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**Job Specification & Terms and Conditions**

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| **Job Title and Grade** | Linen Room Supervisor, Galway University Hospitals    Grade code: 4146 |
| **Campaign Reference** | G8930 |
| **Closing Date** | **Tuesday 1st April 2025 at 10 am via Rezoomo** |
| **Proposed Interview Date (s)** | Interviews will be held as soon as possible after the closing date. Candidates will normally be given at least one week’s notice of interview. The timescale may be reduced in exceptional circumstances. |
| **Remuneration** | The salary scale for the post **as of** **01/03/2025** is:  40,710 41,772 42,906 43,993 45,156 46,353 47,588  New appointees to any grade start at the minimum point of the scale. Incremental credit will be applied for recognised relevant service in Ireland and abroad (Department of Health Circular 2/2011). Incremental credit is normally granted on appointment, in respect of previous experience in the Civil Service, Local Authorities, Health Service and other Public Service Bodies and Statutory Agencies. |
| **Taking up Appointment** | To be agreed at job offer stage |
| **Organisational Area** | HSE West & North West Region |
| **Location of Post** | * HSE West Northwest * Initial assignment will be to the Laundry Department, University Hospitals Galway * The successful candidate may be required to work in any service area within the vicinity as the need arises.   The successful candidate may be required to work in any service area within the vicinity as the need arises. A panel may be formed for **Galway University Hospitals** from which current and future permanent and specified purpose vacancies of full or part time duration may be filled. |
| **Informal Enquiries** | Patrick Murphy, Interim Laundry Manager, GUH  **Email:** patrick.murphy9@hse.ie |
| **Details of Service** | The West and North West region provides acute and specialist hospital and community services to the West and North West of Ireland – counties Galway, Mayo, Roscommon, Sligo, Leitrim, Donegal and adjoining counties.  The region comprises of 7 hospitals across 8 sites:   * [Letterkenny University Hospital (LUH)](https://saolta.ie/hospital/letterkenny-university-hospital) * [Mayo University Hospital (MUH)](https://saolta.ie/hospital/mayo-university-hospital) * [Portiuncula University Hospital (PUH)](https://saolta.ie/hospital/portiuncula-university-hospital) * [Roscommon University Hospital (RUH)](https://saolta.ie/hospital/Roscommon%20University%20Hospital) * [Sligo University Hospital (SUH)](https://saolta.ie/hospital/sligo-university-hospital) incorporating Our Lady’s Hospital Manorhamilton (OLHM) * Galway University Hospitals (GUH) incorporating [University Hospital Galway (UHG)](https://saolta.ie/hospital/university-hospital-galway) and Merlin Park University Hospital   The region’s Academic Partner is University of Galway.  The region covers one third of the land mass of Ireland, it provides health care to a population of 830,000, employs over 20,000 staff  **Vision**  Our vision is to be a leading academic Hospital providing excellent integrated patient-centred care delivered by skilled caring staff.  **Guiding Principles**  Care - Compassion - Trust – Learning  Our guiding principles are to work in partnership with patients and other healthcare providers across the continuum of care to:   * Deliver high quality, safe, timely and equitable patient care by developing and ensuring sustainable clinical services to meet the needs of our population. * Deliver integrated services across the Hospitals and communities, with clear lines of responsibility, accountability and authority, whilst maintaining individual hospital site integrity. * Continue to develop and improve our clinical services supported by education, research and innovation, in partnership with NUI Galway and other academic partners.   Recruit, retain and develop highly-skilled multidisciplinary teams through support, engagement and empowerment. |
| **Mission Statement** | Patients are at the heart of everything we do. Our Mission is to provide high quality and equitable services for all by delivering care based on excellence in clinical practice, teaching, and research, grounded in kindness, compassion and respect, whilst developing our staff and becoming a model employer.  **OUR GUIDING VALUES**  **Respect** - We are an organisation where privacy, dignity, and individual needs are respected, where staff are valued, supported and involved in decision-making, and where diversity is celebrated, recognising that working in a respectful environment will enable us to achieve more.  **Compassion** - we treat patients and family members with dignity, sensitivity and empathy.  **Kindness** - whilst we develop our organisation as a business, we will remember it is a service, and treat our patients and each other with kindness and humanity.  **Quality** – we seek continuous quality improvement in all we do, through creativity, innovation, education and research.  **Learning** - we nurture and encourage lifelong learning and continuous improvement, attracting, developing and retaining high quality staff, enabling them to fulfil their potential.  **Integrity** - through our governance arrangements and our value system, we will ensure all of our services are transparent, trustworthy and reliable and delivered to the highest ethical standards, taking responsibility and accountability for our actions.  **Team working** – we engage and empower our staff, sharing best practice and strengthening relationships with our partners and patients to achieve our Mission.  **Communication** - we communicate with patients, the public, our staff and stakeholders, empowering them to actively participate in all aspects of the service, encouraging inclusiveness, openness, and accountability.  *These Values shape our strategy to create an organisational culture and ethos to deliver high quality and safe services for all we serve and that staff are rightly proud of.* |
