



PERSONNEL SPECIFICATION

JOB TITLE AND BAND: Support Services Assistant (Band 1)

DEPARTMENT / DIRECTORATE: Performance Management & Service Improvement

LOCATION: Trustwide, Western Trust Area **DATE:** March 2018

Notes to applicants:

1. You must clearly demonstrate on your application form under each question, how you meet the required criteria as failure to do so may result in you not being shortlisted. You should clearly demonstrate this for both the essential and desirable criteria.
2. Shortlisting will be carried out on the basis of the essential criteria set out in Section 1 below, using the information provided by you on your application form. Please note the Trust reserves the right to use any desirable criteria outlined in Section 3 at shortlisting. You must clearly demonstrate on your application form how you meet the desirable criteria.
3. Proof of qualifications and/or professional registration will be required if an offer of employment is made – if you are unable to provide this, the offer may be withdrawn.

SECTION 1: The following are **ESSENTIAL** criteria which will be measured during the interview/selection stage:

Knowledge	Have the ability to maintain production records	Interview
Special Aptitudes	Ability to carry out a range of service related tasks with minimal supervision Ability to maintain confidentiality Be able to work as part of a team Ability to liaise with other members of staff and users	Interview

DESIRABLE CRITERIA

SECTION 2: the following will **ONLY** be used where it is necessary to introduce additional job related criteria, and is dependent upon the number of applications received. You should therefore make it clear on your application form how you meet these criteria. Failure to do so may result in you not being shortlisted.

Factor	Criteria	Method of Assessment
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Qualifications and/or Experience	Experience working in a laundry, domestic/cleaning or catering role in a work environment	Shortlisting by Application Form
Additional Qualifications and/or Experience	<p><u>Additional desirable criteria:</u></p> <p>3 months experience working in a laundry, domestic/cleaning or catering role in a work environment</p> <p>Basic Food Hygiene qualification or NVQ level 1 or equivalent</p> <p>Previous Cash handling experience</p>	Shortlisting by Application Form
SECTION 2: The following are DESIRABLE criteria which will be measured during the interview selection stage:		
Knowledge	<p>Have a basic understanding of Health and Safety issues</p> <p>Food Hygiene</p> <p>COSHH</p> <p>General knowledge of Service Industry</p>	Interview
Special Circumstances	Willing to undertake further training	Interview

THE TRUST IS AN EQUAL OPPORTUNITIES EMPLOYER



Western Health and Social Care Trust

JOB DESCRIPTION

JOB TITLE

& BAND/GRADE: Support Services Assistant (Band 1)

DEPARTMENT: Support Services

BASE: Trustwide, Western Trust Area

REPORTS TO: Support Services Supervisor / Laundry Supervisor

RESPONSIBLE TO: Support Services Manager

ROLE PURPOSE

The purpose of the Support Services Assistant is to undertake duties associated with the provision of the Support Services service within the Trust, which incorporates laundry, domestic and catering duties.

CATERING SERVICES

KEY RESPONSIBILITIES

Catering Related Duties:

- Providing beverages, preparation / cooking of meals, light snacks including the regeneration of chilled / frozen product sandwiches and salads
- To portion and serve meals and snacks to patients, staff and customers
- Checking and recording food temperatures
- Recording fridge and chiller temperatures
- Disposal of all environmental waste
- Mechanical and manual dishwashing
- Stock control
- Cleaning duties including all food areas, cutlery, crockery, utensils and equipment
- Preparing trolleys and tables for meals
- Deliver and collection of trolleys as directed
- To collect cash when required for items of food or beverages
- Assist in menu collation
- Prepare for and serve at Trust hospitalities and functions

DOMESTIC SERVICES

KEY RESPONSIBILITIES

Domestic Related Duties

- Cleaning of sinks, baths, toilets, showers, urinals etc.
- Cleaning of all furniture, fixtures and fittings, ledges and pipes
- All floor maintenance i.e. vacuum, damp mopping, spray cleaning, burnishing, machine scrubbing and shampooing
- Cleaning surfaces, including paintwork, tiles and glass partitions
- Dust control of high surfaces
- Cleaning all items of equipment after use
- Delivery and collection of stores
- Collection and disposal of all environmental waste and soiled laundry
- The receipt and storage of laundry
- Replenishing all sanitary products, soap etc
- Cleaning of spills including bodily fluids, in keeping with the Trust's policy on control of infection

