

Position Description

Laundry Assistant

Mission

We walk with people across the generations to create together places to live, learn and thrive. We call out injustice and advocate for social change.

POSITION PURPOSE AND PRIMARY OBJECTIVES

Purpose

To provide an efficient and effective laundry service, ensuring that all laundry is done in line with best practice and in accordance with the Enliven Philosophy. Laundry will be done to meet standards as specified in any outside contracts, as applicable.

Primary Objectives

- Provide an efficient and effective Laundry service

Accountability

Provide an efficient and effective Laundry service

Expected Outcomes / Key Performance Indicators

- All duties and tasks performed satisfactorily within the allocated time frames.
- Ensuring you follow relevant policies, procedures and guidelines at all times.
- Organising your work so that it does not interfere with resident daily activities.
- Maintaining a high level of personal hygiene and presenting a neat appearance at all times.
- Carrying out and completing all tasks on the daily work schedules.
- Complete of all tasks in a thorough manner.

	<ul style="list-style-type: none"> • Undertaking other appropriate duties as directed by the Manager, and as training, expertise and confidence allow. • Use supplies in an appropriate and economic manner. • Assisting with finding residents' lost laundry as required.
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Expectations of all PSO Employees

Communications / Interpersonal relationships	<ul style="list-style-type: none"> • Positive and collegial relationships are developed and maintained. • Verbal and written communication is at a high standard, relevant and appropriate to the audience.
Performance development and learning	<ul style="list-style-type: none"> • Active engagement with personal development review process. • Personal and professional development goals and objectives are established. • Be responsible for own ongoing education and skills required in designated role.
Continuous improvement	<ul style="list-style-type: none"> • Make recommendations for improvement to services, work practices and / or workflow.
Health and Safety <i>PSO is committed to achieving the highest level of health and safety for its staff and everyone has health and safety responsibilities.</i>	<ul style="list-style-type: none"> • All employees are expected to identify, report and where appropriate resolve issues that may cause harm to themselves or others in the organisation. • You are expected to work safely and to actively participate in health and safety programmes in your work area. • All accidents or potential hazards must be reported to your direct line manager.
Te Tiriti O Waitangi / The Treaty of Waitangi <i>PSO is committed to its obligations under Te Tiriti o Waitangi / the Treaty of Waitangi.</i>	<ul style="list-style-type: none"> • As an employee you are required to give effect to the articles as well as the principles of Te Tiriti o Waitangi / the Treaty of Waitangi – Partnership, Participation and Protection.

Relationships

Reports to: Manager	Direct Reports: Nil
Internal Relationships: Residents and their family/whanau, friends Other site staff and volunteers Other Presbyterian Support Otago staff	External Relationships: Contractors – as applicable Suppliers Members of the public

Person Specifications

Experience/ Knowledge

- Having experience and knowledge of laundry processes, preferably in a commercial environment
- Technologically literate and capable

Personal Qualities

- Treating everyone with respect and dignity
- Developing and maintaining good relationships with people
- Communicating effectively with everyone
- Demonstrating good time management skills and being able to prioritise effectively
- Respecting the confidentiality of personal information at all times, both inside and outside the workplace
- Being innovative and responsive to individual needs
- Demonstrating initiative and getting on with whatever needs to be done
- Working within professional boundaries at all times
- Working cooperatively within a team and also being able to work independently
- Being able to work under pressure and manage the physical demands of the position
- Has attention to detail
- Maintaining the highest standards in laundry

Physical Requirements

This role may involve standing, walking, bending, sitting, climbing stairs, simple grasping, fine manipulation, operating machinery equipment, lifting, overhead reaching, carrying, pushing/pulling, twisting, climbing balancing, crouching, squatting and other reaching.

Working Together

Our Work

- We are person centred in our organisation.
- We strive always to do better, to work hard and to the best of our ability.
- Each person knows they make a difference and they feel valued because of this.

Our Organisation

- We are committed to delivering on the organisation direction and values.
- We are responsible and accountable for our actions and behaviours.
- We are committed to positive, proactive leadership.
- Each person is empowered to succeed, with the orientation and on-going support needed.
- Expectations are communicated clearly and understood by each team member, through team meetings, regular and timely feedback, and annual appraisals.

Our Team

- We share and learn from each other; are open and honest, support and cooperate with each other, and do the right thing at the right time.
- We hold each other accountable by giving and receiving constructive feedback.
- Our relationships are based on mutual respect, by treating each other as we wish to be treated. We are courteous and responsive.
- We affirm each person as a valued member of the team by giving each other positive reinforcement.

Values

With the foundation of Christian faith we act with the values of integrity, respect, courage, manaaki and aroha.

