



HERITAGE LIFECARE

# Position Description

## Laundry Assistant

### Company Overview:

Heritage Lifecare Limited is a provider of Residential Aged Care Facilities throughout New Zealand. We take pride in the value we add to the lives of all those who reside in our facilities. Our employees are united in our common purpose, mission and values and strive to ensure the delivery of respectful and caring services, in an environment that is safe for clients. Heritage aims to enable the continued pursuit of excellence in care through monitoring, auditing, actioning and evaluation of service whilst respecting and valuing our residents, families and staff.

As an organisation we are committed to providing 'A Better Everyday' for our residents, their whānau and friends, and our employees by aligning our actions to our company values:

- **People First - Kia tika te rere o te waka**  
Enhance the health, safety, and wellbeing of our people
- **Nurturing Success - Poipoia te angitu**  
Seize opportunities and experiences every day in every moment
- **Better Together - He toa takitini**  
Work together in respect and harmony to empower everyone

At Heritage Lifecare Limited we are committed to embracing diversity by ensuring we apply the principles of merit, equality, fairness, and transparency to our working practices which enable decisions and actions to be free from discrimination, conflict of interest and favouritism. We do this with a commitment to the Principles of Te Tiriti o Waitangi – partnership, participation, and protection.

Heritage Lifecare is committed to Ngā Paerewa Health and Disability Services Standards, supporting a person and whānau-centred health and disability service, where people are empowered to make decisions about their own care and support in order to achieve their goals

### Position Overview:

To provide an efficient and effective laundry service

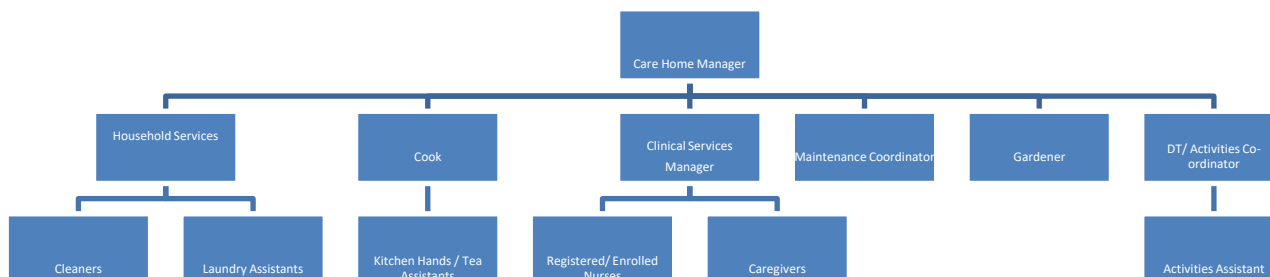
#### Reports to:

Care Home Manager

#### Functional Relationships:

Care Home Manager  
All Care Home staff  
Residents/Relatives  
Supplier representatives

## Generic Team Structure:



## Key Accountabilities:

Key Tasks:	Performance Standards:
1. To follow policies and procedures of the facility in all matters	Is familiar with the main manuals and aware of the information in them Uses correct procedures as outlined in the manuals Is familiar with the Code of Conduct
2. To perform the duties as set in the duty description and according to standard policies and procedures for the facility	Ensures daily work schedule is completed Performs extra necessary duties as directed by management
3. To maintain the highest standards possible in the laundry	Ensures correct washing procedures for all linen Maintains residents personal clothing to meet necessary standards Maintains linen stocks in all areas Folds, irons and delivers all laundry as necessary Ensures cleanliness of all equipment and work areas Completes all cleaning schedules as directed Communicates with other team members effectively to ensure the service operates smoothly
4. To be familiar with the Work Area Manual	Is familiar with all the information and policies and procedures in the Work Area Manual
5. To report appropriately to the Facility Manager	Communicates any matters regarding the laundry service
6. To operate all equipment to manufacturer's / suppliers instructions and report any malfunctions immediately	Follows instructions regarding any equipment or machinery Maintains equipment in a clean, safe and working condition Reports maintenance required on any equipment Liaises with the Maintenance Officer as required
7. To ensure supplies for the laundry	Ensures supplies are maintained so that the laundry service is maintained Liaises with suppliers as required