| **Reporting Relationship** | * The post holder will report to the Laundry Manager or designated officer |
| **Purpose of the Post** | * The principal purpose of the Linen Room Supervisor is to assist the Laundry Manager in managing the Laundry Service for Galway University Hospitals. |
| **Principal Duties and Responsibilities** | * The post holder will support the principle that care of the patient comes first at all times and will approach their work with the flexibility and enthusiasm necessary to make this principle a reality for every patient to the greatest possible degree * Maintain awareness of the primacy of the patient in relation to all hospital activities. * Performance management systems are part of the role and you will be required to participate in the hospital performance management programme * Management of stock levels and all areas of Linen Services. * Control and direct staff in order to achieve necessary production and quality targets. * Responsible for consistently meeting delivery schedules to wards and all other service areas. * Responsible for the implementation and maintenance of measures necessary for the safety, health and welfare of staff under her/ his control. * To liaise with the Laundry Manager in the establishment, maintenance and review of procedures, systems and records such as are necessary for the efficient functioning of the Laundry Service. * Liaise on a day-to-day basis with Nursing Management and other users on matters relating to the supply of clean linen. * To deputise for the Laundry Manager when required. * To provide an efficient and effective Laundry Service and to advise the Laundry Manager as to the most effective use of manpower and resources. * Lead by example, a professional, punctual and dedicated team. * Create and promote open communication and healthy working relationships. * To be responsible for the discipline, behaviour and appearance of the Laundry staff together. * Monitoring and supervision of staff employment assessments; timekeeping and attendance; sickness / absence and implementation of local and national control measures at Department level. Proactively manage persistent poor staff attendance, in accordance with the HSE’s Managing Attendance policy. * To keep the Laundry Manager informed of any developments, actual or pending in the Laundry area which could cause disruption to hospital services. * To deal with suggestions and complaints of all staff. * To assist the Laundry Manager with the training of new staff to ensure they are proficient in the duties they perform, are instructed in safe work practices and work in a flexible manner. * To supervise staff in carrying out their duties in order to ensure application to their tasks and maintenance of satisfactory records. * Redeployment of staff, allocation of duties among staff and rostering of staff in consultation with the Laundry Manager and Heads of Departments. * To assist in the performance of Laundry duties (in the Linen Room) as the need arises. * Time Returning Officer (T.R.O) for the Laundry department. * Any other duties that may be required to ensure our service and patients are not impacted.   **Mobile Phones**   * Staff are not permitted to have mobile phones turned on or in use whilst performing their tasks. * The use of mobile phones is prohibited because they can interfere with specialised equipment used in hospitals.   **Confidentiality**   * All information relating to Patients/ Relatives etc is confidential.   **Freedom of Information**   * You must acquaint yourself with the legislation.   **Identification of Name Badges**   * All staff are required by the Management of HSE West Northwest to wear ID badges.   **Training/ Education**   * You will be required to participate in training programmes as arranged by management.   **Working Environment**   * With other work colleagues, you will be expected to promote a professional working environment. You will be required to demonstrate a friendly co-operative attitude to colleagues, patients and relatives.   **KPI’s**   * The identification and development of Key Performance Indicators (KPIs) which are congruent with the Hospital’s service plan targets. * The development of Action Plans to address KPI targets. * Driving and promoting a Performance Management culture. * In conjunction with line manager assist in the development of a Performance Management system for your profession. * The management and delivery of KPIs as a routine and core business objective.   **PLEASE NOTE THE FOLLOWING GENERAL CONDITIONS:**   * Employees must attend fire lectures periodically and must observe fire orders. * All accidents within the Department must be reported immediately. * Infection Control Policies must be adhered to. * In line with the Safety, Health and Welfare at Work Acts 2005 and 2010 all staff must comply with all safety regulations and audits. * In line with the Public Health (Tobacco) (Amendment) Act 2004, smoking within the Hospital Buildings is not permitted. * Hospital uniform code must be adhered to. * Provide information that meets the need of Senior Management. * To support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.   **Risk Management, Infection Control, Hygiene Services and Health & Safety**   * The management of Risk, Infection Control, Hygiene Services and Health & Safety is the responsibility of everyone and will be achieved within a progressive, honest and open environment. * The post holder must be familiar with the necessary education, training and support to enable them to meet this responsibility. * The post holder has a duty to familiarise themselves with the relevant Organisational Policies, Procedures & Standards and attend training as appropriate in the following areas:   + Continuous Quality Improvement Initiatives   + Document Control Information Management Systems   + Risk Management Strategy and Policies   + Hygiene Related Policies, Procedures and Standards   + Decontamination Code of Practice   + Infection Control Policies   + Safety Statement, Health & Safety Policies and Fire Procedure   + Data Protection and confidentiality Policies * The post holder is responsible for ensuring that they become familiar with the requirements stated within the Risk Management Strategy and that they comply with the Region’s Risk Management Incident/Near miss reporting Policies and Procedures. * The post holder is responsible for ensuring that they comply with hygiene services requirements in your area of responsibility. Hygiene Services incorporates environment and facilities, hand hygiene, catering, cleaning, the management of laundry, waste, sharps and equipment. * The post holder must foster and support a quality improvement culture through-out your area of responsibility in relation to hygiene services. * The post holders’ responsibility for Quality & Risk Management, Hygiene Services and Health & Safety will be clarified to you in the induction process and by your line manager. * The post holder must take reasonable care for his or her own actions and the effect that these may have upon the safety of others. * The post holder must cooperate with management, attend Health & Safety related training and not undertake any task for which they have not been authorised and adequately trained. * The post holder is required to bring to the attention of a responsible person any perceived shortcoming in our safety arrangements or any defects in work equipment. * It is the post holder’s responsibility to be aware of and comply with the HSE Health Care Records Management/Integrated Discharge Planning (HCRM / IDP) Code of Practice.   **The above Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.** |
| **Eligibility Criteria**  **Qualifications and/ or experience** | Candidates must on the closing date:  **Professional Qualifications, Experience, etc**  (a) Eligible applicants will be those who on the closing date for the competition:   1. Possess a Junior Certificate (or equivalent qualification)   **And**   1. Have a minimum of 2 years’ experience working in a laundry setting     **And**  (b) Candidates must have the personal competence and capacity to properly discharge the duties of the role.  **Health**  A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.  **Character**  Each candidate for and any person holding the office must be of good character |
| **Post specific Requirements** | * Must have at least two years’ experience in a previous role of supervising a team of 10 or more staff in the past 5 years * Possess a good standard of general education which will enable him/her to discharge duties of the office satisfactorily * Possess organising ability and suitable commercial / laundry / production experience * Knowledge of working with and troubleshooting industrial machinery would be an advantage * Must have experience using Excel and Word documents. * Demonstrate depth and breadth of management experience as relevant to the role * Demonstrate experience in Laundry Services. |
| **Other requirements specific to the post** | * A flexible approach to working hours is required in order to meet the demands of the post |
| **Skills, competencies and/or knowledge** | **Professional Knowledge**  *Must demonstrate:*   * Evidence of good computer skills * Knowledge of employment and risk management legislation * Ability to empathise with and treat service users, relatives and colleagues with dignity and respect. * Organisational skills and ability to supervise staff * Ability to motivate staff * Ability to delegate duties to staff under his/ her remit   **Planning and Managing Resources**  *Must demonstrate:*   * Evidence of effective planning and organising skills, including an awareness of resource management and the importance of value for money * An ability to achieve efficiencies in resource usage/ management * Flexibility in their approach to their work. * The ability to gather and analyse information from relevant sources * Ability to make sound decisions * Initiative in the resolution of issues   **Leadership and Teamwork**  *Must demonstrate:*   * Leadership and team management skills, including the ability to work as part of a multi-disciplinary team * Delegation skills. * Motivation and an innovative approach to job and service developments * Ability to persuade and positively influence others * Ability to problem-solve and make effective decisions * Ability to work on own initiative when required   **Patient/Customer Focus**  Must demonstrate:   * Awareness of Quality Focus initiative in line with the Group’s Continuous Quality Improvement Programme * Ability to participate in the development and implementation of policies and guidelines. * Motivation and appreciate the importance of the need to provide quality service for patients/ relatives/ public   **Communication & Interpersonal Skills**  *Must demonstrate:*   * Effective communication skills including the ability to present information in a clear and concise manner. * Ability to foster and build good communication with all other Health Care Professionals and patients/families of service users. * Evidence of numeracy skills * Evidence of assertiveness |
