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| Your Role | Care Service Employee (Laundry) Grade 1 | Reports To | Team Leader |
| Stream | Hospitality | Line Manager | Click or tap here to enter text. |
| Key Relationships | Clinical, Cleaning, Catering, Laundry | Team | Laundry |

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| Your Purpose |
| The position of Care Service Employee (Laundry) is responsible for effectively providing quality laundry services to meet the needs of clients and the Group. |

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| Your Profile |
| * Certificate I or II in relevant area (or working towards) – desirable * Good written and verbal communication skills * Introductory computer skills * Commitment to providing a high standard of customer service * Commitment to enhancing the quality of life of older persons in our communities. |

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| Your Responsibilities | |
| Hospitality | * Provides laundry services such as collecting laundry, sorting laundry, laundering items as per directions and labels, delivering items to clients/departments, checking clothing labels, and removing linen (sheets, towels etc) from service that shows signs of excessive wear and tear. * Follows infection control procedures by sorting contaminated items or cleaning equipment such as mop heads from the main wash, laundering contaminated items or cleaning equipment as per procedure, and maintaining clean and dirty laundry areas. * Follows chemical handling procedures by using chemicals supplied, using chemicals as documented in Safety Data Sheets (SDS) or the supplier, and storing and labelling chemicals. * Follows Safe Work Practices and equipment manuals to use laundry equipment safely and effectively. * Follows documentation procedures such as the completion of cleaning schedules and other documentation such as Incident Reports. |
| Customer | * Acts as a client advocate by reporting concerns regarding client services or client rights to senior staff. |
| Work Health and Safety | It is a responsibility of all employees to ensure the safety of themselves and others in the workplace by:   * Complying with Whiddon’s Work Health and Safety Policies and Procedures at all times; * Conducting themselves in line with Work Health and Safety legislative requirements at all times; * Following reasonable directives where safety is concerned; * Identifying and reporting hazards, incidents and safety breaches or concerns. |

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| Your Commitment |
| By accepting your role at Whiddon, you commit to performing your role to the best of your ability, in line with expectations, and in doing so demonstrating your commitment to The Whiddon Way, MyLife and Relationship Based Care in the workplace by:   * Maintaining and improving our residents’/clients’ wellbeing through the seven wellbeing outcomes – applying the MyLife Model of Care; * Applying Whiddon’s Relationship Based Care tools and approach every day; * Ensuring that the clinical, emotional, social and wellbeing needs of our residents/clients are met; * Demonstrating our values with residents, clients and team members, through;   + Nurturing relationships and communities: showing kindness, care, respect and inclusiveness in all interactions with residents, clients and team members. Being inclusive means nurturing relationships, treating everyone as an individual, and accepting everyone as they are.   + Being progressive and innovative: being brave and open to new ideas.   + Creating exceptional impact: listening, understanding and making a difference. |