

JOB DESCRIPTION

**Laundry Assistant**

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| **JOB SUMMARY** |

Reporting to the Head Housekeeper, the Laundry Assistant is responsible for ensuring a high-quality laundry service is delivered within the home.

The Laundry Assistant will provide an efficient laundry service in line with the residents’ choice around the laundry service they wish to receive.

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| **JOB SPECIFIC RESPONSIBILITIES** |

**Housekeeping**

* Ensure that all washing, drying and ironing for residents’ personal clothing and linens are completed with the utmost care.
* Carry out repairs to clothing as needed
* Liaise with Head Housekeeper and relatives if clothing needs to be replaced or needs major repairs
* Ensure soiled linen is handled in line with infection control policy and dealt with efficiently
* Ensure that all clothing is returned to the residents’ rooms in line with their choice in an efficient manner.
* Liaise with the Head Housekeeper and the care team to ensure that sufficient clean linen is available.
* Ensure that the laundry equipment is routinely cleaned and maintained in line with policy.
* Ensure regular meetings with Head Housekeeper with regards to laundry issues.
* To actively engage with residents in conversation and meaningful occupation related to their lifestyle choices at a level and pace that values the individual and respects their dignity and communication differences.
* To respond in a timely way to residents who are distressed (calling out, calling for help, knocking or making noises that suggest the need for support) or seek assistance if you feel unable to respond appropriately

**Health and Safety**

* Ensure all health and safety requirements are being met and attend training as required.
* Ensure regulations and compliance are met and adhered to.
* Ensure equipment and the environment is safe within the home.
* Ensure safety of residents who assist with the laundry are safe at all times.
* You will be required for this role to potentially liftheavy objects

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| **PERSON SPECIFICATION** |

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|  | Essential Criteria |
| Qualifications/Education | * GCSE’s or equivalent
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| Experience | * Proven track record in a laundry environment
* Delivering quality services (**Desirable**)
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| **Skills/****Knowledge** | * Good written, non-verbal and verbal communication skills
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| Personal Qualities | * Reliable and punctual
* Able to adapt to change
* Approachable
* Enthusiastic
* Flexible
* Willing to learn and develop
* Listening skills
* Patient
* Positive attitude
* Self-motivator
* Flexible approach to working hours - able to work occasionally outside of normal hours.
* Ability to promote a professional image for the company at all times
* Willing and able to travel to other homes where needed for training / support
* Able to adapt to the Athena culture
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**This job description reflects the current main organisational priorities for the position. These priorities may develop and change in consultation with the post holder in line with needs and priorities of the business.**