

**Job Profile**

Role Laundry Assistant

Reports to Home Manager

Reports None

Hours Full/ Part time

Budget accountability None

Budget responsibility None

**Job Purpose**

To work under the leadership of the Home Manager to undertake all laundry within the home, working closely with the team delivering care within the home.

**Accountabilities**

1. To carry out laundry to a high standard, taking care that residents’ clothing, bedding and towels are laundered using the equipment provided, taking care of and showing consideration for people’s personal belongings.
2. To demonstrate a commitment to the quality of your work by ensuring that laundry is undertaken in a timely way, and presented to a high standard.
3. To ensure a clean and safe laundry environment, adhering to all infection control guidelines, carrying out daily and weekly cleaning duties and maintaining an appropriate dress code.
4. To ensure health and safety standards are maintained and to lead any Environmental Health inspections with the Home Manager, undertaking relevant administration tasks and keeping records necessary for the role.
5. To work with all colleagues in the home to ensure that beds are stripped, re-made and bedding washed to a rotational plan agreed with the Home Manager and to return and put away residents’ belongings once laundered.
6. To take an active interest in your own development and in the continuous improvement of the service.

**Other**

*Special demands. This should include any extraordinary conditions applicable to the job (for example, heavy lifting,*

*exposure to temperature extremes, prolonged standing, or travel, shifts). –*

**Key results area/measures for the role**

*The following areas are measured by a variety of methods such as feedback from Managers,*

*service users, delivery of personal objectives by the individual via the performance management system and results from Operations KPIs.*

1. You will have a rapport with residents, knowing their general likes and dislikes and work in a person centred way to ensure their choices and preferences are met.
2. You will ensure that laundry is done in a timely and professional way with laundry appropriately put away once cleaned.
3. You will keep appropriate records as required for your role.
4. The laundry will be clean and safe, with all Infection Control and Health and Safety standards met and maintained.
5. The morale and wellbeing of your team and colleagues is promoted and actively supported. A healthy, supportive and pro-active attitude is promoted to internal and external customers at all times.

**Person Specification**

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|  | **Essential** | **Desirable/Ideal** |
| **Qualifications** | Educated to GCSE Level A-F or equivalent in Maths and English or ability to achieve required standard in numeracy and literacy and values assessments. | NVQ/ Diploma in Health and Social Care level 2 or 3, or equivalent  Knowledge of Food Hygiene requirements and legislation. |
| **Skills** | Good communication skills with the ability to communicate effectively with team members, service users and a range of stakeholders.  Effective time management and work prioritisation and the ability to work well under pressure.  Willing to learn new ways of working  Ability to communicate effectively with staff, residents and a range of stakeholders.  Pro-active and creative thinking.  Ability to work on own initiative and be self-motivated. |  |
| **Experience** | Experience of doing industrial laundry and the equipment to undertake it.  Able to identify issues and develop a logical and clear approach to problem solving, with the ability to resolve conflict using own judgement | . |
| **Other** | Have a caring manner and a tolerant nature.  Be dependable, cheerful, patient and kind.  Respectful of boundaries, with a commitment to confidentiality  Willingness to be flexible, adaptable and positively responsive to change  Willingness to learn and use skills appropriately  Commitment to delivering a high quality service and to support the aims of the Trust |  |