

## Job Details

Job Title: LINEN SERVICES ASSISTANT

Hours of Work: As contracted

Band or Grade: Band 2

Department: Linen Services Dept, Royal Albert Edward Infirmary

Division: Estates & Facilities

Base: Royal Albert Edward Infirmary

## Reporting Arrangements

Managerially Accountable to: Linen Services Supervisor

Professionally Accountable to: Contract Services Manager

Responsible for: N/A

## Job Purpose

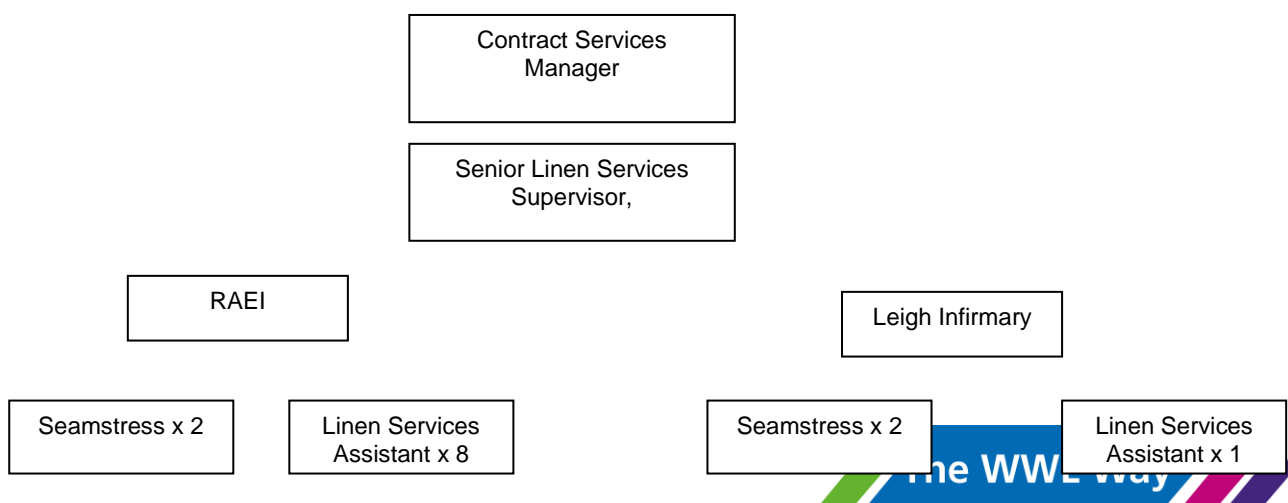
The postholder will be expected to work with a flexible approach and be expected to provide assistance as required in the busy linen room with the distribution of linen to wards and departments with agreed timeframes.

The ability to receipt and audit goods efficiently and accurately is required. Operation of the onsite laundry facilities for the washing and drying of baby items is also required in line with strict Infection Control guidelines.

The postholder may also be required to provide uniform measuring, fitting and issuing service to service users.

## Organisation Chart

The organisational chart shows the position of the job within the department/service, indicating any services/functions directly managed.



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## Duties and Responsibilities

### Key results from the job holder

Patient/Service user related tasks

- Accurately count, sort, and record the daily linen delivery, record this against the delivery invoice and then pass the completed record to the Linen Supervisor.
- Out sort the Return to Sender linen items, bag up, prepare and allocate them to the relevant delivery trolley.
- Bag up the general linen by ward or department as indicated from daily ward stock checks and place the bags in the relevant delivery trolley.
- Update and complete the admin records for all activity.
- Measure staff for uniform using tact and diplomacy as appropriate to ensure that the correct size and/or style of uniform is issued.
- Prepare name labels for heat sealing to staff uniforms, curtains etc.
- Security-mark all items using heat seal irons before issuing them into use.
- Undertake duties within Linen Services using equipment provided, wherever prior training has been given, i.e. domestic washing machines/driers, labelling, irons, pillow sealing machine, sewing machine, overlocker, and Master Mover.
- De-bag and sort foul linen/clothing (baby wear) for washing in on site launderette.
- Undertake quality surveys on request by visiting locations as directed and speaking directly to staff, patients and other service users.
- At end of each working day do a clean flush through wash to disinfect machine as per Infection Control Guidelines and ensure this information is recorded for Audit purposes.
- Any other duties appropriate the role.