8. To practice care and economy in the use of supplies, equipment and time	Care is taken to manage supplies economically Equipment is cared for to avoid unnecessary damage Work time is managed efficiently and effectively
9. To respect resident rights	Knocks on residents door before entering Respects residents privacy Treats residents with respect Shows respect for residents belongings Respects confidentiality of residents Respects individual cultural and spiritual needs and values
10. To report immediately any resident issues to the Registered Nurse	Resident concerns are reported to the Registered Nurse
11. To provide a safe caring environment for the residents and their families	Takes all precautions to ensure the safety of the residents Speaks in a caring manner to the residents Courteous and helpful to residents/relatives and visitors Contributes to a homelike environment
12. To be familiar with emergency procedures	Attends compulsory fire and emergency training sessions Fire procedures in the laundry are known Civil defence procedures are known
13. To contribute to a healthy and safe working environment	Works in a safe manner Understands Hazard Register for the laundry area Manages equipment in a safe manner Ensures equipment is in safe working order & faulty equipment is reported Uses all chemicals safely Reports any hazards and works towards eliminating, isolating or minimising them Work areas are kept clean, safe and tidy Reports any work accidents / incidents and completes the required documentation
14. To work effectively in a team environment	Understands own role & responsibilities within the team and those of other team members Offers assistance to other team members in a helpful manner Adapts routines to fit in with other members of the team Uses appropriate channels of communication Maintains a positive attitude
15. To be knowledgeable on Infection Control matters pertaining to your position	Handwashing procedures are known and practised Standard precautions are known and practised Protective clothing is worn as appropriate Correct procedures are followed for managing soiled linen Maintains procedures for clean and dirty areas in laundry
16. To take responsibility for your own education requirements	Seeks to update knowledge & skills by attending inservice sessions relating to job Attends compulsory education sessions Signs the attendance record Maintains an up to date personal inservice record Participates in external study programmes as directed Seeks guidance from senior staff when appropriate Participates in annual job interview/appraisal

17.To contribute to the Quality Improvement Programme of the facility	Understands the Quality system of the facility. Shows a commitment to improving the quality of the service Informs the Facility Manager regarding any change in procedure required & or development of new procedure Contributes to audit & monitoring of services Keeps up to date with current communications Contributes to the Continuous Quality Programme as required
18.To maintain a professional appearance and attitude of responsibility, loyalty and discretion	Uniform is clean and tidy Appearance is professional according to Uniform Policy Ensures that the facilities property is treated with care and used only for the purpose intended Demonstrates punctuality and reliability at all times Demonstrates a positive work ethic Demonstrates a positive attitude towards guidance and correction Works well without supervision Performs tasks thoroughly to an appropriate standard and skill level Respects confidentiality of the business
19.To attend meetings when appropriate	Attends appropriate meetings or keeps up to date with minutes etc. Actively participates in meetings

## Health and Safety

Heritage Lifecare is committed to a process of continuous improvement in order to achieve excellence in the management of health and safety at all of our workplaces. We recognise the positive impact that the values and benefits of enhanced health and safety bring to the organisation, our employees and our communities. There are two key points to health and safety:

- The safety of our people and the communities in which we operate always comes first
- We are all empowered and expected to challenge any unsafe situation at work

We will achieve these by:

- Building a positive health and safety culture
- Aiming for zero harm
- Taking reasonable practicable steps to identify, eliminate or minimise risk
- Reporting hazards and incidents
- Managing contractors
- Communicating and consulting regularly about health and safety issues
- Developing our knowledge about our roles in managing health and safety
- Investigating and learning from incidents
- Ensuring competence to do the job

## Financial Authority

Nil

## Core Competencies

<b>Customer Service</b>	Core Competencies	Solution focused	Seeks to understand the challenge in order to provide or create a workable solution for all parties. Lives in the moment and aims to provide an immediate solution. Ensures the underlying problem is highlighted with the appropriate person in order for the challenge to be managed therefore resolved in the future.
		Resilience	Maintains professional demeanour and deals effectively with pressured and difficult times. Maintains focus and intensity and remains optimistic and persistent, even under adversity. Recovers quickly from and responds constructively to setbacks. Accepts constructive feedback with an open and professional manor
		Builds rapport quickly	Builds a mutually trusting and understanding to ensure all parties involved have the other's best interests in mind. Identifies key stakeholders and seeks to build rapport effectively and efficiently to enable continued care and support is provided and business outcomes are met.
	Differentiating Competencies	Adaptability	Adjusts planned work by gathering relevant information and applying critical thinking to address multiple demands and competing priorities in a changing environment. Changes behavioural style or method of approach when necessary to achieve goal; adjusts style as appropriate to the needs of the situation. Responds to change with a positive attitude and a willingness to learn new ways to accomplish work activities and objectives.
		Authentic	Undertakes work and develops relationships with a competent, credible and reliable approach. Will raise any concerns had in a professional manner and acts in alignment of promises and commitments. Undertakes courageous conversations at the appropriate time and in a professional manner to ensure authenticity is maintained.
		Holistic view	Undertakes all aspects of work by considering the components of not only the actions or process being undertaken there and then but understands and considers all areas to ensure a full view of the workplace / process / situation is considered and understood.
<b>Site Services</b>	Core Competencies	Sound decision making	Recognises problems and responds, systematically gathers information, sorts through complex issues, seeks input from others, addresses root cause of issues, makes timely decisions, can make difficult decisions, uses consensus when possible, and communicates decisions to others.
		High work standards	Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.
		Customer focus	Builds customer confidence, is committed to increasing customer satisfaction, sets achievable customer expectations, assumes responsibility for solving customer problems, ensures commitments to customers are met, solicits opinions and ideas from customers, responds to internal customers.
	Differentiating Competencies	Continuous improvement	Looks for incremental improvements in work processes and results, looks for ways to streamline work processes, reduce rework, improve quality and customers offering.
		Business development mind-set	Identifies opportunities to expand and develop the business offering by having an understanding of the process of the business, the direction it is heading and the needs of the customer.

*The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by employees in this job classification. Employees may be requested to perform job related tasks other than those specified in this Position Description.*