



**Attendant, Multi-Task
Bantry General Hospital
Job Specification & Terms and Conditions**

Job Title, Grade Code	Freastalaí, Iltascanna (Grád Cód: 6015) Attendant, Multi-Task (Grade Code: 6015)
Remuneration	The salary scale for the post (as at 01/06/2026) is: €36,651 – €38,130 – €39,687 – €40,101 – €41,118 – €41,998 – €43,264 – €44,577 – €45,939 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.
Campaign Reference	BGHP102662
Closing Date	12 noon on the 5th of October 2026 Please note late applications will not be accepted.
Proposed Interview Date (s)	Candidates will normally be given at least two weeks' notice of interview. The timescale may be reduced in exceptional circumstances.
Taking up Appointment	A start date will be indicated at job offer stage.
Location of Post	Ospidéal Ginearálta Bheanntaí Bantry General Hospital There are currently multiple vacancies available in Bantry General Hospital. A panel may be formed as a result of this campaign for Bantry General Hospital from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled.
Informal Enquiries	We welcome enquiries about the role. Contact Mary Whooley, Catering & Household Manager, Bantry General Hospital Email: Mary.Whooley1@hse.ie Tel: 027 52991 For further information about the role. Contact Sinead Ryan, Administrative Officer, People SouthWest Email: Sinead.Ryan22@hse.ie Tel: 087 067 2626 For enquiries relating to the recruitment process.
Details of Service	Bantry General Hospital is unique in providing both acute and residential services to the rural population of West Cork and South Kerry. The acute hospital provides 24-hour medical service inclusive of Medical Assessment Unit, Acute Medicine, Stroke and Rehab. Our surgical activity is day-case planned procedures. Our residential HIQA-registered unit provides residential, respite and palliative care services.



Health Regions	Six Health Regions have been established within the HSE, on the basis of the geographical boundaries agreed by the Government in July 2019. Each Health Region will be tasked with population-specific planning resourcing and delivery of health and social care services for the needs of its unique population. This will result in improved accountability and governance in terms of finance and performance, while also bringing decision-making closer to the frontline. Health Regions will enable and empower staff to provide services that are: • Integrated, locally planned and delivered • Easier to access and navigate • Available closer to home Health Regions are geographically-based units with clearly defined populations. They align community and hospital services within specific areas. The HSE will retain a strong but leaner central organisation, with more service provision developed at a local level. The HSE South West Health Region will manage and deliver all public health and social care services in Cork and Kerry. HSE South West includes all hospital and community healthcare services in the region. This includes: • South / South West Hospital Group S/SWHG • Cork Kerry Community Healthcare CKCH The Department of Population and Public Health is also now aligned with this health region. HSE Services working within this region include: • Acute Hospitals • Primary care services • Community services • Social care services • Health and social care professionals • Voluntary sector services
Reporting Relationship	The Multi-Task Attendant will report to the Catering & Household Manager and to the Clinical Nurse Manager at ward level.
Purpose of the Post	The Multi-Task Attendant will be responsible for the cleaning of the environment of the hospital. They will perform catering duties within wards and departments throughout the hospital, as well as patient care as directed by the Clinical Nurse Manager / Nurse in Charge.
Principal Duties and Responsibilities	General Cleaning • Responsible for the general cleaning of the hospital and areas as identified by the Ward Manager. • Ensure the agreed standard of cleanliness and hygiene are maintained in all areas by using the approved cleaning materials. • Use and care of cleaning equipment as trained. • Be responsible for the segregation and safe disposal of waste to designated areas. • Perform daily or evening cleaning of ward areas, bathrooms, toilets, walls, floors, corridors, beds patient equipment and household and clinical waste bins. • Perform daily or evening deep clean /isolation cleaning of assigned areas by manual cleaning and machine cleaning. • Complete Cleaning Checklists as cleaning is carried out.



- Ensure all cleaning documentation is kept up to date and available for inspection e.g. ward cleaning checks, bed cleaning programme.
- Ensure ward cleaning supplies are used economically and replenished.
- Ensure patient's property is respected at all times.
- Report any equipment faults to person in charge.
- Check and clean specified equipment and ensure instructions are followed during operation and maintenance.
- To use designated cleaning products with caution, following guidelines appropriate to their use and ensuring all cleaning materials are used economically. Products will be kept in a locked cupboard/ room when not in use. These supplies should be monitored to ensure appropriate stock levels are maintained.
- Immediate attention to be given to all spillage's including tea, coffee, water, urine, faeces, vomit etc in order to reduce the risk of accidents.
- Use of floor scrubber and buffering of designated floor areas on the units.
- Adherence to Health and Safety Guidelines and the use of hazard signs.

