



## Multi Task Attendant Job Specification

<b>Job Title and Grade</b>	<b>Multi Task Attendant (MTA)</b> (Grade Code: 6015)
<b>Campaign Reference</b>	<i>To be completed by Recruiter</i>
<b>Closing Date</b>	<i>To be completed by Recruiter</i>
<b>Proposed Interview date(s)</b>	<i>Insert proposed date of interviews</i>
<b>Taking up Appointment</b>	A start date will be indicated at job offer stage
<b>Location of Post</b>	<p><i>Insert location</i></p> <p>There is currently xx permanent / specified purpose / part time / whole-time vacancy available in xxxxxxxxxx</p> <p>A panel may be formed as a result of this campaign for Multi Task Attendant from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled.</p>
<b>Informal Enquiries</b>	Please provide name & contact details for person who will deal with informal enquiries.
<b>Details of Service</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> <i>What service does the unit provide</i></li> <li><input type="checkbox"/> <i>What client group is served by the unit</i></li> <li><input type="checkbox"/> <i>What are the possible future developments for the service</i></li> <li><input type="checkbox"/> <i>What is the team structure?</i></li> <li><input type="checkbox"/> <i>What area is covered by this service?</i></li> </ul> <p><i>There is no limit to the text that can be inserted here. Please use this section to highlight the service and generate interest in the service and job being recruited for.</i></p>
<b>Reporting Relationship</b>	The post holder will report to a designated line manager or their delegate relevant to the specific Caring, Cleaning Catering role assigned.
<b>Key Working Relationships</b>	Provide a brief overview of the types of people that the job holder will typically engage with in the fulfilment of the duties and responsibilities of their role. This overview should provide the applicant with a sense for the key working relationships associated with the role.
<b>Purpose of the Post</b>	The role of the Multi Task Attendant (MTA) is to work as part of a team in the delivery of high quality, person centred direct and indirect care to patients/ residents/ service users, under the direction of qualified nursing/other designated officer.
<b>Principal Duties and Responsibilities</b>	<p>Duties appropriate to the Multi Task Attendant may vary depending on the care setting, the context of specific ward/areas, relevant training/knowledge required for the role assigned (Caring, Cleaning, Catering).</p> <p><b>Multi Task Attendants may be required to move between different wards/departments/relief duties and to work across Caring, Cleaning, Catering roles to support service need. In keeping with HIQA and HACCP standards Multi Task Attendants do not move between defined Caring, Cleaning, Catering roles at the same time/ on the same day/ shift. (Except in exceptional circumstances)</b></p> <p>The Multi Task Attendant role involves:</p> <ul style="list-style-type: none"> <li>• <b>Caring</b> - to assist with the delivery of direct and indirect care and activities of daily living for patients/ residents/ service users under the supervision and direction of nursing or other professional staff/designated manager.</li> <li>• <b>Cleaning</b> - Attending to designated housekeeping, cleaning, laundry, waste management duties in the context of the specific service area in line with national and locally devised policies and standards.</li> <li>• <b>Catering</b> - When directed be responsible for the preparation, distribution and serving of food and delivery of catering services to patients/ residents/ service users/central catering facilities, in line with national and locally devised policies and standards.</li> </ul>



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### Caring:

**In the context of patient/ resident/ service user Care and the service setting, the Multi Task Attendant duties under direction include:**

- Assist and support the direct and indirect care of patients/ residents/ service users to support all activities of daily living.
- Carry out assigned and delegated responsibilities - personal care of patients/ residents/ service users, including attending to personal care (bathing/showering, toileting etc), feeding, positioning, mobilisation of patients/ residents/ service users, fitting of equipment etc.
- Undertake assigned duties in such a way as to ensure that care delivered is of a high standard
- Respect patients/ residents/ service users and their families showing dignity, courtesy and professionalism at all times.
- Under direction of a nurse/relevant manager/professional assist patients/ residents/ service users in preparation for their meals, choosing their menu, preparing eating environment and making it as aesthetically pleasant as possible by removing unnecessary items, thus ensuring patient/ resident/ service users dietary needs are met
- Assist patients/ residents/ service users to ensure their specific dietary requirements are met, encouraging patients/ residents/ service users to eat and drink, preparing special drinks and snacks
- Observe and report any observations, incidents or concerns regarding patient/ resident/ service users to the person in charge
- Actively encourage the participation of patients/ residents/ service users in their own care, and promote as much independence as possible.
- Transport/escort patients/ residents/ service users within or outside the service area as necessary<sup>1</sup> or required by designated line manager or their delegate
- Assist and support end of life care providing a quiet, comfortable, dignified, compassionate caring environment for patients/ residents/ service users and to relatives/loved ones.
- Assist with care of the deceased, preparation and transfer to the mortuary as required by line manager.
- Assist with the appropriate storage and safe keeping of patient/ resident/ service users belonging in keeping with local policy
- Transport medical records, specimens, medical gases, equipment, medicines, stores, etc. within or outside the service when necessary.
- Be responsible for the general cleaning and disinfecting of patient/ resident/ service user equipment, wheelchairs, trolleys/beds, chairs or other ward/service equipment in keeping with national and locally agreed policies and standards.
- Assist in the disposal of waste according to hospital policy.
- Assist with the management of stocks and supplies.
- Assist with general portering duties relevant to the specific ward/service setting<sup>2</sup>