| **Campaign Specific Selection Process**  **Ranking/Shortlisting/ Interview** | A ranking and or shortlisting exercise may be carried out on the basis of information supplied in your application form. The criteria for ranking and or shortlisting are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of this job specification. Therefore it is very important that you think about your experience in light of those requirements.  Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process.  Those successful at the ranking stage of this process (where applied) will be placed on an order of merit and will be called to interview in ‘bands’ depending on the service needs of the organisation. |
| **Diversity, Equality and Inclusion** | The HSE is an equal opportunities employer.  Employees of the HSE bring a range of skills, talents, diverse thinking and experience to the organisation. The HSE believes passionately that employing a diverse workforce is central to its success – we aim to develop the workforce of the HSE so that it reflects the diversity of HSE service users and to strengthen it through accommodating and valuing different perspectives. Ultimately this will result in improved service user and employee experience.  The HSE is committed to creating a positive working environment whereby all employees inclusive of age, civil status, disability, ethnicity and race, family status, gender, membership of the Traveller community, religion and sexual orientation are respected, valued and can reach their full potential. The HSE aims to achieve this through development of an organisational culture where injustice, bias and discrimination are not tolerated.  The HSE welcomes people with diverse backgrounds and offers a range of supports and resources to staff, such as those who require a reasonable accommodation at work because of a disability or long term health condition.  For further information on the HSE commitment to Diversity, Equality and Inclusion, please visit the Diversity, Equality and Inclusion web page at <https://www.hse.ie/eng/staff/resources/diversity/> |
| **Code of Practice** | The Health Service Executive will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA).  The CPSA is responsible for establishing the principles that should be followed when making an appointment. These are set out in the CPSA Code of Practice. The Code outlines the standards that should be adhered to at each stage of the selection process and sets out the review and appeal mechanisms open to candidates should they be unhappy with a selection process.  The CPSA Code of Practice can be accessed via <https://www.cpsa.ie/>. |
| The reform programme outlined for the Health Services may impact on this role and as structures change the job description may be reviewed.  This job description is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned. | |



**Terms and Conditions of Employment**

**G8930 Linen Room Supervisor**

**Galway University Hospitals**

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| **Tenure** | The current vacancy available is pensionable, permanent and whole time.  A panel may be created from which permanent and specified purpose vacancies of full or part time duration may be filled  Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointment) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013. |
| **Working Week** | The standard working week applying to the post is 39 hours  HSE Circular 003-2009 “Matching Working Patterns to Service Needs (Extended Working Day / Week Arrangements); Framework for Implementation of Clause 30.4 of Towards 2016” applies. Under the terms of this circular, all new entrants and staff appointed to promotional posts from Dec 16th 2008 will be required to work agreed roster / on call arrangements as advised by their line manager. Contracted hours of work are liable to change between the hours of 8am-8pm over seven days to meet the requirements for extended day services in accordance with the terms of the Framework Agreement (Implementation of Clause 30.4 of Towards 2016). |
| **Annual Leave** | The annual leave associated with the post will be confirmed at job offer stage |
| **Superannuation** | This is a pensionable position with the HSE. The successful candidate will upon appointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment. Members of pre-existing pension schemes who transferred to the HSE on the 01st January 2005 pursuant to Section 60 of the Health Act 2004 are entitled to superannuation benefit terms under the HSE Scheme which are no less favourable to those which they were entitled to at 31st December 2004. |
