

## JOB DESCRIPTION

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| <b>AFC No.: A0102a</b>              |  |
| <b>JOB TITLE:</b>                   | <b>Linen Lead</b>                        |
| <b>BAND:</b>                        | <b>3</b>                                 |
| <b>GROUP:</b>                       | <b>Corporate – Finance / Procurement</b> |
| <b>DEPARTMENTAL RESPONSIBILITY:</b> | <b>Head of Logistics</b>                 |
| <b>RESPONSIBLE TO:</b>              | <b>Logistics Operations Manager</b>      |
| <b>ACCOUNTABLE TO:</b>              | <b>Director of Procurement</b>           |

### **JOB SUMMARY**

The Linen Lead will be expected to organise and supervise all linen distribution requirements for Sandwell and West Birmingham Hospitals NHS Trust. The post holder will be required to operate an effective linen distribution service and coordinate activities with Logistics Department to achieve optimum distribution levels. They will have responsibility for monitoring the quality of linen received from the contractor and the services supplied and report any shortages to the contractor and ensure the Trust are financially credited accordingly.

They will also contribute in the general maintenance of the linen distribution area, to provide safe working environment.

### **MAIN RESPONSIBILITIES:**

1. To liaise with section manager providing information regarding service delivery.
2. Contributes to develop policies and working procedures within the laundry/linen services across all sites
3. Manage the laundry system maintenance contract
4. To hold departmental internal bleep.
5. To utilise available linen for distribution and coordinate the activity with Logistics department
6. To organise linen top up system
7. To maintain an efficient linen service to wards/departments

8. To control linen to reduce costs to the Trust
9. To audit service
10. To implement distribution plan to meet ward/department delivery requirements, monitor and evaluate plan modified as required.
11. Work closely with Logistics department to ensure that the movement of linen is undertaken compliantly, inputting into the Automated Guided Vehicle (AGV) scheduling to support capacity management.
12. To complete and control information systems e.g. delivery notes, invoices faults and general information associated to linen room distribution service etc.
13. To ensure all appropriate deliveries are sent to the correct location with the correct documentation.
14. To ensure any reject linen is returned back to the linen service provider with the appropriate documentation and credits are provided by the contractor
15. To take part in Health and Safety meetings representing the laundry and line services these do not occur at present.
16. To undertake risk assessments and health and safety inspections, ensuring that safe working practices are adhered to.
17. To take an active role as part of the linen distribution team.
18. To ensure that good housekeeping practices are adhered to, to ensure a safe working environment.
19. To ensure that staff follow the Trusts Policies and Procedures.
20. Liaise with external contractors for the shortages, rejects of linens, delivery and resolving these issues by putting contingencies in place and not affecting services to the patients
21. Regular Stock Control of linens requirements to our patients
22. Liaison with other stake holder within the Trust in setting up new uniforms, request of additional scrubs, sheets, gowns, etc.
23. Take a lead on the in-house washing laundry washing items across all sites, put systems in place to ensure the laundry items and return for washing
24. To have a regular communication meetings or 121 with Ward Service Manager in any Laundry or Linen issues
25. Knowledge and understanding of use of the Oracle system (stock and non-stock) To create and place uniform orders for the whole of the trust and community groups within the trust etc. and other equipment needed for laundry/linen on a daily basis
26. Place orders of stock and non-stock items

27. Knowledge and understanding of running and on premise laundry and the various machinery within that area
28. Knowledge of (HTM 01-04) and BS EN 14065 Decontamination of linen for health and social care
29. Give any training need to staff before operating any of the laundry machinery
30. Knowledge of infection control in a laundry environment for the day to day Planning of soil items being washed in a laundry, so everything is returned in a timely fashion and there is no cross contamination risks
31. Creation and keeping up to date of contingency plans in case of any operational issues
32. Making sure all machines/ducting/otex system etc. are serviced with gas safe engineer/cleaning ducting etc. yearly and arrange external companies to come and fix any issues regarding machines under the service contract
33. Responsible to ensure that all legislation and infection control requirements are maintained with in the areas and running of an in-house laundry
34. Support the team as when requires in the on premise laundry
35. Flexible in hours work for the day to day running of the areas covering weekends and bank holidays as and when required
36. The fire warden for all the linen/laundry area due to nature of the area and fuels/chemicals used in the area
37. Making sure any changes to chemicals are updated and complete the required COSHH risk assessment before the chemical is used
38. Arranging and attending various meetings in regard to services and possible services that can be supplied/improved with in the area supervised
39. Take a lead for continuous improvements projects within the laundry/linen for the Trust across all the sites.
40. Delivering Process Confirmations sessions and identifying improvement opportunities
41. Document improvement opportunities and share them with Continuous Improvement Manager and Head of Local delivery, ensuring they are registered as part of SWBH Improvement Action Plan
42. To carry out any other duties

### **CONFIDENTIALITY:**

- The post holder must maintain confidentiality of information relating to patients, staff and other Health Service business.

**HEALTH AND SAFETY:**

- Employees must be aware of the responsibilities placed on them under the Health & Safety at Work Act (1974) and the Manual Handling Operations Regulations (1992). This ensures that the agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors to the Trust.
- If you are a manager you will be responsible for the Trust's policy on Health and Safety and for taking all reasonable steps to maintain and where necessary to improve health and safety standards. This will include training to ensure that all employees are able to carry out their health and safety responsibilities effectively.

**RISK MANAGEMENT:**

- All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and, when requested, to co-operate with any investigation undertaken.

**EQUAL OPPORTUNITIES:**

- The Trust has a clear commitment to its equal opportunities policy and it is the duty of every employee to comply with the detail and spirit of the policy.

**CONFLICT OF INTEREST:**

- The Trust is responsible for ensuring that the service provided for patients in its care meets the highest standard. Equally it is responsible for ensuring that staff do not abuse their official position for personal gain or to benefit their family or friends. The Trust's Standing Orders require any officer to declare any interest, direct or indirect with contracts involving the Trust. Staff are not allowed to further their private interests in the course of their NHS duties.

**USE OF INFORMATION TECHNOLOGY:**

- To undertake duties and development related to computerised information management to meet the changing needs and priorities of the Trust, as determined by your manager and in accordance with the grade of the post

**SAFEGUARDING – CHILDREN/YOUNG PEOPLE AND VULNERABLE ADULTS:**

- Every employee has a responsibility to ensure the safeguarding of children and vulnerable adults at all times and must report any concerns immediately as made clear in the Trust's Safeguarding Policies.

**INFECTION CONTROL:**

- The Trust is committed to reducing the risk of health care acquired infection. Accordingly it is essential that you adhere to all Trust infection control policies,

procedures and protocols (to include hand decontamination, correct use of PPE (Personal Protective Equipment) and care and management of patients with communicable infections). You are required to report any breaches/concerns promptly using the Trust's incident reporting system.

**SMOKING:**

- This Trust acknowledges its responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted at any point whilst on duty, in accordance with the guidelines set down within the Trust No-Smoking Policy.

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The above duties and responsibilities are intended to represent current priorities and are not meant to be a conclusive list. The post holder may from time to time be asked to undertake other reasonable duties. Any changes will be made in discussion with the post holder in the light of service needs and will be commensurate with the grade and competencies of the post.

*I agree that this Job Description is an accurate reflection of my current role and responsibilities.*

Name: .....

Signature: .....

Date: .....