

Position Description

Program:	McCallum Linen
Position:	Production Staff – Commercial Laundry
Reporting to:	Manager
Name:	
Salary & Conditions	As per contract of employment

Organisational Environment:	<p>McCallum Disability Services (McCallum) provides a diverse range of services to people with disabilities in Ballarat and St Arnaud and surrounding areas.</p> <p>Since 1953, McCallum has grown into one of Western Victoria's most comprehensive organisations of its kind, delivering a range of services including accommodation, day support, education and employment for people with disability. McCallum also operates commercial businesses as part of its Australian Disability Enterprise and McCallum Linen operations.</p> <p>McCallum receives wide community, government and corporate support, including funding of facilities and programs to benefit and enhance the quality of life of clients.</p>
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Position Purpose:	The McCallum Linen - Production Staff role is primarily responsible for ensuring that the day to day operations of McCallum Linen operate efficiently and in line with all McCallum policies and procedures.
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Position Context:	<p>McCallum Linen is a commercial business service of McCallum Disability Services which also offers employment, training and support for people with disability in Ballarat.</p> <p>McCallum Linen operates in the commercial market and offers linen hire services to a range of businesses in Ballarat and the surrounding region.</p>
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Philosophy	<p>The McCallum Linen - Production Staff member is required to carry out his/her designated duties in accordance with the following:</p> <ul style="list-style-type: none"> • In accordance with McCallum's Mission, Vision and Values. • Ensuring the delivery of high quality services that meet the needs of customers. • By promoting workplace and community inclusion of people with disability.
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McCallum Values:

Integrity:	In all dealings.
Teamwork:	To work together to optimise service delivery.
Professionalism:	In service delivery and relationships.
Respect:	The fundamental principle for the way services are delivered.
Quality:	To deliver services in an environment of continuous quality improvement.

Duties and Responsibilities:

Responsibilities

McCallum Linen Production Staff have the following responsibilities:

- Observe all Standard Operating Procedures in place at McCallum Linen.
- Operate machinery as required, trained or qualified.
- Load/Unload linen into/from machines and vehicles.
- Wash, sort, fold and quality check linen.
- Pack linen into trolleys and bags.
- Deliver and pick-up of linen from customer's premises.
- Pick and Pack orders for customers.
- Clean machinery, vehicles and premises as directed.
- Maintain machinery/vehicles as directed.
- 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
- Maintain communication pathways with management and other McCallum programs.
- In consultation with the Team Leaders and Manager, develop and implement business strategies to promote the growth of McCallum Linen.
- Undertake other duties within the scope of the position as determined by the Manager.

Teamwork and Performance & Development

- Preparedness to undertake training as directed in order to assist colleagues with a disability to be supported in the workplace.
- Promote McCallum both as an employer and service of choice.
- Maintain a high personal and professional standard with regard to appropriate presentation and behaviour.
- Promote the rights of people with disability in a range of settings.

Work positively with other McCallum personnel.

- Attend training sessions as required by law and/or management.
- Work cooperatively as part of the McCallum Linen team and contribute to a positive work culture.
- Attend and participate in staff meetings.

- Confidently raise concerns or issues with other staff or management and follow-up and implement any required action.

Networks – Internal & External	<ul style="list-style-type: none"> • Build and maintain positive relationships with other McCallum programs and external networks. • Develop and maintain positive relationships and networks in the community.
Administration & Time Management	<ul style="list-style-type: none"> • Complete all required tasks in an effective and timely manner. • Maintain documentation required legislatively and organisationally. • Work within specific operating targets and ensure all required documentation is up to date. • Produce documentation as required.
Policies & Practice	<ul style="list-style-type: none"> • Comply with all requirements of the State and Federal privacy legislation. • Be involved and contribute to the quality improvement processes in line with the Quality Framework for disability services in Victoria and Commonwealth Disability Service Standards and implement all necessary practices. • Demonstrate an understanding of all McCallum's Policies and Procedures and comply with them at all times. • Any other duties as directed that are in line with McCallum policy.
Quality	<ul style="list-style-type: none"> • Identify and implement quality and service improvement activities. • Comply with the quality system relating to customer service delivery and continuous improvements. • Understand and apply all relevant procedural and legislative guidelines, policies and standards arising from that legislation and policy. • Contribute and comply with the maintenance and improvement of McCallum's quality management system as required. • Exhibit a commitment to continuous quality improvement to all staff. • At all times act in a manner that is professional. • Observe and complete as required all quality control/assurance procedures of suppliers, customers and McCallum.
OH&S	<ul style="list-style-type: none"> • Identify, document and report any OH&S issue. • Comply with all McCallum's OH&S policies and procedures at all times. • Undertake all work practices in a safe manner. • Report any injury in the appropriate manner i.e. an Incident Report or Injury Register (as relevant). • Ensure all equipment that is provided for OH&S reasons is utilised appropriately.

- Ensure all equipment that is provided with OH&S features are used utilising those features.
- Act promptly to have any repairs and equipment required for OH&S repaired that is not in a safe working order or requires repairs.
- Take responsibility for your own actions and take all steps to ensure your own safety and/or the safety of others.

To be responsible for other tasks assigned from time to time by the Manager or CEO.

Physical Requirements

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.

Selection Criteria

Experience working in the Laundry industry is desirable.

Experience, ability and empathy in working with people with disability.

Commitment to undertake training on supporting individuals with a disability in the workplace is required.

Well-developed oral communication, interpersonal and organisational skills.

Good interpersonal, organisational and written skills.

Basic computer skills preferred.

Current Drivers Licence preference manual.

MR or HR drivers licence preferred.

Current Boiler Operator's ticket preferred.

Current Police Check required.

Compliance with the 'Working with Children's' check is required.

Compliance with the 'Victoria Disability Worker Exclusion Scheme' is required.

Probationary Period

For staff employed under permanent part-time or full time status, permanent appointment will be confirmed following a satisfactory six month probationary period. For casual employees permanent status will not apply.

Performance Review

Six months after commencement but prior to the probationary period concluding, a performance review will be undertaken by the Manager, McCallum Linen. Thereafter performance reviews will occur annually.

McCallum Disability Services adheres to the principles of Equal Opportunity Legislation and is a smoke free environment.

Acknowledgement

I acknowledge that:

- Statements included in this position description are intended to reflect duties and responsibilities that I may be required to undertake and are not to be interpreted as being all inclusive.
- I will work to the best of my ability utilising all the skills, qualifications, knowledge and attributes that I possess which are relevant to the position.
- I have read, understood and accepted the above position description.

Signature:

Print name:

Date: / /

Signature:

Print Name:

Title: **Manager, McCallum Linen**

Date: / /

This position description forms part of the contract of employment.