

Job Description	LAUNDRY ASSISTANT						
Reference Number	JDCH19	Version Number	2	Creation Date	01/01/2016	Last Updated	23/08/2019



Job description: Laundry Assistant

Line Manager: Housekeeper

Job Role:

Maintain clean and well-presented laundry whilst developing respectful relationships with Residents and Colleagues.

The Laundry has the day to day responsibility for all laundering activities in the home.

In doing so, the Laundry Assistant is responsible for maintaining:

- a safe, hygienic and well-presented laundry in a way that meets the Residents needs and preferences in a caring and responsive manner
- Compliance with Cedar Care policies, procedures and systems.

Key Performance Indicators

Delivers a high quality Laundry service, whilst maintaining a nurturing, open, fair and transparent culture.

By

- Being approachable and consistent in manner and proactively reports problems
- Maintaining clear and consistent communication with the housekeeper and the housekeeping team.
- Minimise wastage.
- Actively suggesting improvements and questioning poor practice
- Remaining honest and transparent when mistakes occur
- Cooperating to implement changes to improve compliance and or systems to avoid reoccurrence of adverse issues
- Ensuring that records are current, accurate and up-to-date.
- Maintaining co-operative and positive working relationships with other departments

Provide a responsive service so that laundry is maintained to a high level.

By

- Adhering to systems and schedules to ensure that:
 - Laundry is consistently clean, ironed and well presented.
 - Residents personal items of clothing are returned in the same condition they were received
 - Where there is damage to clothing or linen, it is repaired or reported to the Housekeeper if it cannot be fixed
 - Residents clothes are labelled correctly to avoid loss and reported to the Nurse in charge where there is unidentifiable clothing
 - Storage of clothes and linen is completed in accordance to Cedar Care policies and procedures
- Reacting in a positive and responsive manner to ad-hoc laundering needs of the home
- Receiving complaints positively and acting proactively to report them

Maintains a safe environment so that people are protected from avoidable harm and abuse

By

- Recognising abuse / neglect and reporting whether witnessed or suspected.
- Reporting all alleged incidents that constitute abuse or neglect in accordance with safeguarding policies and protocols.
- Report to the Housekeeper any laundry demands from Residents that conflict with the established Laundry Schedules or Policies applicable to the home.
- Undertaking kitchen or domestic tasks in support of the Housekeeping Team if there is a shortage of staff.
- Cooperating to implement cleaning and hygiene arrangements throughout the Home to ensure Infection Control policies and procedures are upheld in accordance with EHPU and DH guidance.
- Adhering to processes and systems so that:
 - Soiled clothing and linen is laundered separately
 - Laundry is washed at the correct temperature and requirements
 - Supplies are used in accordance to allocated budgets
 - supplies are stored safely and securely before and after use
 - equipment is used stored and maintained in accordance manufacturers' instructions
 - ensuring the laundry area is clean and maintained according to schedules
 - Immediately report any defects to equipment and installations.
- Cooperating in the investigation of breakages and damages

Provide effective and efficient laundry service that is delivered in a respectful way.

By

- Maintaining a professional approach to Residents and efficiency in completing tasks.
- Gaining Resident's consent (where they are present in their rooms) before entering if the need arises
- Keep up to date with new and mandatory training
- Assist in creating a happy and comfortable working in environment
- Maintaining a high-performance level, working without conflict and adhering to Cedar Care's Code of Conduct at all times

Maintaining a caring culture, treating people with dignity and respect at all times.

By

- Portraying a respectful and friendly approach to Residents at all times.
- Contribute to creating a homely environment by communicating with Residents, their relatives and work colleagues in a polite and friendly manner.
- Respect Residents' confidentiality, privacy and dignity at all times.