Patient Care

- Nursing staff will delegate patient care duties in accordance with their professional judgement and within the competence of the Multi-Task Attendant.
- Patients/clients may require assistance in some or all activities of daily living. It is the duty of the nurse to assess, plan, implement and evaluate the care required by the patient. The primary role of the Multi-Task Attendant is to assist the nurse in the implementation of the care, as determined by the Registered Nurse.
- The transporting of patients from the ward and various departments, either in beds, on trolleys, in wheelchairs or walking.
- When necessary to remain with patients in these areas and to assist patients.
- Communicate any observations on the patients to the nursing staff.
- Answer patient call bells when nursing staff are busy.
- To assist nursing staff with moving and handling of patients.
- To assist patients with their personal care, toileting and bathing as requested by the patient or nursing staff.
- To assist with the preparation of patients for surgery as instructed by the ward manager.
- Transfer of equipment as required.
- To be aware of safety issues pertaining to patients and colleagues.
- To adhere to Infection Control Guidelines.
- To adhere to Hospital Guidelines.
- Participating in the social and activity programmes in the Care of the Elderly setting.
- Refer all queries to the nurse in charge.
- Report any incident or potential incident which may compromise the health and safety of patients, staff or visitors and take appropriate action.
- Multi-Task Attendants should conduct themselves in a manner that conveys respect of the individual and ensures safe patient care, including confidentiality, courtesy, accountability, communication, dignity, privacy, health and safety.

Catering Duties

- Assist with patient preparation for mealtimes i.e. patient's are made comfortable and prepare bed table area for tray service.

- Distribute jugs of water / ice and glasses to the patient's morning and evening and as required.
- Distribute, input details and collect menu cards from the patients daily.
- Assist with increasing awareness of Protected Mealtimes and the National Visitors Guidelines
- Record patients' dietary requirements on summary sheet for main kitchen.
- Ensure that bed tables are cleaned prior to and after food service.
- Assist patients with feeding at mealtimes in consultation with CMN or Nurse in charge at mealtimes and monitor food intake. Record/ report as required.
- Assist with the preparation and presentation of food, make beverages, snacks, sandwiches, etc. as required and serve.
- Liaise with CNM / Dietician on patient requirements.
- Collect food trolleys and ensure trays / trolleys are prepared for meal service in accordance with best practice for patients.
- Ensure appropriate serving utensils are used at all mealtimes in line with best practice.
- Carry out and record food temperature checks before serving to the patient at mealtimes and record on temperature chart in ward pantries.
- Record fridge temperature morning and evening and document, report any variances and take action.
- Order / record food stock levels for patients from the main.
- Kitchen stores to ward pantries.
- Ensure ward pantry and equipment i.e. microwave, toaster etc are cleaned in line with cleaning manual and pantry cleaning checklist is signed off.
- Ensure that after each food service, catering trolley is cleaned down in the main wash up area and set up for next meal service.
- Ensure segregation of food waste and paper at ward pantry in line with food waste and waste segregation procedures.
- Report and label equipment breakdowns, and fill in appropriate requisition form with CNM Nurse in Charge on the ward / department.
- Adhere to Hospital Catering and Hygiene policies.
- Protective clothing to be worn while on duty.
- Acquaint themselves with a knowledge of Health & Safety / Food Hygiene legislation.
- Ensure work practice is in line with all hygiene and Health and Safety procedures, including HACCP guidelines.

Waste & Laundry

- Laundry bags not to be overfilled.
- Appropriate procedure and guidelines to be followed for infected laundry.
- Bags to be stored in the designated areas.
- Clean laundry to be stored in the appropriate place.
- Linen rooms to be kept clean and tidy at all times and linen trolleys prepared for bed making.
- Collecting and tagging of household and clinical waste accumulated during the day and removal to designated areas.
- Maintain safe work practices.
- To handle domestic waste and clinical waste and ensure correct disposal to prevent cross infection.

- Universal precautions to be taken with the handling and disposal of clinical waste.

