheets as tasks are completed. Responsible for the completion of records/log sheets and personal signing in/out sheets. | 1 | 1 | Matched | 4 |
| 11. Research & Development | | | | |
| No evidence | 1 | 1 | Matched | 5 |

| 12. Freedom To Act | | | | |
|--|------------|---|---------|----|
| Follow SOPs to ensure that the department is run in an efficient and safe manner. | 1-2 | 2 | Matched | 12 |
| <ul style="list-style-type: none"> • Workload will be determined by daily service requirements • Supervisor monitors work performance according to work schedule <p>The postholder is expected to follow closely all guidance, procedures and policies of the Department and Organisation, whilst using their own initiative to determine the order of work. When to seek advice from Supervisor/Team Leader</p> <p>The postholder will be expected to support other areas within the laundry department issued by the Supervisor.</p> | | | | |
| 13. Physical Effort | | | | |
| Required to move bags of laundry and clothing. Required to move throughout the site to undertake tasks in wards and departments. Required to move freely between machinery. | 3bc-4abc | 4 | Matched | 18 |
| 14. Mental Effort | | | | |
| Frequent requirement to concentrate on detailed tasks Maintain level of general awareness during working day | 1-2ab | 2 | Matched | 7 |
| 15. Emotional Effort | | | | |
| Dealing with expectations of patients and staff | 1ab-2a | 1 | Matched | 5 |
| 16. Working Conditions | | | | |
| Regularly working in obnoxious smelling environment e.g. urine, vomit, excrement, having to remove body fluid spillages in event of damage to alginate bags. | 2ae-3ab4ab | 4 | Matched | 18 |