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## Position Description

<b>Position Title:</b>	Laundry Hand
<b>Department:</b>	Warragul Linen Service (WLS)
<b>Employment Type:</b>	As per Employment Contract
<b>Reporting Relationship:</b>	Responsible to the Supervisors (WLS)
<b>Enterprise Agreement:</b>	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025
<b>Division:</b>	Warragul Linen Service
<b>Classification:</b>	IN21 Laundry Hand / IN22 Laundry Hand (After 3 Months)
<b>Location:</b>	West Gippsland Healthcare Group (Hospital Site)

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### Position Summary:

This position aids in supplying clean, high quality linen products to a large customer base by way of laundering and processing high volumes of healthcare linen to service public hospitals and aged care facilities across Victoria. A Laundry Hand will be operating in a team environment at our Warragul plant on the production line, working together with others delivering outstanding service from linen's first initial wash to final pack.

### Organisation Overview:

The West Gippsland Healthcare Group (WGHG) is a sub-regional provider of health services located in the Shire of Baw Baw, located approximately 100km east of Melbourne. Services include the Community Services Centres in Warragul and Trafalgar, the Rawson Community Health Centre, Coinda Lodge Aged Care Residence, Andrews House Aged Care Residence, Warragul Linen Service and the West Gippsland Hospital. The Healthcare Group has 110 Aged Care and 102 Hospital beds, and provides a broad range of services including acute medical and surgical, paediatric, obstetrics & gynaecology, emergency, aged care and community services. The primary catchment area is the Shire of Baw Baw, although patients also present from other Local Government Areas in Gippsland and outer Melbourne.

### Vision:

To deliver the best health outcomes for the West Gippsland community.

### Mission:

To improve the health and wellbeing of our community by enabling access to high quality, contemporary, person-centred healthcare.

### Our Values:

Our behaviours and decision making centres around Our Values of:

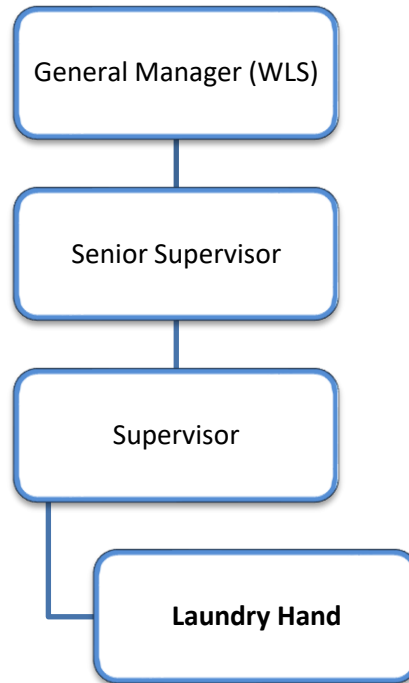
- Respect – we treat others as we would like to be treated
- Leadership – we role model the desired behaviours and speak out when this is not demonstrated
- Accountability – we take personal responsibility for our actions and results
- Collaboration – we work effectively with our consumers, staff and community

- Improvement – we look for opportunities to improve our services and outcomes

**Organisational Structure:**

A Laundry Hand will report to the Supervisor.

*Direct reporting line:*



A Laundry Hand will be required to liaise with:

Externally: Nil  
Internally: Team Members, Supervisor, Senior Supervisor

**Qualifications, Skills & Experience:**

Mandatory:

- Communication and people skills.
- Responsible and mature work attitude.
- Experience working in a team environment.
- Demonstrates teamwork, flexibility and commitment.
- A thorough understanding and respect for confidentiality requirements.

Desirable:

- Previous experience in a production line.
- Previous experience within a hospital or healthcare environment.

**Key Selection Criteria:**

- Attention to detail.
- Ability to work independently with minimal direction.
- Ability to work in a multi-disciplinary team environment.
- Ability to communicate constructively and effectively with others.
- Ability to work under pressure, handling multiple tasks simultaneously.

Personal Attributes:

- Ability to use initiative.
- Capacity and willingness to be flexible and adaptable.

- Commitment to providing a customer focused service.
- Commitment to corporate vision, mission values and agreed critical strategies.

### **Key Responsibilities:**

A Laundry Hand may be asked to work in different areas, depending on linen volumes and requirements. It is important to understand each working area across our production line, and how each area can be broken down into smaller tasks and responsibilities for day-to-day operations.