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<sup>1</sup> As per service need and the needs of the patient/ resident/ services user , based on the following 3 considerations;

- i. Compassionate Care
- ii. As appropriate to care model & settings.
- iii. Assist/shared responsibility of all staff involved in patient/ resident/ service user care  
(Agreed at the HCA Programme Oversight Group)

<sup>2</sup> In the absence of dedicated Portering staff , based on the following 3 considerations;

- i. Compassionate Care
- ii. As appropriate to care model & settings
- iii. Assist/shared responsibility of all staff involved in patient/ resident/ service user care  
(Agreed at the HCA Programme Oversight Group)



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### **Cleaning:**

*The Multi Task Attendant when assigned will:*

- Be responsible for carrying out cleaning/household, laundry, waste management duties appropriate to the relevant area and duties assigned, in keeping with National and locally agreed policies and standards.

### **Catering:**

*The Multi Task Attendant when assigned will:*

- Be responsible for carrying out catering attendant duties appropriate to the relevant service/area assigned in keeping with National and locally agreed standards and procedures.

### **Quality and Safety:**

*The Multi Task Attendant will:*

- Support the implementation of a quality standards and improvements initiatives
- Work within their own role, adhering to current legislation, policies, procedures, protocols and guidelines.
- Maintain the confidentiality of all information made available to him / her during the course of his / her work
- Understand and adhere to all relevant policies ie. Health & Safety, Safety statements, Fire, Food Safety Standards, Infection Control Polices, Hygiene Standards, Waste Management policies, Manual Handling, risk management procedures and statutory obligations.
- Maintain a strict code of personal and general hygiene in the work place and present for work wearing the agreed attire and identification in line with existing policies and procedures
- Carry assigned bleep/phone for role assigned and be contactable at all times
- Report all complaints in line with service policy

### **Health & Safety including maintaining a safe environment:**

*The Multi Task Attendant will:*

- In accordance with Health and Safety at work policy, observe all rules relating to Health and Safety and Conduct at Work and to use any equipment provided in a safe and responsible manner.
- Adhere to local procedures reporting to and leaving duty
- Be aware of risks and minimise same where possible. Be aware of fire exists, keep exits free from obstruction, attend mandatory fire training and participate in fire drills.
- Conduct his / herself in a manner that ensures the safe care of patients/ residents/ service users
- Only undertake any duty related to patient/ resident/ service user for which he/she is trained and advise relevant manager of any training needs.
- Attend to spillages when necessary as quickly as possible to prevent accidents
- Report any accidents, near misses or incident which may compromise the health and safety of patient/ resident/ service user/ staff/ visitors to the Person in charge and take appropriate action in line with local policies and procedures.
- Report any broken or unsafe items, equipment faults that need repair and take them out of circulation as required in keeping with service policy
- Report any maintenance issues promptly in keeping with service policy
- Move or assist in moving equipment and or furniture as necessary and ensure all equipment is stored safely
- Be responsible for appropriate storage and cleaning of patient/ resident/ service user equipment on the ward/service area in keeping with local policy
- Assist in keeping service areas clean and tidy.
- Assist with waste, laundry ensuring agreed standards for the segregation, storage, transportation of waste and laundry are maintained in line with local and national policies.



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- Attend to hygiene, disinfecting and cleaning of equipment or environment in keeping with local and national policies and guidelines.

### **Communication and Teamwork:**

Effective communication is a core skill required by Multi Task Attendant. These skills will be used to provide a caring service to the public in a courteous and effective manner.

