



WARRAGUL LINEN SERVICE

LAUNDRY HAND – POSITION DESCRIPTION

BASIC FUNCTION

Support the Warragul Linen Service (WLS) vision, mission and values.

Laundry hands are required to work across all departments of the Warragul Linen Service (WLS) based on production requirements. Overall, this contributes to the WLS Quality Policy through the use of the LinQ System. The role is classed as manual labour, requiring physical strength and stamina to perform repetitive tasks in a team environment.

SAFETY AT WLS

WLS enforces a robust safety policy throughout the plant and each laundry hand is required to adhere to the following:

- Wear appropriate clothing and footwear to minimise any risks associated with operating heavy machinery.
- Complete emergency safety machine stop training.
- Look out for the safety and welfare of their team mates whilst working.
- Complete any further safety-centred training, as required on site.
- Report and document any observed hazard on site using the associated procedure.

COMMUNICATION AT WLS

Laundry hands are strongly urged to follow the chain of command encouraged at WLS. All departments across both shifts have Team Leaders and Supervisors that can assist with any issues or concerns at a production level. Circumstances where an issue cannot be resolved by those present can be escalated through the chain of command, Senior Supervisor etc.

The chain of command is as follows:

- Team Leader (1st point of contact, if available)
- Supervisor
- Senior Supervisor
- Operations Manager
- General Manager

SPECIFIC RESPONSIBILITIES

A laundry hand may be asked to work in different areas, depending on the requirements of the customer. It is important to have an understanding of each working area, and how the area can be broken down into smaller roles and responsibilities for day-to-day operation.

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The following is a list of departments and roles associated with a WLS laundry hand:

WASHROOM

1. Tipping soiled linen bags onto washroom conveyor.
2. Sorting soiled linen into appropriate storage areas for further processing.
3. Operating CBW's (Continuous Batch Washers).
4. Cleaning tasks including general working area, industrial lint filters etc.
5. Understanding cytotoxic, appropriate handling of sharps and waste disposal.
6. Understanding the importance of infection control i.e.
 - 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

1. Safe unloading and loading of washer extractors, large and small.
2. Operating a CBW (Continuous Batch Washer).
3. Prioritise linen products for washing based on the requirements of the customers.
4. Accessing, recording and monitoring operational data.
5. Understanding the importance of infection control i.e.
 - Washing hands.
 - Segregation of clean from soiled linen.

DRYERS

1. Electronic loading of large industrial dryers, using conveyors and storage trolleys.
2. Cleaning tasks including general working area, industrial lint filters etc.
3. Accessing and monitoring operational data.
4. Prioritising linen products for drying based on the requirements of the customers.

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DRYFOLD

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

PRESSROOM

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

IRONERS

1. Operating large scale industrial ironers.
2. Feeding linen items into industrial ironers, handling products large and small.
3. Packing items at the receiving end into appropriate storage trolleys.
4. Quality checks to remove non-conforming products (i.e. rewash and mending).
4. Cleaning tasks including general working area, industrial lint filters, waxing etc.
5. Accessing and recording data, including basic counting of linen items.

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SORTING BELT

1. Sorting of linen products along a conveyor belt into appropriate crate or tub.
2. Inform Supervisor of any abnormalities in production (i.e. rust, discolouration etc.).
3. Processing bags, ambulance linen, shake out and assisting on Ironers when required.

DESPATCH

1. Packing standard and/or bulk orders for customers in the trolleys provided.
2. Knowledge of the transport roster and appropriate trolley storage for pre delivery.
3. Unpacking linen products onto storage shelves for distribution at a later time.
4. Understanding requisitions, recording information and basic counting techniques.

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