| **Age** | The Public Service Superannuation (Age of Retirement) Act, 2018\* set 70 years as the compulsory retirement age for public servants.  ***\* Public Servants not affected by this legislation:***  Public servants recruited between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age.  Public servants recruited since 1 January 2013 are members of the Single Pension Scheme and have a compulsory retirement age of 70. |
| **Probation** | Every appointment of a person who is not already a permanent officer of the Health Service Executive or of a Local Authority shall be subject to a probationary period of 12 months as stipulated in the Department of Health Circular No.10/71. |
| **Protection of Children Guidance and Legislation** | The welfare and protection of children is the responsibility of all HSE staff. You must be aware of and understand your specific responsibilities under the Children First Act 2015, the Protections for Persons Reporting Child Abuse Act 1998 in accordance with Section 2, Children First National Guidance and other relevant child safeguarding legislation and policies.  Some staff have additional responsibilities such as Line Managers, Designated Officers and Mandated Persons. You should check if you are a Designated Officer and / or a Mandated Person and be familiar with the related roles and legal responsibilities.  For further information, guidance and resources please visit: [HSE Children First webpage](https://www.hse.ie/eng/services/list/2/primarycare/childrenfirst/resources/). |
| **Infection Control** | Have a working knowledge of Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role. |
| **Health & Safety** | It is the responsibility of line managers to ensure that the management of safety, health and welfare is successfully integrated into all activities undertaken within their area of responsibility, so far as is reasonably practicable. Line managers are named and roles and responsibilities detailed in the relevant Site Specific Safety Statement (SSSS).  Key responsibilities include:   * Developing a SSSS for the department/service[[1]](#footnote-1), as applicable, based on the identification of hazards and the assessment of risks, and reviewing/updating same on a regular basis (at least annually) and in the event of any significant change in the work activity or place of work. * Ensuring that Occupational Safety and Health (OSH) is integrated into day-to-day business, providing Systems Of Work (SOW) that are planned, organised, performed, maintained, and revised as appropriate, and ensuring that all safety related records are maintained and available for inspection. * Consulting and communicating with staff and safety representatives on OSH matters. * Ensuring a training needs assessment (TNA) is undertaken for employees, facilitating their attendance at statutory OSH training, and ensuring records are maintained for each employee. * Ensuring that all incidents occurring within the relevant department/service are appropriately managed and investigated in accordance with HSE procedures[[2]](#footnote-2). * Seeking advice from health and safety professionals through the National Health and Safety Function Helpdesk as appropriate. * Reviewing the health and safety performance of the ward/department/service and staff through, respectively, local audit and performance achievement meetings for example.   Note: Detailed roles and responsibilities of Line Managers are outlined in local SSSS. |
| **Ethics in Public Office 1995 and 2001** | Positions remunerated at or above the minimum point of the Grade VIII salary scale are designated positions under Section 18 of the Ethics in Public Office Act 1995. Any person appointed to a designated position must comply with the requirements of the Ethics in Public Office Acts 1995 and 2001 as outlined below:  A) In accordance with Section 18 of the Ethics in Public Office Act 1995, a person holding such a post is required to prepare and furnish an annual statement of any interests which could materially influence the performance of the official functions of the post. This annual statement of interest should be submitted to the Chief Executive Officer not later than 31st January in the following year.  B) In addition to the annual statement, a person holding such a post is required, whenever they are performing a function as an employee of the HSE and have actual knowledge, or a connected person, has a material interest in a matter to which the function relates, provide at the time a statement of the facts of that interest. A person holding such a post should provide such statement to the Chief Executive Officer. The function in question cannot be performed unless there are compelling reasons to do so and, if this is the case, those compelling reasons must be stated in writing and must be provided to the Chief Executive Officer.  C) A person holding such a post is required under the Ethics in Public Office Acts 1995 and 2001 to act in accordance with any guidelines or advice published or given by the Standards in Public Office Commission. Guidelines for public servants on compliance with the provisions of the Ethics in Public Office Acts 1995 and 2001 are available on the Standards Commission’s website <https://www.sipo.ie/>. |

1. A template SSSS and guidelines are available on [writing your site or service safety statement](https://www2.healthservice.hse.ie/organisation/national-pppgs/writing-your-site-or-service-safety-statement/).

   2 Structures and processes for effective [incident management](https://www2.healthservice.hse.ie/organisation/qps-incident-management/incident-management/) and review of incidents. [↑](#footnote-ref-1)
2. [↑](#footnote-ref-2)