



**Job Description: General Service Staff – Cleaner, Laundry**

**Qualification:**

Knowledge of cleaning agents and their applications.  
 Knowledge and awareness of the relevant health and safety standards.  
 Valid Police Check

**Experience:**

1. Essential:-
  - Previous work experience in specific jobs
  - Good customer service skills.
  - Time management skills.
  - Pleasant, courteous at all times
  - Flexible work style
  - Proficiency in Spoken Chinese
2. Desirable:-
  - Previous work experience in residential aged care facilities
  - Ability to work independently
  - Able to speak, read and document in English

**Hours of Work:**

As negotiated and rostered

**Responsible to:**

Director of Nursing (DON) / Department head / Line manager

**Responsibilities:**

1. Specific Responsibilities related to General Service Staff:-
  - 1.1 Cleaner:
    - To carry out general cleaning activities to maintain the cleanliness of the living environment around the facility, including but not limited to all sanitary facilities, administration areas, common areas, working areas and residents' rooms according to Cleaning Schedules
    - Disposal of garbage
    - Replenishing toiletries, such as toilet paper, paper towels, and hand wash
    - Duties & responsibilities in conjunction with specific Work routines & schedules.
  - 1.2 Laundry:
    - To operate commercial style laundry equipment
    - To collect soiled linen from various sites including but not limited to kitchen, residents room, collection skips in pan room etc.

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- To load sorted soiled linen into commercial type washing machine and to choose appropriate washing cycles
- To unload washed linen into dryer
- To sort out cleaned linen
- Sorting and labeling of residents clothing
- To return dry linen to various locations
- Duties & responsibilities in conjunction with specific Work routines & schedules.

2. General:-

- 2.1. Ensure compliance with the mission & vision of Chinese Community Social Services Centre Limited (CCSSC) – On Luck Chinese Nursing Home.
- 2.2. Ensure compliance with statutory regulations – Aged Care Quality Standards.
- 2.3. Display a pleasant and courteous manner at all times.
- 2.4. Ensure supplies and equipment are used economically.
- 2.5. Inform the Department head / Line manager any issues that arise with equipment, residents and staff.
- 2.6. Ensure adherence to the principles of strict confidentiality.
- 2.7. Ensure effective working relationships and teamwork among colleagues.
- 2.8. Agrees to obey all reasonable lawful directions and instructions given by the Employer or a specific supervision.

3. Quality Assurance

- 3.1 Participate actively in the Quality Assurance Program of the Nursing Home to provide evidence based continuous improvement activities.
- 3.2 Report any relevant problems or concerns for continuous improvement to Department Head / line manager.
- 3.3 Participate appropriate staff meetings e.g. All Staff / General service staff meetings as scheduled.
- 3.4 Report any relevant issues / concerns to the Department head / Line manager.

4. Infection Control:-

- 4.1 Ensure compliance with Infection Control Standards.
- 4.2 Adhere to the principles of Universal Precautions, and health and safety guidelines.

5. Education:-

- 5.1 Attend all mandatory training sessions including Infection Control (annually); Fire Safety (annually); Chemical Training, and Manual Handling (annually).
- 5.2 Participate in the on-going internal and external education programs of the Nursing Home when required.

6. Occupational Health and Safety

- 6.1 Provide and maintain so far as is practicable a working environment that is safe and without risk to health.
- 6.2. Take care of your own health and safety; and the health and safety of any other person who may be affected by your acts or omissions at workplace.
- 6.3 Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and organization policies and promote a working environment that is congruent with these guideline.

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- 6.4 Ensure correct operation of equipment and compliance with safety procedures together with a good understanding of the Occupational Health and Safety procedure.
- 6.5 Participate in the preventive maintenance and risk management program.
- 6.6 Ensure that correct lifting techniques and machinery are used when lifting heavy objects.
- 6.7 Report any faulty equipment, breakage, accident / incident and potential hazard as soon as practicable.
- 6.8 Ensure that a safe, clean and comfortable environment is maintained for all residents assisting the OH&S Committee in their implementation of requirements of the OH&S Act.
- 6.9 Dispose of recycled and waste appropriately.
- 6.10 Ensure the proper and appropriate use of Protective Personal Equipment (PPE), wearing of goggles, masks, gloves or clothing protector when handling hazardous substances.
- 6.11 Cooperate with the OH&S Coordinator on return to work policy when and where appropriate.

**7. Confidentiality**

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act and the Health Record Act.

**8. Equal Employment Opportunity**

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behavior and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

**9. Workplace Relations**

Treat all employees of the Organization with respect and dignity and without discrimination or harassment. Employ the skills of timely and effective communication with healthcare personnel to guide and achieve optimal resident/performance outcomes.

**Appraisal:**

Within 6 months / as per contract term, then after every 2 years performance appraisal / as deemed necessary

\* Statements included in this job description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

\*Prior to accepting any offer of employment, prospective employee will be required to read and commit to the On Luck Chinese Nursing Home Staff Handbook & Code of Conduct, including (but not limited to) issues of Occupational Health & Safety, Equal Opportunity and Confidentiality.

I \_\_\_\_\_ have read, understood and accept the above job description.

\_\_\_\_\_  
Signed by staff

\_\_\_\_\_  
Date

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