*The Multi Task Attendant will:*

- Operate in accordance with the values of the HSE. These values include integrity and openness, respect and support, caring and loyalty to the organisation (Dignity at work Policy).
- Deal courteously with patients/ residents/ services users, their family, with visitors, other healthcare workers and with anyone whom they come in to contact in the course of their duties.
- Communicate effectively with all grades of staff and disciplines contributing to effective team working. Respect culture and diversity within the team. Strive to foster good working relationships within the team including handling conflict. Work effectively and co-operatively with colleagues in all disciplines. Develop and maintain good interpersonal relationships.
- Participate in maintaining a physical environment that communicates peace, comfort and caring to patients/ residents/ service users and their families.

### **Education & Training:**

*The Multi Task Attendant will:*

- Attend induction and mandatory in-service training courses
- As directed, participate in the induction of new staff
- Participate in team based development, education, training and learning.
- Participate in appraisal and the development of a personal development plan in conjunction with his / her line manager.

### **Administrative Duties:**

*The Multi Task Attendant will:*

- Attend staff meetings and contribute constructively to the smooth running of the relevant service area as required.
- As required update records in line with local policy relevant to the role assigned

**The above Job Specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder will 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**

#### **1. Professional Qualifications, Experience, etc.**

- (a) Eligible applicants will be those who on the closing date for the competition:
- (i) Possess the relevant QQI Further Education and Training (FET) Level 5 Certificate in Health Service Skills  
**Or**
  - (ii) FETAC Level 5 Certificate in Health Service Skills or Healthcare Support  
**Or**
  - (iii) A relevant Healthcare qualification  
**Or**
  - (iv) Be currently employed as an Attendant, Multi-Task or a comparable role and be willing to undertake a QQI/FET Level 5 programme in Health Service Skills or equivalent.  
**And**



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	<p>(b) Candidates must have the personal competence and capacity to properly discharge the duties of the role.</p> <p><b>2. Health</b> 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.</p> <p><b>3. Character</b> Each candidate for and any person holding the office must be of good character</p>
<p><b>Post Specific Requirements</b></p>	<p><input type="checkbox"/> <i>This section may be used to include educational or experience requirements that are deemed necessary for a specific post in a specific location. Fluency in Irish where it is established that this is an essential requirement in delivering the service.</i></p>
<p><b>Other requirements specific to the post</b></p>	<p><i>Any additional requirements specific to the post will be notified at “expression of interest” stage and will be dependent on individual care setting needs. Please outline the specific criteria that are specific to the post, e.g. access to transport as post will involve frequent travel, participate in an on-call rota.</i></p>
<p><b>Skills, competencies and/or knowledge</b></p>	<p><b><i>Demonstrates the following:</i></b></p> <p><b><u>Professional Knowledge</u></b></p> <ul style="list-style-type: none"> <li>• Demonstrate evidence of knowledge of regulations including EHO, HIQA and HACCP regulations and the requirements in this role to adhere to same.</li> <li>• Demonstrate knowledge to carry out the duties and responsibilities of the role</li> <li>• Demonstrate knowledge in the area of healthcare</li> <li>• Demonstrate an ability to apply knowledge to best practice</li> <li>• Demonstrate a commitment to continuing professional development</li> <li>• Demonstrate ability to work under pressure</li> <li>• Demonstrate a commitment to assuring high standards and strive for a patient/ resident/ service user centred service</li> <li>• Understands the importance of hygiene practices</li> </ul> <p><b><u>Planning and Organising</u></b></p> <ul style="list-style-type: none"> <li>• Demonstrate evidence of ability to plan work effectively and efficiently.</li> <li>• Demonstrate flexible approach – to working hours, rostering e.g. unsocial hours/shift work, night duty, on call, attitude to work</li> <li>• Demonstrates ability to manage deadlines and handle multiple tasks</li> <li>• Demonstrates evidence of time management and know how to prioritise workload</li> <li>• Reports, documents and records incidents and complies with local policy in relation to records, as appropriate.</li> </ul> <p><b><u>Teamwork</u></b></p> <ul style="list-style-type: none"> <li>• Demonstrate ability to work under direction or as part of a team.</li> <li>• Demonstrate motivation and an innovative approach to job.</li> <li>• Demonstrates respect to patients/ residents/ service users and staff</li> <li>• Engages with Line Management &amp; Colleagues to improve patient/ resident/ service user experience and outcomes</li> </ul> <p><b><u>Patient/ Resident/ Service user/Customer Focus</u></b></p> <ul style="list-style-type: none"> <li>• Demonstrates commitment to providing a quality service.</li> <li>• Demonstrate evidence of ability to empathise with and treat patients/ residents/ service users, relatives and colleagues with dignity and respect.</li> <li>• Demonstrate motivation to fulfil the role and contribute to improving the service.</li> <li>• Demonstrate the ability to maintain confidentiality</li> <li>• Is aware of “Person centred care” and understand need to follow care plans</li> </ul> <p><b><u>Communication &amp; Interpersonal Skills</u></b></p> <ul style="list-style-type: none"> <li>• Demonstrates effective communication skills both written and verbal</li> </ul>
<p><b>Campaign Specific Selection Process</b></p>	<p>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</p>



