

# Job description



**Job title:** Laundry Assistant

**Responsible to:** Head Housekeeper

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## Our Values

- ❖ Fulfilling Lives is our core purpose
  - ❖ Every one of us makes a difference is the belief that drives us
  - ❖ Caring, Passionate and Teamwork are the values that underpin everything we do
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## Job Summary

Our hotel services teams do more than just clean, or do laundry they improve the lives of the people we care for. What makes our hotel services teams special is their ability to have a kind word and a smile for our residents and their relatives. They will go the extra mile to make sure a precious possession is cared for, and are prepared to work as part of a team to deliver great care. They have very high personal standards, are aware of how to provide excellent customer service, and go home at the end of the day knowing they have made a difference.

Our hotel services team comprises of domestic and laundry assistants. We provide training for these roles with particular emphasis on one area for each individual with the sole aim of providing a first class service by ensuring that the environment and laundry are maintained and delivered to a very high standard.

## Key Responsibilities

- To ensure the laundry of residents clothing is to the highest standard, including ironing.
- Ensure the laundry is collected and returned to the correct area of the home on a regular basis, and personal clothing of residents is put away in a neat and tidy manner.
- Ensure that all residents' wardrobes and clothing drawers are kept clean, neat and tidy.
- Ensure that the laundry equipment is correctly and safely used and kept in a safe condition. Report any defect to the Head Housekeeper or maintenance person.
- To be sensitive to the privacy and individual needs of the residents.
- To comply with COSHH regulations.
- To ensure the correct use of Personal Protective Equipment.
- To follow the correct use of colour code systems within the home
- To ensure all necessary documentation is completed daily.
- To maintain standards of infection control within the laundry area and generally within the home and to assist residents to maintain their own infection control needs.

## Safeguarding of Vulnerable Adults / Mental Capacity Act

To complete training on Safeguarding of Vulnerable Adults and the Mental Capacity Act and be able to understand and implement SVA and MHA policies and procedures taking responsibility for reporting any safeguarding concerns to the senior person on duty or on-call RD

## Health and Safety

As an employee of Care UK, the post holder has a duty under the Health and Safety at Work Act 1974, to:

- Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
- Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the organisation, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.
- To ensure that adequate measures are taken to protect the health and safety of all staff including the maintenance and upkeep of a safe environment.

### **Data Protection**

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act and the company's ISO27001 accreditation. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.

- ❖ This list of duties and responsibilities is by not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.
- ❖ This job description is subject to regular review and appropriate modification.

# Person specification

Criteria	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Previous cleaning, catering or laundry experience</li> </ul>	<ul style="list-style-type: none"> <li>• Experience gained in a care home environment</li> </ul>
<b>Technical Skills</b>	<ul style="list-style-type: none"> <li>• Ability to communicate on the telephone</li> <li>• Good communication skills both written and verbal</li> <li>• Able to carry out instructions accurately.</li> <li>• A knowledge of health and safety</li> <li>• An understanding of infection control</li> </ul>	<ul style="list-style-type: none"> <li>• Basic knowledge of Health and Safety and COSHH regulations</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Flexible and reliable attitude to working arrangements</li> <li>• Shares ideas with others to make improvements</li> <li>• Keen to learn and improve own performance</li> <li>• Committed to communicate with customers to understand their needs</li> <li>• Will go the extra mile to help fulfil customer's needs</li> <li>• Has a 'can-do' attitude to work</li> <li>• Enjoys working effectively as part of a team</li> </ul>	