



Position Description

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| Position Title: | Linen Distributor |
| Department: | Warragul Linen Service (WLS) |
| Employment Type: | As per Employment Contract |
| Reporting Relationship: | Responsible to the Project Coordinator (WLS) |
| Enterprise Agreement: | Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2016-2020 |
| Division: | People & Culture / Linen Service |
| Classification: | HK6 Laundry Hand / HK19 Laundry Hand (After 3 Months) |
| Location: | Designated External Customer Site |

Position Summary:

This position is to provide a linen distribution service at some of our larger healthcare customer sites, transporting, unpacking and maintaining appropriate stock levels across all wards and departments in conjunction with the terms and conditions of the relevant linen supply agreement. The Linen Distribution role involves complete professionalism, representing Warragul Linen Service at external customer facilities.

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:

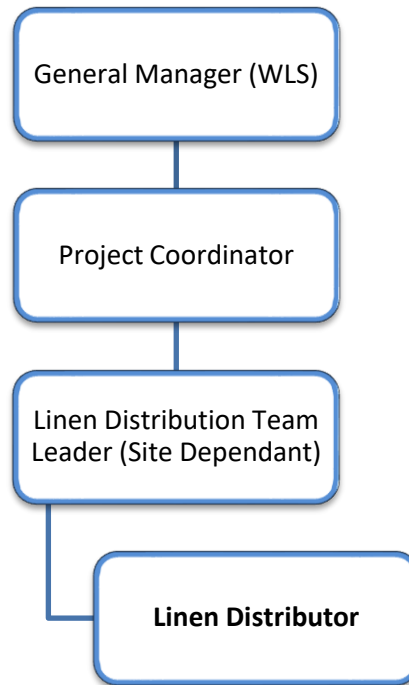
- Respect – we treat others as we would like to be treated
- Leadership – we role model the desired behaviours and speak out when this is not demonstrated
- Accountability – we take personal responsibility for our actions and results

- Collaboration – we work effectively with our consumers, staff and community
- Improvement – we look for opportunities to improve our services and outcomes

Organisational Structure:

A Linen Distributor will report to the Team Leader (if available) or Project Coordinator.

Direct reporting line:



A Linen Distributor will be required to liaise with:

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| Externally: | Other Healthcare Workers |
| Internally: | General Manager, Project Coordinator and Linen Distributors. |

Qualifications, Skills & Experience:

Mandatory:

- Advanced communication and people skills.
- A thorough understanding and respect for confidentiality requirements.
- Responsible and mature work attitude.

Desirable:

- Previous experience within a hospital or health care environment.

Key Selection Criteria:

- Outstanding organisational and daily management skills, maintaining work load to meet deadlines.
- Ability to work in a multi-disciplinary team environment.
- Ability to communicate constructively and effectively with team members and key stakeholders.
- Ability to work independently with minimal direction.
- Excellent oral and written communication skills.
- Ability to work under pressure, handling multiple tasks simultaneously.
- Ability to work in a physically challenging role with respect to delivering and unpacking linen.

Personal Attributes:

- Commitment to providing a customer focused service.
- Ability to use initiative.

- Capacity and willingness to be flexible and adaptable.
- Commitment to corporate vision, mission values and agreed critical strategies.

Key Responsibilities:

- Wear PPE (Personal Protective Equipment) when handling soiled linen or as required.
- Give assurance that a quality product is being distributed to the customer, remaining alert for any abnormalities in our process.
- Pack / unpack linen trolleys as required in an orderly manner that is both safe and practical.
- Adjust linen requirements at ward / department level to align with imprest requirements.
- Maintain a clean and safe working environment at all times whilst on duty. Conduct general cleaning tasks where possible, circulate linen on shelves etc.
- Ensure the clear separation of clean and soiled onsite, as per Australian Standards.
- Understand the importance of hand hygiene, with respect to the working environment.

Confidentiality:

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

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 Police Record Check
- Provision of valid Working with Children Check
- Entitlement to work within Australia
- 6 months probationary period.
- Comply with all WGHG policies and procedures.

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| Reviewed By: | WLS General Manager |
| Last Review Date: | February 2021 |
| Date to be Reviewed: | February 2024 |

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.