### Planning and Organisational Duties

- Undertake daily ward round checks as directed.
- Issue stock to fulfil ad hoc requests from staff who visit the working area and deduct this from the general linen delivery allocation for that location.
- Assist in Linen Stock Checks.
- Ability to work with own initiative and/or as part of a team.
- Responsible for the day-to-day running of the Sewing Room with minimal supervision.

### Communications and Key Working Relationships

- Foster good working relationships within own team and across the wider teams
- Communicate effectively with colleagues and members of Trust staff
- Communicate with tact and sensitivity in contact with patients and service users
- Treat staff, patients and service users with dignity and respect.
- Ensure that confidentiality is maintained, when in contact with patients and service users

### Responsibility for Finance

- Ensure that the working environment is safe and secure at close of shift.
- Maintain stock for sewing room activity.
- To complete own work records accurately and submit them to required deadlines.

### Responsibility for Human Resources

Describe

### Responsibility for Health & Safety

Compliance with the Health & Safety at Work Act 1974 – the post holder is required to fulfil a proactive role towards the management of risk in all of their actions. This entails the risk

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assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards, and a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions.

- Responsible for ensuring own safety at work.
- To be aware of physical surroundings and comply with health and safety guidelines and legislation.
- Ensure that any accidents at work, defects with machinery and building defects are reported to the Linen Services Supervisor in a timely manner, and in accordance with Trust policy.
- Significant manual handling required including moving trolleys.
- Ensure work area is kept clean and free from debris. On a weekly basis, sweep and mop linen room floor area to minimise lint/debris affecting linen room area.

### **Responsibility for Financial Resources**

- Ensure that the working environment is safe and secure at close of shift.
- Accurately count, sort and record the daily linen delivery, record this against the delivery invoice and then pass the completed record to the Linen Supervisor
- Maintain stock for sewing room activity.

### **Work Circumstances & on-call**

- Could be required to work flexible hours or work on another site
- Contact with ill patients within clinical areas
- Comply with the Trust's uniform policy

### **Standard Duties & Responsibilities**

The Trust operates a No Smoking Policy.

All Wrightington Wigan and Leigh NHS Foundation Trust staff employed within Clinical Environments and have contact with children, vulnerable adults; service users and their families must familiarise themselves, be aware of their responsibilities and adhere to Local Safeguarding Children's Board, Local Safeguarding Adult Board and WWL Procedures for Safeguarding and Protecting Children which are available on the Trust Policy Library.

In accordance with Part 7 of the Immigration Act 2016, employees who are required to interact regularly with the public, both face to face, and by telephone, are required to be able to speak English to an appropriate standard relevant to their role, i.e. with confidence and accuracy, using correct sentence structures and vocabulary, and without hesitation.

Compliance with the General Data Protection Regulations 2016, Data Protection Act 2018 and Information Governance Principles – the postholder is not entitled to use for their own benefit or gain, or to divulge to any persons, firm or other organisation whatsoever, any confidential information belonging to the Trust or relating to the Trust's affairs or dealings which may come to their knowledge during employment.

Compliance with the Health & Social Care Act 2008 – Code of Practice on the Prevention and Control of Infections and related guidance – the post holder is required to fulfil a proactive role towards the reduction and management of healthcare related infection in all of their actions. This entails compliance with Trust Infection Prevention and Control policy and related Standard Operating Procedure (SOP's); along with risk assessment of all situations; as staff have a statutory duty of care for their own personal safety and that of

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others who may be affected by their acts or omissions. Staff must be fully compliant with Trust Infection prevention and Control eLearning policy.

All applicants to any post within the Trust are required to declare any involvement either directly or indirectly with any firm, company, relevant person or organisation which has any interest with the Trust, the services provided by the Trust or any element of patient care. Failure to do so may result in an employment application being rejected, or if it is discovered after appointment the omission of such information could lead to dismissal. This includes any form of private practice relating to medical care.

Compliance with Trust Policies and Procedures including the Code of Conduct.

Compliance with Standing Financial Instructions (SFIs) – The SFI's identify the financial responsibilities which apply to everyone working for the Foundation Trust and its constituent organisations including trading units. Failure to comply with Standing Financial Instructions can in certain circumstances be regarded as a disciplinary matter that could result in dismissal. Compliance with the SFIs is monitored by the Finance Department and post holders are therefore required to understand their responsibilities outlined within this document and ensure compliance with its instructions.

Responsibility for all records (including patient health, financial, personal and administrative) that they gather or use as part of their work within the trust. The records may be paper, electronic, microfiche, audio or videotapes, x-ray images.

Any other duties appropriate to the grade. The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the postholder.

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