



## Human Resources Position Description Domestic Worker - Laundry

Stage : **Issued**  
Version : 3.005029

### Reports To:

The Residential Manager

### Purpose of Position:

The delivery of quality laundry services to clients

### Key Selection Criteria - Essential :

To competently perform in this position, the person should possess the following knowledge, skills and experience:

- Demonstrated experience and/or ability to provide domestic/laundry services in a residential aged care or similar setting. This includes the ability to use laundry/domestic equipment to required standards and time-lines to meet the needs of clients
- Demonstrated positive attitude towards older people including an understanding of their needs and a commitment to upholding clients' rights
- Demonstrated awareness and ability to comply with legal and aged care standards; in particular, occupational health and safety and infection control standards as relevant to the position
- Good communication and interpersonal skills and ability to work as part of a team in accordance with Vasey RSL Care Victoria's mission and philosophy
- Demonstrated ability to organise and manage own routine and workload
- Ability to document and participate in continuous improvement activities for the provision of high quality accredited services to clients

#### Qualifications:

Previous experience in laundry/domestic services work.

Experience in working in residential services for aged or disabled persons.

### Key Selection Criteria - Desirable:

Recent OH&S, infection control, food safety and other relevant training

### Special Conditions:

**Salary** - As per letter of appointment .

**Hours of duty** - As per letter of appointment

**Conditions of employment** - Vasey RSL Care EBA and the Health and Allied Services (Private Sector - Vic) Consolidated Award 1998

**Probationary Period** - This position is subject to a 3 month Probationary period. Regular feedback will be given on performance during the 3 month period and a formal appraisal will be undertaken at 3 months.

## Responsibilities:

### Aged care knowledge / legal responsibilities:

- Demonstrate knowledge of, and practice according to, the vision, mission and values of Vasey RSL Care
- Comply with all Vasey RSL Care's policies and procedures at all times; be able to locate and refer to the relevant policy manuals (eg emergency manual)
- Demonstrate an understanding of the legal aspects of these policies as this relates to role responsibility (eg Aged Care Act, OH&S Act, Food Safety Act).
- Provide laundry services to meet aged care accreditation outcome standards as identified in standard 4.8, catering cleaning and laundry
- Demonstrate understanding of role and responsibility in the event of fire and/or other emergency including the ability to evacuate self and clients as appropriate
- Ensure all chemicals are safely used and stored at all times to minimise risks to clients

### Client care / Laundry services

- Contribute to the clients' comfort, physical appearance and self-esteem through the provision of quality laundry services for personal clothing
- At all times ensure that the privacy, dignity and client right to confidentiality is maintained and respected eg knocking on doors before entering, not discussing clients in front of other clients/staff, maintaining confidentiality of client details/information
- Identify and implement a laundry schedule to include the laundering of general, kitchen and clients linen.
- In consultation with the Care Coordinator identify and incorporate any special needs of clients.

Some of the main tasks to be provided include:

- ensure all clients clothing is labelled.
- soiled clothing is prepared and sorted;
- clothing is put through the washing and drying cycle;
- clothing is washed in accordance with recommended process for each garment;
- items requiring repair are attended to;
- clean clothes are pressed; folded and sorted;
- sorted clothing is returned to clients
- Other areas to be included in the laundry schedule are as follows:
  - Restock linen rooms
  - Clean laundry in accordance with the laundry-cleaning schedule
  - Ensure "clean" and "dirty" areas of laundry are identified and maintained
- Monitor linen usage. Identify and report any significant changes or issues or concerns
- Monitor and report any "losses" of clients' personal clothing and identify strategies to prevent or minimise occurrences
- Advise relatives/carers of the need to replace or repair items of personal clothing for clients

### Customer service/teamwork

- Demonstrate a positive attitude to older people/ needs of clients, families and staff eg being prompt and courteous when interacting with clients, families and colleagues
- Individualise services where possible
- Seek customer feedback about laundry services and act upon findings

- Participate in team processes and contribute to team goals eg attendance at team and committee meetings as may be required
- Work harmoniously with all staff members
- Use all resources in a responsible, effective and cost efficient manner

### **Documentation:**

- Document comments, compliments and complaints (on behalf of clients where appropriate) or own feedback and identify better ways of doing things through the quality management system
- In the event of accidents or incidents that involve staff, clients or volunteers, accurately complete accident/incident forms as may be required and report to supervisor.
- In the event of hazard identification, complete hazard alert forms and report hazard to supervisor immediately
- Maintain laundry/domestic records as required eg cleaning schedule

### **Continuous Improvement**

- Participate in the implementation of quality activities eg conduct of audits, committee meetings
- Continually evaluate laundry services to clients to identify better ways of doing things and document ideas
- Work in a safe manner at all times and participate in occupational health and safety activities eg conduct of workplace inspections, safe use of equipment, monitoring of the safety and cleanliness of equipment and the environment and act upon findings
- Maintain knowledge and update skills relevant to the position through participation in ongoing staff development activities. This includes attending mandatory training eg orientation, fire safety, manual handling, infection control. In addition participate in other staff development opportunities as may be required.
- Participate in change activities; to this end this position description is intended to clarify the main areas of responsibility. The staff member may be asked to perform other duties as requested within the realm of their knowledge and skill level

### **OH+S**

- Constantly monitor work environment to identify hazards
- In the event of hazard identification, complete hazard alert forms and report to supervisor
- Work in a safe manner at all times and participate in occupational health and safety activities eg conduct of workplace inspections, safe use of lifting machines, monitoring of the safety and cleanliness of equipment and the environment and act upon findings
- Follow all documented procedures in order to provide a safe working environment
- While at work, an employee must—
  - take reasonable care for his or her own health and safety; and
  - take reasonable care for the health and safety of persons who may be affected by the employee's acts or omissions at a workplace; and
  - co-operate with his or her employer with respect to any action taken by the employer to comply with a requirement imposed by or under this Act or the regulations
  - While at work, an employee must not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health, safety or

## welfare

### Technical Skills and Abilities

- Ensure technical skills are kept up to date including computer skills
- Annually attend fire training as requested

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### Key Performance Indicators:

- Comply with legal responsibilities including Vasey RSL care policies and procedures at all times
- Meet outcomes of aged care standards as relevant to the position in particular standard 4.8; Catering, Cleaning and Laundry
- All required documentation is completed accurately and to timelines
- Laundered items are clean, ironed(as appropriate) and in a good state or repair at all times
- All clients' clothing is labelled clearly
- Laundry is clean and well maintained
- Laundry and domestic equipment are used and stored safely and in accordance with manufacturer's instructions at all time
- All mandatory and other relevant staff development programs are attended
- Laundry services are continually evaluated through participation in quality activities
- All laundered items are returned as quickly as possible

## Summary of Specific Responsibilities

Defined in	Responsibility
<u>21 - Laundry</u> : Residential Services	Domestic Worker - Laundry
<u>36 - Hazard management</u> : Human Resources	Domestic Worker - Laundry

Other related Team/Group based responsibilities for Domestic Worker - Laundry

## Approval

I approve the above Position Description

Signed: ..... Date: .../.../.....

Position: .....  
(Supervisor/Manager)

## Incumbent Statement :

I have read, understand and accept the above Position Description.

Signed: ..... Date: .../.../.....



Current as at: Tuesday, 25 November 2008 8:48:31 AM

