

## Rapport Housing & Care

### Job Description

**Job Title:** LAUNDRY ASSISTANT

**Job Code:** DS04

**Job Holder:**

**Department:**

**Position in the organisation:**

Responsible to: Head Housekeeper/  
Direct reports: No direct reports  
Works in conjunction with: All residential home staff

**Summary of main responsibilities:**

To promote the quality of life and wellbeing of our residents by ensuring their clothes and linen are maintained to a high standard of cleanliness and hygiene.

To ensure the safe and efficient running of the laundry

**Main Duties and Responsibilities:**

1. Launder residents' clothing/linen according to their individual wishes and adhere to washing instructions.
2. Wash bed linen and towels ensuring linen cupboards are kept stocked.
3. Practice standard infection control precautions when dealing with soiled laundry.
4. Repair clothing and sew in nametags.
5. Inform the senior on duty when linen/clothing needs replacing.
6. Iron clothing.
7. Return clothing to residents.
8. Ensure that the laundry is kept clean and tidy.
9. De-fluff tumble dryers daily.
10. Comply with health & safety, and COSHH regulations.
11. Follow safe methods whilst using all laundry equipment and ensure manufacturer's instructions are followed.
12. Report faulty equipment for repair and ensure out of order sign is posted on appliance.
13. Dispose with waste in accordance with The Organisation policy guidelines
14. Work with all staff towards agreed policies and standards of care in keeping with the stated beliefs of the Organisation.
15. Work to promote equality and diversity, and eliminate discrimination for all the Organisation's residents, staff and volunteers.
16. Be prepared to support the housekeeping department when required
17. Take part in staff meetings and in training activities as directed.
18. Take part in individual performance reviews as required.

**No job description can cover every issue that arises within the post, and the post holder may be required to carry out other duties as deemed necessary, commensurate with the principal function of the post and the capability of the post holder.**

## PERSON SPECIFICATION

Job Title: Laundry Assistant

Competency	Performance Criteria
<b>Professional Practice:</b>	
Modelling best practice	<ul style="list-style-type: none"> <li>• Demonstrate evidence of appropriate qualification to undertake the post</li> <li>• Know (or be trained to know) the correct techniques for carrying out these duties</li> <li>• Demonstrates care and compassion for, older people</li> <li>• Willing to undertake training</li> <li>• Awareness of cultural needs of individuals</li> </ul>
Maintenance of quality standards (internal & external)	<ul style="list-style-type: none"> <li>• Maintain quality and presentation to appropriate standard</li> </ul>
Decision making	<ul style="list-style-type: none"> <li>• Report any significant findings or exceptions to Senior Carers</li> </ul>
Health & Safety	<ul style="list-style-type: none"> <li>• Knowledge of safe moving and handling</li> <li>• Knowledge and understanding of COSHH regulations</li> <li>• Application of H&amp;S practices with particular regard to laundry equipment</li> </ul>
<b>Interpersonal Skills:</b>	
Teamwork	<ul style="list-style-type: none"> <li>• Play an active role in creating a team working environment</li> <li>• Prioritise</li> <li>• General time management</li> </ul>
Management of diversity	<ul style="list-style-type: none"> <li>• Demonstrate awareness of different values/cultures amongst residents and staff</li> </ul>
Effective communication	<ul style="list-style-type: none"> <li>• Communication skills with different groups, e.g. staff, residents, local community</li> </ul>
Self development	<ul style="list-style-type: none"> <li>• Evidence of keeping up to date with related issues</li> <li>• Undertake relevant training</li> </ul>
<b>Personal Attributes:</b>	
Mutual support	<ul style="list-style-type: none"> <li>• Be aware of support needed by others</li> <li>• Consider how actions could affect others</li> <li>• Be prepared to give encouragement and help when needed</li> <li>• Offer help to other groups</li> </ul>
Communication skills	<ul style="list-style-type: none"> <li>• Explain things simply</li> <li>• Keep to the point</li> <li>• Style that is warm and friendly</li> <li>• Listens carefully and attentively</li> </ul>
Interpersonal sensitivity	<ul style="list-style-type: none"> <li>• Appearance to create confidence in residents and visitors</li> <li>• Respect the dignity and privacy of all contacts</li> <li>• Demonstrate a pleasant, professional manner</li> </ul>
Team working	<ul style="list-style-type: none"> <li>• Happy when working in a team environment</li> <li>• Promote harmony within the team</li> <li>• Loyal to the team as a unit</li> </ul>

## TRAINING REQUIREMENTS

The duties of the post necessitate the following essential training elements being completed subsequent to employment.

Training Element
<ul style="list-style-type: none"> <li>• Induction</li> <li>• Moving &amp; Handling</li> <li>• COSHH Regulations</li> <li>• Basic Health &amp; Safety</li> <li>• Fire Awareness</li> <li>• Adult Protection</li> <li>• Equality &amp; Diversity</li> <li>• Infection Control</li> <li>• Knowledge of home's specialty, e.g. Dementia Care, Parkinson's Disease</li> <li>• Behaviour that challenges</li> </ul>