

## **JOB DESCRIPTION**

<b>Post:</b>	<b>Laundry &amp; Linen Services Operator</b>
<b>Grade:</b>	<b>Pay Band 2 / Skill Zone 1</b>
<b>Location:</b>	<b>Noble's Hospital</b>
<b>Accountable To:</b>	<b>Laundry &amp; Linen Services Team Leader</b>
<b>Head of Department:</b>	<b>Laundry &amp; Linen Services Manager</b>
<b>Hours of Duty:</b>	<b>37 hours per week (Monday to Friday) Exclusive of meal breaks (half hour daily)</b>

In addition to the contracted hours there will be a requirement to work additional hours at such times as to meet the needs of the service. (Particularly pre or post bank holiday). It is expected that such a request would not be unreasonably refused.

### **Service Objective**

To provide a reliable and comprehensive Laundry & Linen Service to meet the specific needs of our service users, both patients and staff alike. This is achieved by:

- Collecting and receiving soiled linen in the department and processing it (laundering).
- Making up and delivering linen quotas to ward and departments as required, and to other off-site service users.
- Providing a Sewing Room Service which repairs damaged articles, condemns and replaces old textiles and issues staff with new and replacement uniforms/protective clothing.
- Ensuring a safe, clean working environment for staff.
- On-going staff training and personal development opportunities.

### **Responsibilities**

1. The post holder will be jointly responsible for the supply of clean serviceable linen and uniforms to Nobles Hospital and all other NHS departments that require our service. At present a service is provided to:
  - Associated Clinics (Dental Physio etc.)
  - Nurses Home & Staff Residences
  - Ramsey District Cottage Hospital

- Cummel Mooar Residential Home
- Radcliffe Villas Residential Home
- On-site Mental Health Units & Associated Care In the Community Homes
- Sterile services

There is also a service responsibility to other non-Health Service Departments. At present those are:

- Police Head Quarters
- Department of Tourism & Leisure
- Isle of Man College
- Hospice Isle of Man
- Civil Defence Department
- Isle of Man Prison Services (in the event of breakdown with own service)
- Villa Marina

2. The post holder will have joint responsibility for approximately £500'000 worth of departmental assets in terms of machinery and equipment. In addition, there is the responsibility for textiles processed.

## **RANGE OF DUTIES**

### **1. Sorting & Classification of Used Linen**

- Different fibre types to be processed separately and subdivided as follows:
  - Whitework
  - Coloured work
  - Woolens
  - Workwear garments
  - Foul or infected work (ref. Special Procedure Document)
  - Theatre drapes
  - Modacrylics and other man-made textiles
  - Flame retardant fabrics
- In addition different soiling types and degrees of soiling need to be considered, such as:
  - General soiling
  - Oily/greasy soiling
  - Proteinic soiling
- Universal Precautions are employed to minimise the risk of "cross infection", from the dirty to the clean area.
- Reporting of "Untoward Incidences", e.g. overfilled bags, improper use of colour coded bags, inclusion of extraneous items with soiled linen i.e. sharps, incontinence pads, paper

products etc.

## **2. Operation of Industrial Weighing Equipment**

Ensuring that each soiled classification is of the correct weight and degree of loading for the corresponding Washer/Extractor, thus preventing over or under loading of the machines.

## **3. Operation of Industrial Washer/Extractors**

Strict parameters must be met and maintained to ensure successful cleaning and disinfection of all categories washed, to ensure this the following criteria is employed:

- Specific programme selection for the classification of work to be processed
- Correct dosage and handling of detergents and chemicals
- Temperature monitoring and recording
- COSHH awareness (Control of substances hazardous to health)
- Prevention of cross infection utilising "Universal Precautions", i.e. frequent hand washing, protective clothing and equipment etc
- Appropriate recording of classification, weight and programme employed for each batch processed
- Full compliance with CFPP 01-04 - Department of Health guidelines for the Decontamination of linen for health and social care

## **4. Operation of Industrial Tumble Dryers**

This task generally involves the conditioning (partial drying) of linen to appropriate moisture content prior to ironing or fully drying prior to folding. This is achieved by selecting the correct time and temperature for each classification processed.

## **5. Folding and Sorting of Non-Iron Textiles**

Folding and identification of non-iron items, i.e. towels, clothing, uniforms etc. to a professional standard prior to forwarding to Pack & Despatch locations.

## **6. Preparation of textiles Prior to Ironing (Shaking out)**

Generally straightening and preparing all textiles to aid the feeding process through the Ironer.

