

Job Description Details	
Job Title	Linen Driver
Department/Division	Linen, Commercial Services
Reports to	Linen Production Manager
Direct Reports	Nil
Agreement	Brightwater Care Group Employees Agreement

Brightwater Mission
<p><i>Pursuing the Dignity of Independence</i></p> <p>For Brightwater, no one is beyond care. Here, we value the potential that lives inside each and every one of us, no matter what that looks like. Our amazing ability to strive towards our best self every day, to keep learning and to keep growing. This drives all that we do. Sure, it's not always easy, but this journey that we're on together comes with its own reward. This pursuit of independence brings with it the dignity of control over our own lives. And everyone deserves the right to pursue that.</p>

Commitment to Mission and the Brightwater Spirit
<p>Embrace and apply the Brightwater Spirit – our values and behaviours – in all interactions with staff and customers. Our commitment to the Brightwater Spirit enables us to achieve our Mission, <i>Pursuing the Dignity of Independence</i>.</p> <p>Caring We care for and about each other. We work together to provide inclusive and relevant services in ways that meet the needs and goals of our clients.</p> <p>Authentic We are open and genuine, enabling us to build meaningful relationships with our clients and each other.</p> <p>Progressive We are inspired to continuously improve ourselves and our services for the benefit of our clients.</p> <p>Courageous We find strength in order to make a difference.</p>

Diversity and Inclusion Statement
<p>At Brightwater, we welcome people with the full diversity of life experiences, thoughts and beliefs. We foster a culture of inclusion, collaboration and innovation where our clients and staff can flourish.</p>

Position Purpose
<p>The role of Linen Driver is to ensure that goods are delivered to our clients as per the schedule in a timely and professional manner. This position is also required to assist in the laundry as required.</p>

Job Title	Revision	Date	Author	Approved	Page 1 of 3
Linen Driver	2	25/10/16	Recruitment Coordinator	Chief People & Culture Officer	
UNCONTROLLED WHEN PRINTED					

Key Duties/Accountabilities

1. Provide a delivery service that is customer focused.
2. Goods are delivered as per the schedule in a timely and professional manner.
3. Goods are delivered intact and temperatures of the food are recorded at the time of unloading.
4. Ensure truck remains roadworthy and reliable with daily inspection checks and, regular cleaning. Ensure all faults or irregularities are reported immediately.
5. Conduct daily and weekly maintenance checks and cleaning schedules.
6. Perform other duties within the production facility as required.
7. Communicate with customers, residents/clients, relatives, colleagues and community in a professional manner that shows respect for individuals.
8. Actively participate in continuous quality improvement activities and applies quality improvement principles to all duties performed.
9. Perform truck driving duties including the loading and unloading of goods (trolleys, cages, bins) as required in a safe manner.
10. Maintain records of collection and delivery data as is deemed necessary for effective Service Monitoring.
11. Report any issues related to customer service to the Production Manager or Administrative Assistant.

Key Working Relationships

1. Production Manager and Production Supervisor, Linen.
2. Linen team members and administration staff.
3. Linen customers (internal and external).
4. External suppliers.

Professional Development

1. Accept responsibility for updating/developing own knowledge/skills in relation to professional practice.
2. Actively participate in opportunities for performance feedback with a growth mindset, including reviews and check-ins; reflect on own performance and set goals.
3. Complete essential training courses within the required timeframes and embed learning outcomes to continuously improve skills and work performance.
4. Attend and contribute to staff meetings/discussions and collaborate with team members to improve outcomes.

Safety and Health

1. Actively promote a positive safety and health culture by caring for self and others, demonstrating attention to physical, mental, emotional, cultural, and psychological safety.
2. Take proactive and responsible actions to avoid, eliminate or minimize hazards.
3. Accept responsibility for understanding and recognising the risks and hazards associated with work duties.
4. Report all incidents, hazards, and injuries immediately.
5. Use equipment, such as personal protective and manual tasks equipment, as trained and required.
6. Adhere to infection control principles and practices.

NDIS Risk Assessment

This position is not considered to be a risk assessed role and therefore does not require the person to hold an NDIS Worker Screening Check.

Job Title	Revision	Date			Page 2 of 3
Linen Driver	2	25/10/16			
UNCONTROLLED WHEN PRINTED					

Other Information

Nil

Selection Criteria – Qualifications, Skills, Knowledge, Experience

1. Current heavy goods 'HR' Class Driver's Licence and experience in HR driving.
2. Able to effectively communicate (both written & verbal) in various environments with a wide range of people.
3. Sound numeracy skills.
4. Demonstrated organisational ability to meet deadlines.
5. Demonstrated ability to work as a team member.
6. Demonstrated ability to approach work with a clear, calm and efficient manner.
7. Basic understanding of mechanics (desirable).
8. First Aid Certificate (desirable).
9. Previous experience working in a laundry facility (desirable).
10. Satisfactory National Police Certificate obtained within the last 12 months.

Job Title	Revision	Date			Page 3 of 3
Linen Driver	2	25/10/16			
UNCONTROLLED WHEN PRINTED					