#### Washroom:

- Tipping soiled linen bags onto a conveyor belt.
- Sorting soiled linen into appropriate categories or types for further processing.
- Operating CBW's (Continuous Batch Washers).
- Cleaning tasks including general working area, industrial lint filters etc.
- Understanding cytotoxic, appropriate handling of sharps and waste disposal.
- Understanding the importance of infection control e.g.
  - Washing hands.
  - Reporting any cases of skin sores and sickness.
  - Covering and/or dressing any open wounds.
  - Wearing PPE (Personal Protective Equipment) at all times.

#### Milnors:

- Safe unloading and loading of washer extractors, large and small.
- Operating a CBW (Continuous Batch Washer).
- Prioritise linen products for washing based on customer requirements.
- Understanding the importance of infection control e.g.
  - Washing hands.
  - Segregation of clean from soiled linen.
  - Wearing PPE (Personal Protective Equipment) when required.

#### Dryers:

- Electronic loading of large industrial dryers, using conveyors and storage trolleys.
- Cleaning tasks including general working area, industrial lint filters etc.
- Prioritising linen products for drying based on customer requirements.

#### Dryfold:

- Operating large scale industrial equipment (e.g. towel machine, blanket folder etc.)
- Feeding linen items into industrial equipment, handling products large and small.
- Sorting and dispersion of linen types to appropriate areas for further processing.
- Quality checks to remove non-conforming products (e.g. rewash and repair).
- Cleaning tasks across the general working area.
- Accessing and recording data, including basic counting of linen items.

#### Pressroom:

- To press and/or pack personal garments and customer owned goods (COG's).
- Correct use of the linen press and basic hand folding techniques.
- Accurate counts and customer identification on all crates for correct returns.
- Appropriate packing techniques based on customer and/or WLS requirements.

#### Ironers:

- Operating large scale industrial ironers.
- Feeding linen items into industrial ironers, handling products large and small.
- Packing items at the receiving end into appropriate storage trolleys or shelves.
- Quality checks to remove non-conforming products (e.g. rewash and repair).
- Cleaning tasks including general working area, industrial lint filters, waxing etc.

- Accessing and recording data, including basic counting of linen items.

Sorting Belt:

- Post wash sorting of linen products along a conveyor belt into appropriate crates or tubs.
- Informing the Supervisor of any abnormalities in production (e.g. rust, discoloration of linen etc.)
- Processing linen bags, ambulance linen, shake out and assisting on Ironers when required.

Despatch:

- Packing standard or bulk orders for customers in the trolleys provided.
- Knowledge of the transport roster and appropriate trolley storage for pre-delivery.
- Collection and dispersion of linen products from the Dryfold area via conveyor belts.
- Understanding requisitions, recording information and basic counting techniques.
- Entering order data into the QDOS Warehouse Management app (Order Management Software).

Confidentiality:

- Ensure that any personal, private or sensitive information obtained regarding a staff member or client remains confidential.

Safety:

- Wear appropriate clothing and footwear to minimise the risk associated with operating equipment.
- Complete any OHS training associated with the Laundry Hand role, as required by the employer.
- Look out for the safety and welfare of all team members, visitors and stakeholders.
- Report any injuries, incidents, hazards and near misses using the associated procedure.

**Personnel Reporting To This Position:**

- As required by scope of continuous improvement, quality administration and projects.

**Personal Responsibilities:**

- To work within the organisation’s vision and mission.
- Comply with all Occupational Health & Safety Regulations.
- Comply with all legislative requirements and standards.
- To complete mandatory training that has been identified as being a requirement of the position.
- To uphold the organisation’s commitment to child safety and proactively manage the risks of abuse to children.
- Participate in continuous quality improvement.
- To participate in an annual performance appraisal every twelve (12) months.
- To practice Health Literacy principles in everyday practice.

**Conditions of Employment:**

Employment subject to:

- Provision of satisfactory and current Police Record Check
- Provision of valid Working with Children Check
- Entitlement to work within Australia
- Fully vaccinated for COVID-19 and influenza as per government requirements (unless holding a valid exemption) and evidence of other mandatory vaccinations
- 6 month probationary period.
- Comply with all WGHG policies and procedures.

<b>Reviewed By:</b>	WLS General Manager
<b>Last Review Date:</b>	January 2024
<b>Date to be Reviewed:</b>	January 2027

I have read and am satisfied that I have understood the contents of this Position Description. While this position description reflects the current duties and responsibilities, it is not to be interpreted as all inclusive. It may be subject to review from time to time.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

*As an inclusive employer, we are committed to improving and promoting gender equality and encourage applications from all parts of our community, including Aboriginal and Torres Strait Islander people, people from culturally diverse backgrounds, LGBTI people, and people with lived experience of disability.*

*As a Child Safe organisation, West Gippsland Healthcare Group promotes the safety, wellbeing and inclusion of all children, including those with disability.*