

## Position Description: Laundry Assistant Grade 2

Business area: Housekeeping Services

FTE: As per Conditions of Employment

Reports to: Housekeeping Services Supervisor

### OUR VISION

To be an innovative centre of excellence,  
where people choose to receive health care and people love to work.

### OUR GUIDING VALUES



### Position Objective:

- To ensure that the Hospital is provided with a quality linen service in accordance with Australian New Zealand Laundry Standard AS/NZS 4146:2000 and Ministry of Health Certification Standards.

### Functional Relationships:

| Internal:                                                                                                                                                                                                                                       | External:                                                                                                                                             |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Hospital Manager</li> <li>• Housekeeping Services Supervisor</li> <li>• Patient Care Manager</li> <li>• Infection Prevention and Control Coordinator</li> <li>• All other St George's Staff</li> </ul> | <ul style="list-style-type: none"> <li>• Contractors</li> <li>• Suppliers</li> <li>• Customers of the Laundry Service both on and off site</li> </ul> |



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### ***Key Areas of Accountability:***

| <b>Area of Accountability</b>               | <b>Expected Results</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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| <b>Laundry Processing</b>                   | <ul style="list-style-type: none"><li>Follows St George's laundry procedures set out in accordance with Australian New Zealand Laundry Standard AS/NZS 4146:2000 and Ministry of Health Certification Standards.</li><li>Maintains skills, knowledge and competencies as per hospital policies and procedures relative to the laundry assistant role.</li><li>Demonstrates competence in all areas of the laundering process.</li><li>Demonstrates competency in implementing emergency procedures and maintaining a safe and secure work environment.</li><li>Has a good knowledge of Infection Control practices and complies with policy requirements.</li><li>Reports equipment failure immediately to the Housekeeping Supervisor and removes faulty equipment from service.</li><li>Maintains good laundry and housekeeping practices and ensures compliance with hospital and departmental policies and governing acts and regulations.</li><li>Maintains equipment in a clean state.</li><li>Maintains a high standard of personal hygiene and an acceptable standard of personal presentation.</li><li>Uses Information Technology as required.</li><li>Collects dirty linen from around hospital complex as directed.</li><li>Ensures all dirty linen is sorted and sprayed as per procedure.</li><li>Loads programmed machines and updates records as required.</li><li>Ensures washing machines are emptied and wet washing is transferred promptly to clean area for drying.</li><li>Loads dryers and commences the drying cycles as per protocol</li><li>Assists with the emptying, sorting and folding of dried linen.</li><li>Inspects linen to ensure it is fit for use.</li><li>Linen should be handled as little as possible to reduce bio burden.</li><li>Contaminated linen i.e. dropped, torn or stained must be returned for reprocessing.</li><li>Distributes clean linen throughout the hospital complex as requested.</li></ul> |
| <b>Interpersonal Relationships/Teamwork</b> | <ul style="list-style-type: none"><li>Appreciates and respects the contribution of others within the team.</li><li>Contributes positively to the goals of the organization and the laundry team.</li><li>Communicates effectively, honestly and openly with other team members.</li><li>Models St George's values.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Professional Development</b>             | <ul style="list-style-type: none"><li>Undertakes responsibility for meeting all the mandatory requirements of the professional body and the organisation.</li><li>Participates in Performance Planning and Review.</li><li>Attends relevant in-service education</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Quality Improvement</b>                  | <ul style="list-style-type: none"><li>Participates actively in quality improvement activities by planning, implementing and evaluating improvements.</li><li>Initiates, participates in design and evaluates audits and applies outcomes to improve service provision.</li><li>Participates actively in Ministry of Health Certification and Accreditation process.</li><li>Documents and reports incidents accurately in accordance with hospital policy.</li><li>Participates actively in the development/review of policies and procedures.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Organisational Culture</b>               | <ul style="list-style-type: none"><li>Promotes harmonious working relationships within the organisation.</li><li>Understands and promotes the concept of internal and external customers (e.g. patients, colleagues and clinicians) and the need for customer focus.</li><li>Maintains confidentiality in respect to all St George's operations, business, employees, clients and patients.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |



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| Area of Accountability                                                                                                       | Expected Results                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                              | <ul style="list-style-type: none"> <li>Adheres to St George's policies and procedures.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Cultural safety and Te Tiriti o Waitangi</b><br><br>To promote cultural awareness within St George's Hospital             | <ul style="list-style-type: none"> <li>Understands and has knowledge of Te Tiriti o Waitangi and its implications for health.</li> <li>Collaborates with colleagues regarding the integration of Te Tiriti o Waitangi principles of partnership, protection, participation and self-determination with Māori.</li> <li>Displays a willingness to work positively with organisational strategies to improve patient outcomes for Māori</li> <li>Promotes an awareness of cultural differences amongst staff and patients (e.g. beliefs, gender, sexual orientation or disability) and the impact that beliefs and values have on practice</li> <li></li> </ul> |
| <b>Health &amp; Safety</b>                                                                                                   | <ul style="list-style-type: none"> <li>Complies, as far as is reasonably able, with any reasonable instruction that is given to allow St George's to comply with legislated Health and Safety at Work requirements</li> <li>Ensures compliance with hospital security requirements and is vigilant in all matters of security.</li> <li>Participates in Health and Safety training as required by St George's</li> <li></li> </ul>                                                                                                                                                                                                                            |
| <b>Organisational effectiveness</b><br><br>Contributes to the cost effectiveness and changing needs of the hospital business | <ul style="list-style-type: none"> <li>Looks for ways and means to actively and effectively promote cost effectiveness.</li> <li>Accurately completes cost accounting documents as appropriate</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Other Duties</b><br><br>To undertake other duties as requested by the Housekeeping Services Supervisor from time to time  | <ul style="list-style-type: none"> <li>Performs such duties in a timely, accurate manner and in accordance with St George's Hospital policies and procedures.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

### *Qualifications, Experience and Personal Qualities*

|                                   | Essential                                                                                                                                                                                          | Desirable |
|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| <b>Qualifications</b>             |                                                                                                                                                                                                    |           |
| <b>Experience &amp; Knowledge</b> | <ul style="list-style-type: none"> <li>Previous experience an advantage but not necessary as full training will be provided</li> </ul>                                                             |           |
| <b>Personal Attributes</b>        | <ul style="list-style-type: none"> <li>Be able to work in a team and unsupervised</li> <li>Friendly and outgoing</li> <li>Reliable</li> <li>Physically fit and able to lift heavy loads</li> </ul> |           |

*Agreed by:*

Signed: \_\_\_\_\_  
(Employee)

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

Signed: \_\_\_\_\_  
(Hospital Manager)

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