

ROTHERHAM DONCASTER AND SOUTH HUMBER MENTAL HEALTH NHS FOUNDATION TRUST

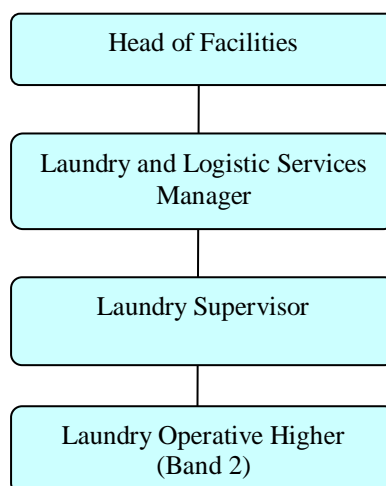
Job Description

1. JOB DETAILS	
Job title:	Laundry Operative (Higher)
Reports to:	Laundry Supervisor
Accountable to:	Laundry and Logistic Services Manager
Band:	2

2. JOB SUMMARY
<p>Reporting to the Laundry Supervisor, the post holder will contribute to the provision of an efficient laundry and linen service.</p> <p>The post holder will operate laundry machinery, handle laundry chemicals, process soiled and clean linen items, all in line with the CFPP01-04-Decontamination of Linen for Health and Social Care</p>

3. TRUST VALUES
<p>The Trust values are derived from work undertaken with service users, carers and other stakeholders and they describe how we will act while delivering the mission, in providing services that are:</p> <ul style="list-style-type: none">• Passionate• Reliable• Caring and safe• Empowering and supportive of staff• Open, transparent and valued• Progressive

4. ORGANISATIONAL CHART



5. KEY WORKING RELATIONSHIPS

The post-holder will relate with the following key groups in order to maintain communication to meet service requirements:

- Daily contact with the Laundry Supervisor
- Daily contact with colleagues within the team
- Daily contact with customers both internal and external

Communication will include routine information around the laundry function.

Whilst undertaking duties for Estates and Facilities, the post-holder is representative to the department and the Trust and their behaviour must be courteous, polite and respectful at all times to both colleagues and customers.

There is an expectation that staff members will reflect on their contribution to the services they deliver through their own personal responsibility. Personal responsibility is a philosophy or way of thinking that seeks to improve both the experience of those coming into contact with Trust services and the experience of the workforce in providing care. It is a commitment to doing our best in providing safe, effective care for patients/service users and to continuously improve standards.

6. DUTIES AND RESPONSIBILITIES OF THE POST

- Operate laundry machinery and equipment in a safe and appropriate manner
- Access ward areas for the purpose of distributing linen, conducting stock checks and ensuring appropriate linen levels are maintained.
- Respond appropriately to any service issues or problems initiating rectification procedures as appropriate.
- Monitor performance, quality and cleanliness standards. Pro-actively rectify issues as they arise and communicating as necessary with colleagues,

supervisor and management.

- Through effective working practices maximise throughput within the laundry having due regard for hygiene regulations, environmental health issues, COSHH legislation and the Trust's Risk Management policies.
- Complete all relevant administration in a timely and accurate manner in accordance with Trust policy and instructions. This will include, for example, completion annual leave requests, completing customer order forms and reconciling receipt books, using the automated attendance recording system etc.
- Participate in an annual Personal Development Review (PDR) interview and complete relevant administration as appropriate.
- Work in accordance with relevant national and local policies to ensure the provision of a high quality laundry service. Suggesting changes to policies and procedures where appropriate to do so.
- Working in the laundry will at times hot, noisy, and unpleasant. You have a personal responsibility to use the appropriate personal protection equipment which has been issued (which include gloves, aprons, facemasks, ear defenders).
- Some duties involve working outdoors to load laundry bins onto a bin loader. You have a personal responsibility to use the appropriate personal protection equipment which has been issued.
- There is a frequent requirement to handle linen and personal clothing which may be soiled, foul or infected. You have a personal responsibility to use the appropriate personal protection equipment which has been issued.
- The work is of a highly physical nature.
- The post holder will undertake any training commensurate with their duties and comply with any statutory training requirements identified by the supervisor, line manager or nominated deputy.
- There will be a requirement for the post holder to open up the laundry and prepare for the days work.
- There will be a requirement to close the laundry at the end of the working day, ensuring all work is completed, all machinery is switched off, all windows and doors are locked and secured, and alarming the building before leaving. Keys for the laundry are to be signed in/out of the main reception of the Tickhill Road Hospital.
- Required to sort soiled/dirty linen at the point of receipt and load the machines based on product category and weight
- Unload washers when the wash cycle is completed and load into the dryers
- Fold clothes in the folding room and press as per customer requirement
- Direct flat work to the 'calendar' for pressing and operate the machinery following training and instruction
- Manually iron personal clothing and fold or place on hangers ready for customer collection
- Use of a hot press for labelling curtains and garments as instructed
- Stack folded linen onto cages to customer order requests and complete the order docket
- Unload deliveries of cleaning products (detergent, softener etc) and sign to accept receipt of the actual quantities
- Operate the pressure washer in the bin washing zone for the routine cleaning of the green linen bins (protective waterproof garments and eye protection to be worn when operating the pressure washer, without exception).

