



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:

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



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Key Areas of Accountability:

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



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| Te Tiriti o Waitangi | <ul style="list-style-type: none"> Understands and has knowledge of Te Tiriti o Waitangi. Collaborates with colleagues regarding the integration of Te Tiriti principles in practice. Displays a willingness to work positively with organisational strategies to improve outcomes for Māori. |
| Cultural Safety | <ul style="list-style-type: none"> Promotes an awareness of cultural differences amongst colleagues and patients (e.g. beliefs, gender, sexual orientation or disability) and the impact that beliefs and values have on practice. |
| Health & Safety | <ul style="list-style-type: none"> Complies with and supports all health and safety policies, guidelines, and initiatives. Ensures all incidents, injuries and near misses are reported in our H&S reporting tool. |
| Organisational effectiveness Contributes to the cost effectiveness and changing needs of the hospital business | <ul style="list-style-type: none"> Looks for ways and means to actively and effectively promote cost effectiveness. Uses Information Technology as required. |
| Other Duties | <ul style="list-style-type: none"> Undertakes other duties relevant to the role as requested from time to time. |

Qualifications, Experience and Personal Qualities

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