**JOB DESCRIPTION**

**Job Title: Laundry Domestic**

**Responsible to: Premises Officer**

**Overall purpose of the job:**

* To maintain, under general supervision of the Premises Officer, a high quality and efficient personal laundry service and high levels of cleanliness and hygiene in the Residential Care Home in accordance with laid down procedures and contract agreements.

No job description can cover every issue that might arise and the post holder is expected to carry out other duties from time to time, broadly consistent with those listed below.

**Key responsibilities:**

* To be responsible for the washing, drying and ironing/pressing of all Residents personal laundry ensuring that appropriate washing methods are used for the various types of laundry
* Label all Residents personal laundry and individual laundry baskets as required
* Collect Residents dirty laundry from individual rooms or from Carers and return clean laundry to Residents rooms storing in appropriate wardrobes and drawers
* Collect from Residents rooms or receive from carers/domestics soiled bed linen/ towels for laundering
* Return clean bed linen / towels to Residents rooms or linen stores as appropriate.
* Collect and launder on a rota basis all soft furnishings
* Wash by hand delicate articles of clothing not suitable for machine washing
* Carry out as necessary minor repairs to Residents clothing i.e. re-fixing buttons, sewing hems etc
* Provide occasional support to the Domestic Team including:
* Bed making / changing bed linen
* Sweeping / Vacuuming / Emptying waste bins
* Emergency carpet/ floor cleaning
* To be responsible for ensuring the Laundry Room is clean and tidy and that stocks of detergents, softeners etc are maintained and report any record damaged or worn linen to the Premises Officer

**General:**

* Be aware of and sensitive to the Residents needs to their privacy, independence and dignity and to demonstrate at all times a warm and caring attitude to Residents
* Alert the Care Home Management if a Resident appears unwell or in distress.
* Hand immediately to the Residential Manager, any money or valuables found in the course of your duties
* Comply with all Health & Safety procedures and ensure all equipment and cleaning materials are used and stored according to their directions for use and COSHH instructions
* Inform the Premises Officer of any defects or hazards in the building, or to equipment or furniture handled in the course of these duties
* Be familiar with the Fire Drill and to follow all instructions given by the Fire Warden in the event of an emergency
* Attend Team Meetings during normal working hours and agree to attend outside normal working hours where reimbursement will be made.
* Attend all training courses as instructed by Management in compliance with current legislation, good practice or as specifically required
* Comply with all contractual agreements affecting employment, completing the appropriate forms as necessary, such as: Timesheets, Annual Leave, general Absence Forms and Self Certification forms etc
* Carry out any other duties as reasonably instructed by the Premises Officer

**Person specification:**

**Essential Qualifications and Experience:**

* Domestic/Laundry experience within a contract cleaning environment
* Ability to manage heavy laundry workload
* Good organisational skills
* Health & Safety / COSHH training certificate
* Supportive of a charitable, caring organisations aims and values

**Desirable:**

* Experience of working within a commercial laundry
* Infection control training certificate

**Competencies:**

* Customer focus: Understands customer needs and provides a helpful, caring service
* Teamwork: Works supportively and respectfully with colleagues, customers and suppliers
* Communication: Is polite and can understand and be understood by a wide range of people
* Achieves results: Solves problems, gets things done on time
* Makes improvements: Develops own skills and knowledge and seeks to make things work more smoothly.
* Professionalism: Is punctual, reliable, dresses appropriately, and follows rules and standards