<ul style="list-style-type: none"> • Responsible for cash handling and the use of the cashless payment system (chip and pin) and cash register in line with the Trusts cash handling policy. • In the absence of a supervisor, maintain communication with customers and suppliers around service delivery.
<ul style="list-style-type: none"> • 8. INDIVIDUAL RESPONSIBILITIES
<p>The post-holder is expected to</p> <ul style="list-style-type: none"> • Adhere to Trust policies and procedures and relevant legislation including the requirements of the any professional bodies • Ensure all mandatory and statutory training is undertaken by either attending classroom sessions or completing on-line training (eLearning). Take ownership for own training, by identifying when training is due to expire and completing on line or booking in with the training centre, passing on enrolment details to your line manager • Maintain and promote open communications with the direct team and the management team
9. CONFIDENTIALITY
<p>The post holder must maintain the confidentiality of information about patients' staff and Trust business in accordance with the Data Protection Act 1998.</p> <p>All information concerning patients, clients, customers and staff must be treated as strictly confidential at all times.</p>
10. HEALTH AND SAFETY
<p>Employees must be aware of the responsibilities placed upon them under the Health & Safety at work Act (1974), to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.</p>
11. RISK MANAGEMENT
<p>All staff has a responsibility to report all clinical and non-clinical accidents, incidents or near misses promptly and when requested to co-operate with any investigations undertaken.</p>
12. EQUAL OPPORTUNITIES
<p>The Trust has adopted an equal opportunities policy and all employees must be aware of their obligations to abide by the spirit and nature of the policy to avoid direct and indirect discrimination.</p>
13. INFECTION CONTROL

Infection control and prevention procedures must be adhered to and maintained at all times.

When entering and exiting clinical areas, employees must be bare below the elbow and hand washing must be carried out all times in accordance with the Trusts infection prevention and control policy

14. JOB DESCRIPTION AGREEMENT

Post holder's signature

Date

Line Manager's signature

Date

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PERSON SPECIFICATION

POST TITLE: Laundry Assistant (Higher Level)

Factor	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> GCSE or equivalent in maths and English 	<ul style="list-style-type: none"> Committed to complete a NVQ Level 2 in Healthcare Support Services Certificate Level 2 within 18 months of employment
Experience	<ul style="list-style-type: none"> Experience of working in a laundry Cash handling Ability to use a computer to input data, send and receive emails, and undertake e-learning 	<ul style="list-style-type: none"> Hospital / hotel services environment
Knowledge	<ul style="list-style-type: none"> Basic knowledge of Health & Safety Understanding of COSHH 	<ul style="list-style-type: none"> Responsibilities under HASAWA CFPP01-04 Decontamination of Linen for Health and Social Care
Skills and Aptitudes	<ul style="list-style-type: none"> Ability to understand and adhere to standards and procedures Ability to work as a team member Possess excellent hygiene standards Good interpersonal skills Communication skills both verbally and written Ability to operate machinery safely 	<ul style="list-style-type: none"> Able to acquire new skills and willing to work towards and achieve an appropriate qualification.
Personal Attributes	<ul style="list-style-type: none"> Flexible and versatile approach 	
Other requirements		<ul style="list-style-type: none"> Access to transport and the ability to travel within the required geographical area

PERSON SPECIFICATION AGREEMENT		
Post holder	
Date	
Line Manager	
Date	

Each of the above points should be considered in the light of minimum requirements listed in the job description.