## **7. Operation of Calender Unit (Ironing Machine)**

60% of all linen that is processed through the Laundry will be finished through this machine. Operatives will be fully trained in each aspect of the processes, which are:

Feeding - Manually passing/feeding the linen through the automatic feeding machine after correct selection of feed programme

Ironer Operation - Linen is fed from the Feeder to the Ironer where it is guided through the steam heated rollers and ironed

Folding - Pressed linen from the Ironer passes to the Folding machine, which imparts the initial lateral folds. Operatives select the correct folding programme then apply all finishing folds by hand, sort, stack and record the ironed linen before forwarding to the Pack & Despatch section

## **8. Operation of the Steam Tunnel Finisher**

This unit is designed to dry and finish large numbers of garments to an acceptable quality standard; therefore the majority of uniform items are processed through this machine. The operative will be responsible for:

- Sorting garments prior to placing dressed hangers onto the intake rail
- Correct facility selection i.e. steam, speed etc.
- The recording, folding and professional presentation of uniform items

## **9. Operation of the Hoffman Press**

This is a "free steam" type press that is used to press previously fully dried articles, particularly trousers, garments of personal clothing and uniform items.

## **10. Carry out Pack & Despatch duties**

This is the last stage of the laundry process prior to delivery. Therefore the Operative is responsible for:

- Ensuring each customer receives the correct assignment
- Maintaining accurate figures and imputing of data to department PC
- Dealing with customer requests and queries
- Neatly and safely packing each order into respective containers
- Maintaining agreed ward/department quotas to agreed levels

## **11. Undertake Daily Linen Checks**

This necessitates the Operative to visit each ward/department on the Noble's site daily. Once there the operative will:

- Undertake comprehensive counts/checks of all pooled linen including laundry bags

- Tidy linen on shelves to aid the counting process
- Liaise with ward/unit personnel regarding any linen related request or problem
- Cross reference collected data with agreed quotas
- Ensure sufficient linen is supplied to agreed quotas
- Maintaining accurate figures and imputing of data to department PC
- Liaise with Pack & Despatch section

## **12. Distribute Daily Linen Quotas to On-Site Wards & Departments**

This task involves the operation of a mechanical trolley puller which is used to pull the loaded linen trolleys throughout the hospital thus delivering them to their destination. Once at the main entrance of the ward the Operative will unhitch the linen trolley from the mechanical puller and manually pull it to the linen room where he will unload the clean linen stacking it neatly on the linen cupboard shelves. The empty trolleys are then returned to the Linen Services Department for re-use.

## **13. Driving Duties (Specific staff only)**

Each driver shares responsibility for the following duties:

- Off-site collections of soiled linen, to agreed schedule
- Off-site deliveries of clean linen, to agreed schedule
- Collection of soiled linen from particular on-site wards and departments
- Delivery of clean linen to particular on-site wards and departments
- Segregation of clean and soiled linen, (Infection Control)
- Knowledge of customers
- Knowledge of routes, all island
- Adherence to timetable
- Requisition procedure for diesel, oil etc.
- Daily completion of mileage record sheet

Vehicle maintenance, i.e. fuel, water, tyres, cleanliness etc

It is expected that during quiet periods the Operatives charged with driving duties will assist in other areas of the Laundry production area.

Each Operative is responsible for retaining a safe clean working environment and will undertake cleaning duties of the department and equipment used as required.

The above range of duties should not be interpreted as exhaustive, therefore you may be asked to undertake or assist in other linen related services.

The post holder will be given detailed "on the job" training, at which time all relevant Health and Safety information will be discussed and explained.

## **ADDITIONAL INFORMATION**

### **1. Corporate and Local Induction**

The post holder will be required to undertake Corporate and Local induction as part of their Terms and Conditions of Employment.

### **2. Core Training**

In addition to "on the job" training all staff will receive continual instruction in relevant core subjects.

### **3. Policy and Procedures**

The post holder will make themselves familiar with, and observe policies and procedures relating to the Hospital and the Department, such as:

- Health and safety
- Fire
- Lifting and Handling
- Attendance at Work
- Control of Infection
- Smoking
- Confidentiality

And any other policies that may be introduced.

### **General**

The post holder shall perform such duties and observe and conform with such reasonable instructions as Manx Care, or person duly authorised by Manx Care may from time to time give.

All post holders must take responsibility to ensure that they are aware of and adhere to all Hospital and employment policies, procedures and guidelines.

This document is intended to be a guide to the general scope of duties and not a rigid, inflexible specification. This job description will be reviewed by the Line Manager and post holder as necessary to reflect the future requirements of the Core Services Division.

## **Hospital Values**

Our values help us in what we do and how we do it. It is important that you understand and use these values throughout your employment with the Hospital to define and develop our culture.

The post holder will be:-

- Compassionate, caring about our patients.
- Accountable and responsible, always looking to improve.
- Respectful for all and show integrity in everything.
- Encouraging and challenging each other to always do our best.

## **Review**

The post holder is expected to be flexible and be prepared to carry out any similar or related tasks that do not fall within the duties outlined, including at other Departmental locations if required. The job description is intended to be flexible and may be reviewed from time to time in consultation with the post holder.

## **Integrity**

As an appointee of Manx Care, the role holder is expected to recognise that their everyday business requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all Departmental business and to uphold such confidences.

