CONNECT WEEKLY

HEART TO HEART with the EDITOR

NAME: Noeleen Taylor

POSITION: Trainer, Matter Misericordiae University Hospital

When did you join Momentum Support? In 1988 just coming up to my thirty-third-year.

What made you apply for the job? My friend Maureen Russell was working for years with the Company. She asked would I be available for holiday cover work. I came on board and absolutely loved it, so much that I am still here thirty-three years later.

How did your career progress with Momentum Support?
Well I started off as a Cleaning Operative in VHI. After five years of gaining experience my Manager asked would I be interested in taking on the Supervisor role. Back then that was how things were. If you did a good job you moved up the ladder to the next role. I must admit, I personally, gave everything to my job. I was completely dedicated to delivering customer service and ensuring my team delivered, but also remembered the importance of creating a friendly environment.

A special Thankyou: I would like to thank Sinead Grogan for this opportunity. Laura Whelan, Michelle Kavanagh, Elaine Callan and all the Supervisors on Site for making me feel so welcome. They are now colleagues and friends!

Noeleen, I heard you changed roles after thirty-one years. Some would consider that to be courageous. Tell us more?
In 2019 I found out that a position was available to apply for as a Trainer. I was interested as changes were planned on my site. I must admit I had some doubts yet I believed I had the experience required for the role. I applied and was interviewed by Sinead Grogan, Senior Operations Manager. I was successful and joined The Mater Misericordiae University Hospital Team in April 2019. It was actually Colin Maybin who inspired me when he said, "You will be great and if you don't like it, we will find something else". I had worked for Colin Maybin for a long time. I trusted his word and that gave me the confidence to take on the new challenge. Within a month I knew I had made the right decision.

Tell me about the day you were recognised for your length of service with Momentum Support? I was delighted to be invited to the thirty-year celebration of Momentum Support in

business. I was acknowledged as one of the longest serving employees. I received a beautiful bouquet of flowers and a voucher for 200 Euro. I even cut the cake as Colin Maybin joked, "spend it on yourself Noeleen".

Tell us something others may not know about you?
I was invited as one of the VIP's to the U2 Concert in Croke Park. My daughter Jennifer Taylor works on the Google Site as a Supervisor, she is now with Momentum Support 21 years. We are loyal people in my family!

As the Trainer in the Matter Misericordiae University Hospital how are you progressing?
I love meeting the new staff through Momentum Support's Induction training, which includes topics such as infection control, hand hygiene, sharp awareness and BIC Sc Training. As a Trainer I make the attendees feel comfortable. Some people say, "I take them all under my wing". I understand some have travelled from other countries and it's all new to them. I have the opportunity to make them feel welcome and reduce any anxiety they may have. Once they have progressed to the ward area, they know if they need help or any extra training, they can rely on me and I will support them.

Noeleen in thirty-three plus years you must have seen progress in the Cleaning Industry?
It is unbelievable how the Cleaning Industry has progressed in thirty plus years. Back then the equipment was just buckets, mops, vacuums, deck scrubs with floor cloths. Today we are using more advanced equipment such as ride-on's, options of battery operated or even robotic vacuums. There was limited training or Health & Safety compliance. Today it an essential component to comply with the regulations and I am proud this week I have become a Manual Handling Instructor Fetac Level 6.

Final thoughts: "Never say never, give it a go".
"Never ask anyone to do something you are not prepared to do". And "lead by example".