LAUNDRY SERVICES

KEY RESPONSIBILITIES

Laundry Related Duties

- Collecting of soiled linens from the Wards, etc, counting and recording same for forwarding to the Linen Services Department for processing
- Collection of personal clothing from the Wards, laundering on site and returning to the user, processed and finished to the specification laid down by management
- Sorting linens into the different classifications for processing packing etc.
- Load, operate and unload washing machines, tumbler dryers, ensuring correct process and times are adhered to as laid down by management, report any faults in machines or equipment to your supervisor
- Folding fully dried work manually or by machine
- Operate pressing machines to finish personal clothing, staff uniforms, coats etc
- Operate tunnel finishers, loading and unloading garments, classifying and packing
- Packing of clean linens for dispatch to the Hospitals, Wards etc
- Maintenance of such records as are required for the collection and delivery of linens
- Quality control of all linens and garments, remove torn sheets for repair as they go through the various machines, pick out stained work before finishing or after it has been dried and put into the containers provided
- Assist in the loading and unloading of vans and service vehicles as required
- Safe custody of all linens, clean or soiled in linen rooms or laundry
- Porter and housekeeping duties such as, brushing floors, mopping and cleaning the toilets, changing rooms, canteen and store rooms
- Vacuum clean all machines and surrounding area, remove all lint and dust, deposit all rubbish in the bags, containers and skips provided
- Laundry canteen duties, washing crockery, making tea and the general hygiene of all cooking equipment, tables etc
- May be asked to participate on a rota system for sorting on Saturday mornings only

- Ensure that you obey all Fire and Health and Safety precautions, and report any hazards that may occur
- Any other duties connected with this post, especially any rationalisation or changes which are required by Management to ensure maximum flexibility.

GENERAL DUTIES

1. Employees of the Trust will be required to promote and support the mission and vision of the service for which they are responsible.
2. Develop and maintain good communication with all levels of management and build partnerships with the wider HPSS, NHS and external organizations in the promotion of the Trust.
3. Carry out their duties and responsibilities in compliance with health and safety policy and statutory regulations.
4. Participate in the grievance and disciplinary processes as required.
5. Promote equality of opportunity through his/her own actions and ensure this policy is adhered to by staff for whom he/she has responsibility.

GENERAL RESPONSIBILITIES:

HSC Code of Conduct for Employees

The Code sets out the standards of conduct expected of all staff in the Western Health & Social Care Trust and presents standards of conduct and behaviours required during and after employment with the Trust. Professional staff are expected to follow the code of conduct for their own professions as well as this code.

Service Quality

Western Health and Social Care Trust is committed to providing the highest possible quality of service to all patients, clients and community through supporting and contributing to Trust quality initiatives. Employees are expected at all times to provide a caring service and to treat those with whom they come into contact in a courteous and respectful manner.

Personal & Public Involvement

Staff members are expected to involve patients, clients, carers and the wider community where relevant, in developing, planning and delivering our services in a meaningful and effective way, as part of the Trust's ongoing commitment to Personal and Public Involvement (PPI).

Please use the link below to access the PPI standards leaflet for further information.

http://www.publichealth.hscni.net/sites/default/files/PPI_leaflet.pdf

Conduct

Employees must at all times abide by Trust policies and procedures and the terms of their contract

of employment. They must conduct themselves with impartiality, integrity, objectivity and honesty and maintain high standards of personal and professional accountability.

Performance

Employees are expected to demonstrate commitment to the Trust by ensuring regular attendance at work and efficient completion of duties.

Risk Management

Employees must ensure that they comply with any risk management responsibilities specific to their post, and as set out in the Trust's Risk Management Strategy.

Governance

The Trust is committed to the development and implementation of systems under Integrated Governance to ensure continuous improvement in the quality of services provided. Employees will be expected to co-operate and work with such systems.

Records Management

All employees of the Trust are legally responsible for all records held, created or used as part of their business within the Trust including patient/client, corporate and administrative records whether paper based or electronic and also including emails. All such records are public records and are accessible to the general public, with limited exceptions, under Freedom of Information Act 2000, the Environmental Information Regulations 2004 and the Data Protection Act 1998. Employees are required to be conversant with the Trust's policy and procedures on records management and to seek advice if in doubt.

Confidentiality

All information concerning patients and staff must be held in the strictest confidence and may not be divulged to any unauthorized person.

Equality & Human Rights

Employees must ensure that equality and human rights issues are addressed within the post holder's area of responsibility in accordance with the Trust's Equality Scheme.

Health and Safety

Employees should note that under Health & Safety at Work Legislation they are required to take all reasonable steps while at work to ensure their own health and safety and the health and safety of those who may be affected by their acts or omissions at work.

Smoking, Alcohol & Health

The Trust operates policies on smoking, alcohol and health.

Environmental Cleanliness

The Trust promotes a culture of cleanliness and has adopted a partnership and collaborative approach that recognises cleanliness as the responsibility of everyone, cascading throughout every level of the organisation.

Infection Prevention & Control

The Trust operates a zero tolerance policy to preventable healthcare associated infections and the post holder is required to comply with all extant infection prevention policies, guidelines, protocols and procedures.

The Trust is an Equal Opportunities Employer.

The duties and responsibilities outlined in the above job description are not intended to be definitive nor restrictive, and may be amended to meet the changing needs of the Trust.

March 2018