

Position Description

Position Title	Laundry Hand/Packer
Position Number	30100137
Division	Finance & Resources
Department	Materials Management
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Laundryhand G1 – G2
Classification Code	IN21 – IN22
Reports to	Linen Supervisor
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement

Bendigo Health

With more than 4,500 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

FINANCE AND RESOURCES DIVISION

The Finance and Resources Division is responsible for financial functions, including reporting, budgeting, forecasting, performance monitoring and analysis, together with our procurement, materials management and facilities management functions. The division also includes Health Information Services with key roles in medical record management, clinical documentation, freedom of information, and external data reporting requirements. These are essential non-clinical services providing high-quality support, advice, monitoring and compliance functions. The team are focussed on delivering the strategic vision within their responsibilities and on assisting the organisation operationally.

MATERIALS MANAGEMENT DEPARTMENT

The Materials Management team is responsible for the management of Bendigo Health's supply and loading dock, linen exchange and delivery of mail within the group. The Supply team is responsible for the replenishment and demand management to ward, purchasing and distribution of high quality, cost effective medical supplies to the Bendigo Healthcare Group and several other external healthcare providers within the Loddon Mallee Region.

The Position

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

The Laundry Hand role is responsible for receiving, packing and despatch of linen required by Bendigo Health for all Bendigo Health locations and various satellite units associated with Bendigo Health.

This role will also be required to complete tasks associated within the Supply Departments responsibility such as packing and receipting.

Responsibilities and Accountabilities

Key Responsibilities

- To assist in the receiving and delivery of all items as required.
- To perform all tasks allocated in an efficient and productive manner
- To acquire a full understanding of the quality levels required.
- Undertake the full range of activities necessary to accomplish the required tasks
- Participate in team/departmental meetings and other organisational meetings as required
- Maintain accurate records as needed
- Participate in skill development as required
- To perform cleaning and housekeeping duties as required.
- Other duties as requested by the supervisor

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Generic Responsibilities

Code of Conduct - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

Compliance with policies and procedures - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

Occupational Health and Safety - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

Infection Control - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

Confidentiality - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

Quality Improvement - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Diversity – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Key Selection Criteria

Essential

- The ability to perform linen service activities (e.g. Packing and Despatch) reliably and efficiently as required.
- Ability to work effectively as part of a team or independently.
- Ability to work in a changing environment
- Ability to meet deadlines, schedules and objectives as required.
- Excellent Interpersonal and communication skills within all levels of the service.
- Physically capable of performing manual handling activities.
- Holder of a current Victorian Licence.
- Demonstrated computer skills including excel.
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To be a successful in this position, as a minimum you must have sound verbal communication skills, the ability to work independently or as part of a team, follow direction with the ability to work with minimal supervision and possess the inherent physical requirements required to perform all facets of this position.

Desirable

- Good communication skills and the ability to adapt to a changing environment
- High level of self-confidence
- Ability to interact and communicate with a diverse range of people at all levels
- A personal approach which is positive, enthusiastic, friendly and helpful
- A willingness and ability to learn
- Ability to give excellent customer service to both internal and external customers
- Ability to introduce new concepts through innovation, influencing, negotiating and persuasion skills
- Ability to work as part of a team, as well as to work independently
- Flexibility to operate in an environment of change and continuous improvement

Mandatory Requirements

National Police Record Check A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

Immunisation As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.