

**Position Description**

<b>POSITION</b>	<b>CLEANER &amp; LAUNDRY ATTENDANT</b>	<b>PD No: ENV6.1</b>
<b>ORGANISATIONAL CONTEXT</b>	<p>Indigo North Health Inc is situated in the northern catchment of Indigo Shire with offices in Rutherglen and Chiltern. Indigo North Health Inc is a public not-for-profit health service.</p> <p>We provide services in:</p> <ul style="list-style-type: none"> <li>• Residential Aged Care</li> <li>• Retirement Village Living</li> <li>• Community Health</li> <li>• Children’s Services</li> </ul> <p>We seek to promote the health and well-being of individuals and communities.</p> <p>We do this by:</p> <ul style="list-style-type: none"> <li>• We treat our clientele as we would like to be treated</li> <li>• We treat our colleagues as we would like to be treated</li> <li>• We provide the standard of service to the level that we would like to receive</li> </ul> <p>Indigo North Health Code/s of Conduct governs required behaviours and actions.</p>	
<b>VISION</b>	Indigo North Health will play a pivotal role in assisting communities and individuals to achieve the best possible health outcomes	
<b>MISSION</b>	Promote the health and well-being of communities and individuals	
<b>VALUES</b>	The health of individuals and the strength and vitality of their communities is fundamentally important to Indigo North Health. It forms the basis of our strategic direction and underpins our decision-making process	
<b>INH KEY STRATEGIC GOALS</b>	<ol style="list-style-type: none"> <li>1. Enhance the health of the community through the principles of equity, person-centred care and community engagement</li> <li>2. Strengthen external relationships in order to better respond to community need.</li> <li>3. Promote a culture of research and learning</li> <li>4. Conduct organisational business in accordance with relevant best practice principles</li> <li>5. Commit to child safety</li> </ol>	

**Position Description**

<b>POSITION</b>	<b>CLEANER &amp; LAUNDRY ATTENDANT</b>	<b>PD No: ENV6.1</b>
<b>POSITION TITLE</b>	Cleaner and Laundry Attendant	
<b>PURPOSE</b>	The Cleaner and Laundry Attendant contributes to a safe, clean, home like living environment for residents and work environment for staff.	
<b>REPORTS TO</b>	Environmental Services Manager	
<b>TEAM/WORK AREA</b>	Environmental Services	
<b>SUPERVISES AND SUPPORTS</b>	Nil	
<b>CONDITIONS OF EMPLOYMENT AND REMUNERATION</b>	According to the Health and Allied Services - Public Sector - Victoria Consolidated Award and Contract of Employment	
<b>EFT</b>		
<b>EMPLOYMENT MODE</b>		
<b>PROBATION PERIOD</b>	6 months	
<b>LOCATION</b>		
<b>DOCUMENT VERSION</b>	V 07	
<b>ORGANISATIONAL CONTEXT</b>	<p>Indigo North Health Inc is situated in the northern catchment of Indigo Shire with offices in Rutherglen and Chiltern. Indigo North Health Inc is a public not for profit health service.</p> <p>We provide services in</p> <ul style="list-style-type: none"> <li>• Residential Aged Care</li> <li>• Retirement Village Living</li> <li>• Community Health</li> <li>• Children’s Services</li> </ul> <p><b>We seek to promote the health and well-being of individuals and communities. We do this by:</b></p> <ul style="list-style-type: none"> <li>• <b>We treat our clientele as we would like to be treated</b></li> <li>• <b>We treat our colleagues as we would like to be treated</b></li> <li>• <b>We provide the standard of service to the level that we would like to receive</b></li> </ul> <p><b>INH Code of Conduct governs required behaviours and actions.</b></p>	

*Management.*

***Position Description***

<b>POSITION</b>	<b>CLEANER &amp; LAUNDRY ATTENDANT</b>	<b>PD No: ENV6.1</b>
<b>VISION</b>	Indigo North Health will play a pivotal role in assisting communities and individuals to achieve the best possible health outcomes.	
<b>MISSION</b>	Promote the health and well-being of communities and individuals	
<b>VALUES</b>	The health of individuals and the strength and vitality of their communities is fundamentally important to INH. It forms the basis of our strategic direction and underpins our decision-making process.	
<b>KEY STRATEGIC GOALS</b>	<ul style="list-style-type: none"> <li>6. Enhance the health of the community through the principles of equity, person-centred care and community engagement</li> <li>7. Strengthen external relationships in order to better respond to community need.</li> <li>8. Promote a culture of research and learning</li> <li>9. Conduct organisational business in accordance with relevant best practice principles</li> <li>10. Commit to child safety</li> </ul>	

