

Position Description

Position Title	Laundry Hand/Packer
Position Number	30100137
Division	Finance and Resources
Department	Linen Exchange
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Laundry Hand 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
Mandatory Requirements	<ul style="list-style-type: none"> • National Police Record Check • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

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

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 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

Key Selection Criteria

Essential

1. Ability to perform linen service operations (e.g. packing and despatch) efficiently and reliably in a changing environment while meeting deadlines and operational objectives.
2. Strong communication and interpersonal skills, with the ability to work effectively both independently and as part of a team, follow directions, and operate with minimal supervision.
3. Physically capable of undertaking manual handling and meeting the inherent physical requirements of the role.
4. Competent computer skills, including Microsoft Excel.
5. Holder of a current Victorian Driver's Licence.

Desirable

6. Strong communication and interpersonal skills, with the confidence and ability to engage effectively with a diverse range of internal and external stakeholders.

7. Positive, enthusiastic, and customer-focused approach, demonstrating excellent service delivery and a willingness to learn.
8. Ability to work effectively both independently and as part of a team, with flexibility to adapt to change and continuous improvement.
9. Capacity to introduce and support new concepts through innovation, influencing, negotiation, and persuasion skills.

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

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.