

Position Description

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| Position Title | Linen Production Worker |
| Position Reports to | Team Leader |
| Position Leads | Nil |
| Location | Coronet Street Laundry |
| Employment Type | Casual |
| Last Updated | December 2020 |

Why are we here?

Purpose: We work with people to create a life that works for them.

Our Vision: To be recognised by customers as the eminent, integrated disability service provider that continually enriches their lives.

How do we do this?



What is your purpose?

The Linen Production Worker is responsible for delivering the day to day operations of designated areas of McCallum Linen effectively and efficiently and in line with all McCallum policies and procedures. These tasks include, but are not limited to, sorting linen, delivery driving, unpacking linen, customer service and producing linen through extraction washers.

How do you achieve this? (Responsibilities)

| Key Results Area | Accountabilities |
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| Service Delivery – Linen Production | <ul style="list-style-type: none"> • Undertake the sorting of soiled linen and contribute to the safe operation of the production area. • Load soiled linen for transport and outsourced production. • Ensure care when folding and moving linen, safe storage of clean product, when loading vehicles, when unloading vehicles and when stored at customers. • Pick and Pack orders for customers. • Clean machinery, vehicles and premises as directed. • Undertake the operation of Side Wash for speciality items and contribute to the safe operation of the production area |

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| | <p>as allocated by the Manager – McCallum Linen.</p> <ul style="list-style-type: none"> • Operate extraction washers proficiently to ensure cleaning requirements of product is met. • Ensure that any report required for Production Incidents, Maintenance Requests, Quality Issues, Safety Incidents or Customer Feedback form is completed and improvement opportunities are implemented. • Ensure counts on the number of items sent to Rags to account for stock to be replaced. • Ensure care when folding and moving linen, safe storage of clean product, when loading vehicles, when unloading vehicles and when stored. • Ensure the safety of supported employees at all times and immediately raise concerns or incidents with the Team Leader McCallum Linen or Linen Production & Social Enterprise Worker. • Meet set Key Performance Indicators • Ensure good housekeeping is maintained on a daily basis so that the area is kept clean, tidy and orderly at all times. • Ensure customer service interaction is of the highest standard. • Report to the Team Leader if any machines or equipment malfunction. • Ensure all incoming product to the area is sorted and stored appropriately. • Deliver folded and ironed product for despatch in a timely and efficient manner. • Ensure production priorities align with the requirements of orders demanded of Despatch. • Ensure all product is sorted correctly and efficiently before delivery. • Deliver washed/dried product for Finishing in a timely and efficient manner. • Pack linen into trolleys and bags. • Deliver and pick-up of linen from customer’s premises. • Maintain machinery/vehicles as directed. • Work as a team to establish production and delivery priorities. |
| <p>Employee Experience and Collaboration</p> | <ul style="list-style-type: none"> • Champion a culture that is open to change and supports continuous quality improvement, collaboration, respect, and accountability. • Work collaboratively with the McCallum Linen team to identify, develop and implement key organisational plans, |

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| | <p>stakeholder engagement strategies and staff performance plans.</p> <ul style="list-style-type: none"> • Champion McCallum’s Code of Conduct and Values, acting in accordance with our policies and procedures at all times. • Observing all Standard Operating Procedures in place at McCallum Linen. • Identify, document and report any OH&S issues and ensure that all work practices are undertaken in a safe manner. • Maintain a high standard of professional conduct in any dealings with the wider community/customers. • Maintain a high standard of professional presentation and dress befitting of the clean and tidy operating environment of the Laundry • In consultation with the Team Leaders and Manager, develop and implement business strategies to promote the growth of McCallum Linen and contribute to projects as requested. |
| <p>Self-care and professional development</p> | <ul style="list-style-type: none"> • Participate in supervision and coaching meetings with Team Leader or Executive Manager as requested. • Participate in all training and development as reasonably requested. • Identify and seek appropriate resources to support your own health and wellbeing • Ensure awareness and compliance with the Linen COVID safe Workplan and practices. |

What do I need to be a success? (Attributes)

- You are focussed on producing and delivering a quality product for our customers.
- You understand that this position involves physical work/manual handling tasks. This may include bending, stretching, pushing and pulling. Correct manual handling procedures must be observed at all times.
- You understand the choice and control of an NDIS participant and are committed to assisting McCallum achieve our purpose, and enabling individuals to achieve their work goals.
- You are team player that actively participates and champions supportive, values driven work environment.
- You understand that change happens for a reason, and have the ability to adapt and champion a positive work attitude.

Key Selection Criteria

Successful appointment to a position will be subject to a pre-employment safety screening process which includes, but not limited to, the following checks:

- **NDIS Worker Screening Check**
- **Right to Work in Australia**
- **Current Drivers License.**

Essential

- Commitment to supporting individuals with disability in the workplace.
- Well-developed communication, interpersonal and organisational skills.
- Capable computer skills with the ability to document case notes and outcome development.
- Administration and organisation skills to read and interpret customer orders and ensure accurate and timely despatch.
- Demonstrated commitment to teamwork and the construction of a supportive, collaborative work environment.
- A demonstrated attitude towards innovation and continuous process improvement

Desirable

- Demonstrated experience working in a commercial laundry operation or warehouse.
- Boiler Ticket, MR/HR License or Forklift License.

Approval:

Employee Signature: _____ **Date:** _____

Manager Signature: _____ **Date:** _____

CEO Signature: _____ **Date:** _____