***Position Description***

<b>POSITION</b>	<b>CLEANER &amp; LAUNDRY ATTENDANT</b>	<b>PD No: ENV6.1</b>
<b>KEY SELECTION CRITERIA</b>	<p><b>Essential:</b></p> <ol style="list-style-type: none"> <li>1. Experience in cleaning tasks such as; mopping, vacuuming, damp dusting</li> <li>1. Experience in laundry processing practices such as, collecting, sorting and washing soiled linen, drying, folding and transporting clean linen</li> </ol> <p><b>Desirable:</b></p> <ol style="list-style-type: none"> <li>2. Knowledge and experience in safe chemical handling</li> <li>3. Cleaning experience in residential aged care</li> <li>4. Certificate II or III in Cleaning and or Laundry</li> </ol>	
<b>PHYSICAL STANDARDS (approximate)</b>	<ul style="list-style-type: none"> <li>• Walk / Stand 30 % of the time.</li> <li>• Bend, squat up to 40 % of the time.</li> <li>• Push trolleys and equipment such as, mop and vacuum cleaner up to 30 % of the time.</li> <li>• Stretching using equipment such as, mop, vacuum cleaner, dusting equipment with extension handles 30 % of the time</li> </ul>	
<b>MAIN RESPONSIBILITIES</b>	<ul style="list-style-type: none"> <li>• Routine and project cleaning tasks according to established cleaning schedules. Cleaning tasks include mopping and vacuuming floors, damp dusting, waste management, restocking of supplies, collection of soiled linen and clothing as required.</li> <li>• Completion of cleaning and laundry tasks according to infection control and occupational health and safety requirements including, the safe storage and use of cleaning chemicals, safe handling and transportation of soiled linen and the correct storage and rotation of clean linen</li> <li>• Labelling of residents' personal clothing and laundry items</li> <li>• Processing of linen and residents' personal items including; collecting, sorting and washing soiled linen, drying, folding and transporting clean linen</li> <li>• Recording of the completion of laundry and cleaning schedule tasks and monitoring processes such as; water temperature</li> </ul>	
<b>REPORTING REQUIREMENTS</b>	Reports items for replacement and issues related to resident's personal clothing to the manager as determined by organisational chart	
<b>PERFORMANCE APPRAISAL</b>	The probationary period will be <b>six months</b> during which you and your supervisor will assess your performance. Following this assessment, your manager will decide, whether to continue your employment and will then conduct annual performance appraisals	

**Position Description**

<b>POSITION</b>	<b>CLEANER &amp; LAUNDRY ATTENDANT</b>	<b>PD No: ENV6.1</b>
<b>Key Performance Indicators (KPIs) and Measurements</b>	<b>Performance Criteria</b>	<b>Monitoring Process/es</b>
<b>PROFESSIONAL CONDUCT</b>	<ul style="list-style-type: none"> <li>• Demonstrates a high standard of personal appearance and conduct, that is: clean, neat, tidy, punctual, and respectful language and manner toward clients, residents, visitors, volunteers and to each other</li> <li>• Information related to a client, resident, visitor or staff member/volunteer is at NO TIME discussed with anyone other than the relevant personnel</li> <li>• Demonstrates a flexible and enthusiastic attitude toward undertaking a variety of tasks with a team approach</li> </ul>	<ul style="list-style-type: none"> <li>• Adherence to Code of Conduct</li> <li>• Performance Review</li> <li>• Organisation Policies and Procedures</li> <li>• Adherence to Confidentiality Agreement</li> <li>• Internal Assessment System</li> </ul>
<b>QUALITY &amp; RISK MANAGEMENT</b>  <b>VHIMS</b>	<ul style="list-style-type: none"> <li>• Provides competent service in accordance with the organisation’s documented policies and procedures and legislative requirements relevant to role.</li> <li>• Participates in the risk management program and contributes to a clean, safe work environment to ensure health and safety of clients/residents/visitors, other staff/volunteers and self.</li> <li>• Actively utilises the VHIMS Victorian Hospitals Incident Management System in place at Indigo North Health Inc.</li> <li>• Reports immediately any equipment or situation which has the potential to be a health and safety issue.</li> <li>• Participates in problem solving processes to resolve health and safety issues.</li> <li>• Actively participates and contributes to Quality Activities which promote quality improvement to service provided, such as meetings, working parties, ongoing education, review of procedures, evaluation of new products and equipment.</li> </ul>	<ul style="list-style-type: none"> <li>• Management Meetings</li> <li>• Incident Reporting Process</li> <li>• Internal Assessment System</li> <li>• Coaching by Manager</li> <li>• Performance Review</li> <li>• Organisational Quality and Risk Management Plan</li> </ul>

