

<b>Position Title</b>	<b>Laundry Assistant</b>
<b>Department</b>	<b>Maintenance</b>
<b>Reports to</b>	<b>Estates Manager</b>
<p><b>Purpose of the Position:</b> To provide and maintain the highest possible standards of care and attention for all service users items passing through the laundry system.</p> <p>To meet the laundry requirements for Glenside and for all its service users</p>	
<p><b>Main Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• To ensure that all service users personal laundry is washed and dried to the highest possible standards.</li> <li>• To ensure that all service users laundry is ironed to the highest possible standards.</li> <li>• To ensure all bed linen, towels etc. are laundered to the highest possible standards.</li> <li>• To distribute all clean laundry back to the individual homes at regular intervals.</li> <li>• To ensure that any repairs on service users personal clothing are carried out to the highest possible standard.</li> <li>• To thoroughly clean all areas of the laundry according to the daily and weekly cleaning schedules.</li> <li>• To ensure that the hygiene standards within the laundry meet local Environmental Health Department requirements.</li> <li>• To ensure all relevant records and documentation are completed and are kept up to date.</li> <li>• To ensure the well being and safe keeping of all equipment. All equipment must be cleaned and kept in good repair.</li> <li>• To ensure responsibility for washing equipment and chemicals at all times. Never leave any chemicals unattended and ensure that all cleaning storerooms and cupboards are kept locked when not in use.</li> <li>• Report any faults immediately to the Laundry Manager in the absence of the Senior Laundry Assistant.</li> </ul>	

- To ensure that you are aware of the C.O.S.H.H. regulations and the whereabouts of all C.O.S.H.H. Data / Information Sheets.
- Report any chemical spillage to the Laundry Manager immediately in the absence of the Senior Laundry Assistant.
- To comply with Group organisational standards, policies and procedures.
- To report any defects, damage, theft, breakages or hazards.
- To attend fire evacuation and instruction sessions twice a year.
- To respect the confidentiality and individuality of service users.
- To carry out other duties as will, from time to time, be directed.

## Competencies

Effective Communication	
<p>Key Indicators:</p> <p>Good communication in both formal and informal situations.</p> <p>Ensuring people adhere to policies and procedures.</p> <p>Takes timely action to correct any misunderstandings or mistakes.</p>	<p>Behaviours:</p> <p>Information is clear and concise.</p> <p>Can demonstrate understanding of policies and procedures and why they are relevant.</p>
Compliance	
<p>Applies an understanding of policies and practices to protect the interests of the organisation.</p>	
Customer Focus	
<p>Shows commitment and demonstrates initiative. Takes personal accountability to meet work demands to the highest standards.</p>	<p>Demonstrates attention to detail and takes action when required both when directed and using own initiative.</p>
Personal Attributes	
<p>Ability to work and be contented to work alone with the minimum of supervision.</p> <p>Self-discipline with regards to timekeeping and completing the task with minimum of supervision.</p> <p>Understanding the need for discretion and absolute confidentiality.</p> <p>Exhibits highest day-to-day standards of behaviour.</p> <p>Ability to be flexible and fully responsive to competing demands on a daily basis, prioritising workload accordingly.</p> <p>Ability to adapt to changing needs within the organisation.</p>	<p>Self-motivated.</p> <p>Is punctual and demonstrates an ability and motivation to complete tasks to a high standard on time.</p> <p>Maintains the privacy and dignity of service users.</p> <p>Conscientious</p> <p>Has an understanding of how the individual fits into the wider Glenside team.</p>