Operational

- Be courteous and helpful to patients and their relatives and respect each person's privacy and dignity at all times.
- Present to work wearing the agreed attire and identification, having regard to the highest standard of attire and personal hygiene.
- Allocation to various wards on rotation and will be required to perform day and night duty.
- Acquaint themselves with Health & Safety at Work guidelines and obligations including e-learning programmes on HSELand.
 - Ensure an adequate knowledge of the emergency action and fire plan.
 - Co-operate with periodic medical checks as required.
 - Conduct themselves in a manner that conveys respect of the individual and ensures safe client / patient care
- Report any incident or potential incident which may compromise the health and safety of clients / patients, staff or visitors to the person in charge and take appropriate action.
- To attend meetings as required by the Unit Managers and Management Team in the Hospital with a view to maintaining high standards, open communication amongst staff and good levels of staff morale.
- To attend and reach an acceptable standard of performance in courses internal and external and as designated appropriate by the employing authority.
- Understand and adhere to all HSE policies, guidelines and procedures.
- Not undertake any duty related to client / patient care for which they are not trained.
- Apply precautions at all times to minimise the risks of cross infection e.g. clean up any spillages of bodily fluids.
- Ensure that all equipment is stored and cleaned correctly, and storage areas are kept clean and tidy.
- Follow Hospital Policy with regard to confidentiality in relation to patient care.
- In accordance with Health and Safety at work policy, it is each staff members' responsibility to observe all rules relating to Health and Safety and Conduct at Work and to use any equipment provided in a safe and responsible manner.
- Participate in appropriate in-service training sessions including fire safety, moving techniques in patients care, hand hygiene and any other such sessions as organised by hospital management.
- Be able to work as part of a team.
- Have knowledge of the Health Information and Quality Authority (HIQA) standards as they apply to the role.
- Have knowledge of Children First and complete HSeLand "Introduction to Children First" online e-learning programme. It is HSE policy that all staff irrespective of role, grade or position must promote the welfare of children and protect them from harm.
- To be aware of:
 - Fire precautions and procedures and attend fire drills once a year
 - Infection Control procedures
 - Complaints procedures
 - Incident and Accident reporting
 - Hospital Risk Management



	The above Job Specification 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 them from time to time and to contribute to the development of the post while in office.
Eligibility Criteria Qualifications and/or experience	1. Statutory Registration, Professional Qualifications, Experience, etc Eligible applicants will be those who on the closing date for the competition: (a) 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 (b) Candidates must have the personal competence and capacity to properly discharge the duties of the role. 2. <u>Health</u> 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. 3. <u>Character</u> Each candidate for and any person holding the office must be of good character.
Post Specific Requirements	Demonstrate previous experience of working in a hospital/caring setting.
Additional eligibility requirements:	Citizenship Requirements Eligible candidates must be: (i) EEA, Swiss, or British citizens OR (ii) Non-European Economic Area citizens with permission to reside and work in the State Read Appendix 2 of the Additional Campaign Information for further information on accepted Stamps for Non-EEA citizens resident in the State, including those with refugee status. To qualify candidates must be eligible by the closing date of the campaign.



Skills, competencies and/or knowledge	<u>Professional Knowledge & Experience</u> Demonstrates: • Knowledge of the hospital environment. • Knowledge of: ○ Hygiene Procedures ○ Food Hygiene and Food Safety ○ Health & Safety ○ Infection Control • Knowledge of Health and Safety as relevant to the role. • The ability to work in line with relevant policies and procedures. <u>Planning & Organising</u> Demonstrates: • The ability to effectively plan and manage own workload in an effective and methodical manner. • The ability to manage deadlines and effectively handle multiple tasks. <u>Commitment to Providing a Quality Service</u> Demonstrates: • A commitment to providing a quality service. • Awareness and ability to respect and maintain confidentiality. <u>Teamwork</u> Demonstrates: • The ability to work on own initiative as well as part of a team, promoting a positive team spirit. • Evidence of being able to work collaboratively with other staff in carrying out work tasks. <u>Communication & Interpersonal Skills</u> Demonstrates: • Effective communication skills including the ability to present information in a clear and concise manner. • Strong interpersonal skills including the ability to build and maintain relationships with a variety of stakeholders; treats others with dignity and respect.
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 progressing 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. Read more about the HSE's commitment to Diversity, Equality and Inclusion
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 to be followed when making an appointment. These are set out in the CPSA Code of Practice. The Code outlines the standards to 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. Read the CPSA Code of Practice.
The reform programme outlined for the health services may impact on this role, and as structures change the Job Specification may be reviewed. This Job Specification 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.	



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Terms and Conditions of Employment

Tenure	The current vacancies available are part-time and permanent / specified purpose. 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. 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.
Working Week	The standard weekly working hours of attendance for your grade are 39 hours per week. Your normal weekly working hours are 39 hours. Contracted hours that are less than the standard weekly working hours for your grade will be paid pro rata to the full time equivalent.
Annual Leave	The annual leave associated with the post will be confirmed at Contracting 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. <u>* Public Servants not affected by this legislation:</u> 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.
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. All Mandated Persons under the Children First Act 2015, within the HSE, are appointed as Designated Officers under the Protections for Persons Reporting Child Abuse Act, 1998. Mandated Persons such as line managers, doctors, nurses, physiotherapists, occupational therapists, speech and language therapists, social workers, social care workers, and emergency technicians have additional responsibilities.

	You should check if you are a Mandated Person and be familiar with the related roles and legal responsibilities. Visit HSE Children First for further information, guidance and 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/service¹, 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 procedures². • 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.

¹A template SSSS and guidelines are available on [writing your site or service safety statement](#).

²Structures and processes for effective [incident management](#) and review of incidents.