***Position Description***

<b>POSITION</b>	<b>CLEANER &amp; LAUNDRY ATTENDANT</b>	<b>PD No: ENV6.1</b>
-----------------	--	----------------------

<b>Key Result Area (KRA)</b>	<b>Performance Criteria</b>	<b>Monitoring Process/es</b>
<b>KNOWLEDGE &amp; SKILLS</b>	<ul style="list-style-type: none"> <li>• Maintains own knowledge and skills through completing related skills and knowledge competency assessments, participation at in-service, and continuing education, including compulsory education training, reading notice boards regularly, newsletters and memos as distributed..</li> <li>• Annual training objectives completed following appraisal to ensure skills and knowledge development to fulfil role.</li> <li>• Membership of relevant professional group/s, association/s and or network group if applicable to role.</li> </ul>	<ul style="list-style-type: none"> <li>• Performance Review</li> <li>• Education Attendance Records</li> <li>• Coaching by Manager</li> </ul>

**Position Description**

<b>POSITION</b>	<b>CLEANER &amp; LAUNDRY ATTENDANT</b>	<b>PD No: ENV6.1</b>
	<p><b>On commencement of employment, two shifts will be undertaken as departmental orientation (buddy system) before working independently</b></p>	
<p><b>CLEANING PRACTICE</b></p>	<ul style="list-style-type: none"> <li>• Cleaning tasks are completed according to routine and project cleaning schedules.</li> <li>• Completion of cleaning tasks is evident by the record of completion and the visual cleanliness and tidiness of the facility</li> <li>• Cleaning tasks are completed according to infection control and occupational health and safety requirements including the safe storage and use of cleaning chemicals.</li> <li>• Adequate supplies of toilet paper and soap are available for resident and staff use.</li> </ul>	<ul style="list-style-type: none"> <li>• Coaching by Manager</li> <li>• Performance Appraisal</li> <li>• Organisational Quality and Risk Management Plan</li> <li>• Environmental Inspection Reports</li> <li>• Internal Assessment System</li> <li>• Resident Satisfaction Survey</li> <li>• Customer Feedback</li> <li>• Incident Reporting Process</li> </ul>

**Position Description**

<b>POSITION</b>	<b>CLEANER &amp; LAUNDRY ATTENDANT</b>	<b>PD No: ENV6.1</b>
<b>Key Performance Indicators (KPIs) and Measurements</b>	<b>Performance Criteria</b>	<b>Monitoring Process/es</b>
	<b>On commencement of employment, two shifts will be undertaken as departmental orientation (buddy system) before working independently</b>	•
<b>LAUNDRY PRACTICE</b>	<ul style="list-style-type: none"> <li>• Linen and residents' personal items are processed according to infection control and occupational health and safety requirements including the safe storage and use of cleaning chemicals, safe handling and transportation of soiled linen and the correct storage and rotation of clean linen</li> <li>• Unlabelled resident's clothing and linen items are kept to a minimum.</li> <li>• Items for replacement are reported to the manager and issues related to resident's personal clothing to the RN / PC in Charge</li> <li>• The completion of routine and project cleaning tasks related to the laundry is evident through the record of completion and the visual cleanliness and tidiness of the laundry.</li> </ul>	<ul style="list-style-type: none"> <li>• Coaching by Manager</li> <li>• Performance Appraisal</li> <li>• Organisational Quality and Risk Management Plan</li> <li>• Environmental Inspection Reports</li> <li>• Internal Assessment System</li> <li>• Resident Satisfaction Survey</li> <li>• Customer Feedback</li> <li>• Incident Reporting Process</li> </ul>