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<b>Ranking / Shortlisting / Interview</b>	<p>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.</p> <p><u>Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process.</u></p> <p>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.</p>
<b>Diversity, Equality and Inclusion</b>	<p>The HSE is an equal opportunities employer.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>For further information on the HSE commitment to Diversity, Equality and Inclusion, please visit the Diversity, Equality and Inclusion web page at <a href="https://www.hse.ie/eng/staff/resources/diversity/">https://www.hse.ie/eng/staff/resources/diversity/</a></p>
<b>Code of Practice</b>	<p>The Health Service Executive will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA).</p> <p>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.</p> <p>The CPSA Code of Practice can be accessed via <a href="https://www.cpsa.ie/">https://www.cpsa.ie/</a>.</p>
<p>The reform programme outlined for the Health Services may impact on this role and as structures change the job description may be reviewed.</p> <p>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.</p>	



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### HEALTH SERVICES EXECUTIVE

#### Terms and Conditions of Employment Multi Task Attendant

<b>Tenure</b>	<p>The current vacancy available is <b>permanent/temporary</b> and <b>whole time/part-time</b>.</p> <p>The post is pensionable. A panel may be created from which permanent and specified purpose vacancies of full or part time duration may be filled. The tenure of these posts will be indicated at “expression of interest” stage.</p> <p>Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointments) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013.</p>
<b>Remuneration</b>	<p>The Salary scale for the post is: <b>PLEASE INSERT (Pro Rata - part-time)</b></p> <p><b>PLEASE INSERT the most recent salary scales for the role and grade code.</b></p> <p>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.</p>
<b>Working Week</b>	<p>The standard working week applying to the post is to be confirmed at Job Offer stage.</p> <p><b>Please include the following paragraph for posts that traditionally worked 9-5, Monday to Friday. Do not include for nursing and other posts that are required to work shifts over a 7-day week.</b></p> <p>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 16<sup>th</sup>, 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).</p>
<b>Annual Leave</b>	The annual leave associated with the post will be confirmed at Contracting stage.
<b>Superannuation</b>	<p>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 01<sup>st</sup> 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 31<sup>st</sup> December 2004</p>
<b>Age</b>	<p>The Public Service Superannuation (Age of Retirement) Act, 2018* set 70 years as the compulsory retirement age for public servants.</p> <p><b>* <u>Public Servants not affected by this legislation:</u></b> Public servants joining the public service or re-joining the public service with a 26 week break in service, between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age. Public servants, joining the public service or re-joining the public service after a 26 week break, after 1 January 2013 are members of the Single Pension Scheme and have a compulsory retirement age of 70.</p>
<b>Probation</b>	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.
<b>Protection of Persons Reporting Child Abuse Act 1998</b>	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.



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	<p>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.</p> <p>For further information, guidance and resources please visit: <a href="#">HSE Children First webpage</a>.</p>
<b>Infection Control</b>	<p>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.</p>
<b>Health &amp; Safety</b>	<p>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).</p> <p>Key responsibilities include:</p> <ul style="list-style-type: none"><li>• Developing a SSSS for the department/service<sup>3</sup>, 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.</li><li>• 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.</li><li>• Consulting and communicating with staff and safety representatives on OSH matters.</li><li>• 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.</li><li>• Ensuring that all incidents occurring within the relevant department/service are appropriately managed and investigated in accordance with HSE procedures<sup>4</sup>.</li><li>• Seeking advice from health and safety professionals through the National Health and Safety Function Helpdesk as appropriate.</li><li>• Reviewing the health and safety performance of the ward/department/service and staff through, respectively, local audit and performance achievement meetings for example.</li></ul> <p><b>Note:</b> Detailed roles and responsibilities of Line Managers are outlined in local SSSS.</p>

### \*\*\*\*\*Helpful Reminders\*\*\*\*\*

- 1) Please remember to delete any prompts and / or tables (in dark blue) in the sections above
- 2) Ensure all fonts are now in black

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<sup>3</sup> A template SSSS and guidelines are available on the National Health and Safety Function, here: <https://www.hse.ie/eng/staff/safetywellbeing/about%20us/>

<sup>4</sup> See link on health and safety web-pages to latest Incident Management Policy