



## *Position Description: Laundry Assistant*

Role: Laundry Assistant  
 Business area: Housekeeping Services  
 FTE: As per Conditions of Employment  
 Reports to: Housekeeping Services Supervisor



*Our Purpose*

***Our Mission :***

Excellence in health care within a culture of caring

***Our Vision :***

To be an innovative centre of excellence, where people choose to receive health care and people love to work.

***Our Values:***

Four core values:

- Do the Right Thing
- Aim for Excellence
- Caring for All
- Work Better Together

***Position Objective:***

- To ensure that the Hospital is provided with a quality linen service in accordance with Australian New Zealand Laundry Standard AS/NZS 4146:2000 and Ministry of Health Certification Standards.

***Functional Relationships:***

<b>Internal:</b>	<b>External:</b>
<ul style="list-style-type: none"> <li>• Hospital Manager</li> <li>• Housekeeping Services Supervisor</li> <li>• Ward Services Manager</li> <li>• Infection Prevention and Control Coordinator</li> <li>• All other St George's Colleagues</li> </ul>	<ul style="list-style-type: none"> <li>• Contractors</li> <li>• Suppliers</li> <li>• Customers of the Laundry Service both on and off site</li> </ul>



## *Position Description: Laundry Assistant*

### *Key Areas of Accountability:*

<b>Area of Accountability</b>	<b>Expected Results</b>
<b>Laundry Processing</b>	<ul style="list-style-type: none"> <li>• Follows St George's laundry procedures set out in accordance with Australian New Zealand Laundry Standard AS/NZS 4146:2000 and Ministry of Health Certification Standards.</li> <li>• Demonstrates competence in all areas of the laundering process.</li> <li>• Has a good knowledge of Infection Control practices and complies with policy requirements.</li> <li>• Reports equipment failure immediately to the Housekeeping Supervisor and removes faulty equipment from service.</li> <li>• Maintains good laundry and housekeeping practices and ensures compliance with hospital and departmental policies and governing acts and regulations.</li> <li>• Maintains equipment in a clean state.</li> <li>• Maintains a high standard of personal hygiene and an acceptable standard of personal presentation.</li> <li>• Linen Procedures – (Linen should be handled as little as possible to reduce bio burden).               <ul style="list-style-type: none"> <li>◦ Collects dirty linen from around hospital complex as directed.</li> <li>◦ Ensures all dirty linen is sorted and sprayed as per procedure.</li> <li>◦ Loads programmed machines and updates records as required.</li> <li>◦ Ensures washing machines are emptied and wet washing is transferred promptly to clean area for drying.</li> <li>◦ Loads dryers and commences the drying cycles as per protocol</li> <li>◦ Assists with the emptying, sorting, and folding of dried linen.</li> <li>◦ Inspects linen to ensure it is fit for use.</li> <li>◦ Contaminated linen i.e. dropped, torn or stained must be returned for reprocessing.</li> <li>◦ Distributes clean linen throughout the hospital complex as requested.</li> </ul> </li> </ul>
<b>Interpersonal Relationships/Teamwork</b>	<ul style="list-style-type: none"> <li>• Appreciates and respects the contribution of others within the team.</li> <li>• Contributes positively to the goals of the organization and the laundry team.</li> <li>• Communicates effectively, honestly and openly with other team members.</li> <li>• Models St George's values.</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>• Undertakes responsibility for meeting all the mandatory requirements of the professional body and the organisation.</li> <li>• Maintains skills, knowledge and competencies as per hospital policies and procedures relative to the laundry assistant role.</li> <li>• Participates in an annual Performance Planning and Review.</li> <li>• Attends relevant in-service education</li> </ul>
<b>Quality Improvement</b>	<ul style="list-style-type: none"> <li>• Participates actively in quality improvement activities by planning, implementing and evaluating improvements.</li> <li>• Initiates, participates in design and evaluates audits and applies outcomes to improve service provision.</li> <li>• Participates actively in Ministry of Health Certification and Accreditation process.</li> <li>• Documents and reports incidents accurately in accordance with hospital policy.</li> <li>• Participates actively in the development/review of policies and procedures relevant to laundry services.</li> </ul>
<b>Organisational Culture</b>	<ul style="list-style-type: none"> <li>• Promotes harmonious working relationships within the organisation.</li> <li>• Understands and promotes the concept of internal and external customers (e.g. patients, colleagues and clinicians) and the need for customer focus.</li> <li>• Maintains confidentiality in respect to all St George's operations, business, employees, clients and patients.</li> <li>• Adheres to St George's policies and procedures.</li> </ul>



## *Position Description: Laundry Assistant*

<b>Cultural safety and Te Tiriti o Waitangi</b>	<ul style="list-style-type: none"> <li>• Demonstrates an understanding of and commitment to our responsibilities of Te Tiriti o Waitangi.</li> <li>• Respects cultural diversity, this may include age, gender, sexuality, ethnicity, culture, disability or beliefs.</li> </ul>
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Complies with and supports all health and safety policies, guidelines, and initiatives.</li> <li>• Ensures all incidents, injuries and near misses are reported in our H&amp;S reporting tool.</li> <li>• Complies with and supports all health and safety policies, guidelines, and initiatives.</li> <li>•</li> </ul>
<b>Organisational effectiveness</b> Contributes to the cost effectiveness and changing needs of the hospital business	<ul style="list-style-type: none"> <li>• Looks for ways and means to actively and effectively promote cost effectiveness.</li> <li>• Uses Information Technology as required.</li> </ul>
<b>Other Duties</b>	<ul style="list-style-type: none"> <li>• Undertakes other duties relevant to the role as requested from time to time.</li> </ul>

### *Qualifications, Experience and Personal Qualities*

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>		
<b>Experience &amp; Knowledge</b>		Previous experience in a commercial laundry an advantage but not necessary as full training will be provided
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Exemplary customer service focus</li> <li>• Respectful and attentive</li> <li>• Uses initiative and problem-solving skills.</li> <li>• Works well in a team environment</li> <li>• Reliable</li> <li>• Physically fit and able to safely lift heavy loads</li> </ul>	