## **Confidentiality**

All staff are requested to respect confidentiality of all matters they may learn relating to their employment, other members of staff and to the general public. All staff are expected also to respect the requirements of the Data Protection Act 1984.

The job holder should respect patient confidentiality at all times and not divulge patient information unless sanctioned by the requirements of the role.

## **Health & Safety**

It is the duty of every employee to take reasonable care for the Health & Safety of himself and others including the use of necessary devices and protective clothing and co-operate with management in meeting its responsibilities under the Health & Safety at Work Act. Any failure to take such care or any contravention of safety policy or managerial instructions in this area may result in disciplinary action being taken.

## **Infection Protection and Control**

All employees have a personal responsibility to comply with hospital and Manx Care Infection Prevention and Control Policies to protect their own health, the health of patients, visitors and other employees and to prevent health care associated infections. This includes a requirement to maintain a safe, clean and tidy work environment and to complete mandatory infection prevention and control training as provided by the hospital.

## **Safeguarding Children and Adults**

All employees have a responsibility to safeguard and promote the welfare of children and adults. The post holder will be responsible for ensuring they undertake the appropriate level of training in accordance with the safeguarding policy training strategy and ensure they are aware of and work within the safeguarding policies of the hospital.

## **Management of Risk**

All employees are required to participate in the Hospital's Accident/Incident Reporting System and to comply with the Hospital's procedures and techniques for managing risks.

## **Working Relationships**

The post holder is expected to maintain a good working relationship with other members of hospital staff.

## **Equality and Diversity**

The jobholder is required to abide by the hospital's policies and procedures and to actively support the hospital's commitment to equality and diversity, in both employment and the delivery of services. All patients, staff and visitors must be treated equitably, with dignity and respect taking into account their race, gender, ethnic origin, age, disability, sexuality etc.

## **Disciplinary and Appeals Procedure**

The post holder will be subject to the Public Service Commissions (PSC) Manual and Craft Workers disciplinary and appeals procedure.

## Person Specification

**Post:** Laundry Operative

**Department:** Manx Care, Laundry/Linen Services

**Job Summary:** To provide clean serviceable linen, uniforms, curtains etc. to users of the service

Attributes	Essential or Desirable	Method of Assessment
<b>Qualifications/Training</b>		
<b>Learning Ability</b>		
Willing to undertake all training relevant to the post	<b>E</b>	Interview
Able to undertake and remember new job skills	<b>E</b>	Interview
To reach and maintain a high standard	<b>E</b>	Interview
Willing to attain an outside training standard e.g. an NVQ	<b>D</b>	Interview
<b>Experience</b>		
Have experience of working in an industrial environment	<b>E</b>	CV/Interview
<b>Knowledge and Skills</b>		
<b>Work Skills</b>		
Able to understand and follow spoken training instructions	<b>E</b>	Interview
Exhibit dexterity of hand	<b>E</b>	CV/Interview
Be quality orientated	<b>E</b>	CV/Interview
Able to count, record data and read basic instructions	<b>E</b>	Interview
Basic computer knowledge	<b>D</b>	CV/Interview
<b>People Skills</b>		
Able to operate effectively as part of a team, supporting and assisting colleagues in the teams shared objectives	<b>E</b>	CV/Interview

## **Communication Skills**

Be able to listen, read and understand instructions	<b>E</b>	Interview
Able to communicate effectively with colleagues and customers	<b>E</b>	CV/Interview
Deal professionally and effectively with telephone enquiries	<b>E</b>	CV/Interview

## **Additional Skills**

Able to work under pressure	<b>E</b>	CV/Interview
Able to work within set systems and procedures	<b>E</b>	CV/Interview
Able to work with or without supervision, as the task dictates	<b>E</b>	CV/Interview
Able to act responsibly	<b>E</b>	CV/Interview
Able to work quickly and meet production targets	<b>E</b>	CV/Interview

## **Disposition**

Willing to learn new skills as work practices change/evolve	<b>E</b>	CV/Interview
After training, undertake job rotation through each of the laundry processes	<b>E</b>	Interview
Able to work additional hours, pre/post bank holidays	<b>E</b>	Interview

## **Circumstances/Interests**

Full valid Driving Licence	<b>D</b>	Pre-employment Checks
Isle of Man Worker	<b>D</b>	Application
Satisfactory Police Check	<b>E</b>	Pre-employment Checks

## **Physically Requirements**

Able to carry out fast manual tasks for prolonged periods	<b>E</b>	Interview
Capable of moving and handling heavy loads and weights upwards of 25Kg	<b>E</b>	Interview
Able to endure physically demanding work for prolonged periods	<b>E</b>	Interview
Able to tolerate excesses of temperature	<b>E</b>	Interview

**Attendance**

Present a reliable attendance record	<b>E</b>	Interview
Willing to work unscheduled/unsociable hours to maintain the service in the event of an emergency	<b>E</b>	Interview
Good punctuality	<b>D</b>	Interview