

## About BASScare

Boroondara Aged Services Society (“BASScare”) began in 1957 as Canterbury Citizens Welfare Committee. It was formed following recognition by community members that the elderly within the community who were not part of a mainstream church body were often socially isolated, required some assistance and were, in many ways, neglected.

Today, BASScare operates an integrated program of services including residential care facilities, respite care, dementia specific services and an extensive community care program that provides care and support to people who wish to continue living in their own homes.

We actively engage with clients, their families, friends and carers to determine their expectations of care and provide the best possible level of residential and community services.

BASScare is focused on putting the integrity and dignity of those for whom we care first and foremost. We are committed to providing quality services to assist clients to maintain independence and achieve a greater quality of life.

BASScare Morgan Glen Iris helps people aged 85+ to maintain their independence by providing a tailored range of supports. Also known as ‘apartments with service’, Morgan Glen Iris will allow older people to live privately with independence and dignity, knowing the best help is on hand from experienced and knowledgeable care professionals.

## Our Vision

To provide high quality integrated aged care services that:

- encourage independence
- embrace diversity
- are flexible; and
- promote choice, dignity and respect for our clients, staff and volunteers

## To Our Employees

At the heart of our success is our people. We seek to provide our employees and volunteers with the resources, skills and knowledge to develop and grow, the opportunity to collaborate with others and the encouragement to challenge themselves. Above all, we are committed to displaying the same level of respect and care towards our employees that we expect them to demonstrate towards our clients.

## Our Values and Behaviours

	<b>Level 1</b> (Enrolled Nurse, PCAs, Support Workers)	<b>Level 2</b> (Team Leaders, Supervisors, Middle Management, Coordinators)	<b>Level 3</b> (Senior Management)
<b>Client Focused</b> Our choices are guided by what is in the best interests of those we serve. We strive to consistently deliver person centred care.	<ul style="list-style-type: none"> <li>• Works to understand the needs of clients.</li> <li>• Looks for ways to enhance the day to day experience of clients.</li> <li>• Prioritises the client’s needs over personal preferences and self-interest.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensures that a strong client focus remains at the forefront.</li> <li>• Works collaboratively with team members to facilitate the needs of clients.</li> <li>• Provides the resources and capability required to respond to the needs of clients.</li> </ul>	<ul style="list-style-type: none"> <li>• Makes time to be visible and accessible to clients and front-line employees.</li> <li>• Displays a genuine desire and curiosity to better understand the evolving needs of others internal and external to the business.</li> <li>• Works to build and promote the organisation’s brand, purpose and direction.</li> </ul>
<b>Respect</b> We value people for who they are and show them the same level of compassion, care, and consideration that we would expect.	<ul style="list-style-type: none"> <li>• Supports and promotes respectful, ethical practices.</li> <li>• Acts openly and honestly.</li> <li>• Demonstrates commitment to personal safety and the safety of others.</li> <li>• Adheres to BASScare policies and procedures, relevant standards, regulations and act.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates flexibility, openness and inclusiveness.</li> <li>• Takes the time to listen and understand the perspective of others.</li> <li>• Clarifies expectations and provides feedback on a frequent and timely basis.</li> <li>• Challenges unproductive behaviour promptly when it arises.</li> </ul>	<ul style="list-style-type: none"> <li>• Invests time in regular communication across a range of audiences and formats.</li> <li>• Encourages the contribution of employees and provides them with the opportunity to share their perspective.</li> </ul>
<b>Humility</b> We recognise that we are nothing more or less than the people around us.	<ul style="list-style-type: none"> <li>• Owns up to mistakes.</li> <li>• Celebrates the achievements of others.</li> <li>• Offers and accepts apologies graciously.</li> <li>• Recognises personal strengths and weaknesses.</li> </ul>	<ul style="list-style-type: none"> <li>• Willingness to do lower level work for the good of the team.</li> <li>• Talks about the general team rather than themselves.</li> <li>• Shares credit for team accomplishments.</li> </ul>	<ul style="list-style-type: none"> <li>• Encourages others to challenge their ideas.</li> <li>• Focuses on the best interests of the group rather than themselves.</li> <li>• Makes difficult decisions and is willing to change what doesn’t work</li> <li>• Has the courage to ask questions they can’t answer.</li> </ul>

### Purpose of the role

The Laundry/Cleaning Attendant delivers high quality, effective commercial laundry and cleaning services to the Morgan Glen Iris community.

### Organisational Relationship

Reports to:	Village Manager; BASScare Morgan Glen Iris
Direct Reports:	Nil
Key Relationships:	Concierge Staff Restaurant staff Support Staff Lifestyle Staff Laundry/Cleaning Staff Maintenance Coordinator

### Qualifications / Experience

#### *Essential*

- Minimum 2 years' relevant laundry experience. Experience working in a health, aged care or not-for-profit environment highly advantageous.
- Minimum 2 years' relevant cleaning experience. Experience working in a health, aged care or not-for-profit environment highly advantageous.
- Knowledge of OH&S practices, infection control and safe chemical handling
- Experience working as part of a multi-disciplinary team, preferably within an aged care or retirement village setting.
- Excellent verbal and written English communication skills
- Capacity to work independently.
- A clear and current Police Check.
- A full driver's license.

### Areas of Responsibility

#### *Laundry*

- Deliver an outstanding person-centred Village experience for residents, their families, guests and the public that empowers our residents, enhances their dignity, safety and right to choice.
- Remove and change bedding (sheets and pillowcases) in each apartment on a weekly basis, according to schedule.
- Remove and change towelling (bath towels, handtowels, face washers, bath mats) in each apartment on a weekly basis.
- Wash, dry, fold and press (as appropriate) all bedding, towelling and napery according to BASScare procedures and schedules.
- Wash, dry, fold and press personal resident clothing upon request.
- Attend to relevant staff requests in a timely manner.
- Maintain a high level of hygiene in accordance with work schedules.
- Enhance organisation reputation by accepting ownership for laundry cleaning standards.
- Monitor cleaning equipment and stock levels, and order supplies within delegated limits.

### *Laundry compliance*

- Ensure compliance with regulations by examining and analysing records, reports, operating practices, chemical storage and documentation.
- Document and report all repairs and maintenance required
- Ensure safe storage and correct use of chemical agents for each task.

### *Cleaning*

- Clean allocated areas in accordance with duty lists and periodical schedules.
- Attend to relevant staff requests in a timely manner.
- Maintain a high level of hygiene in accordance with work schedules.
- Maintain high levels of safety within the workplace by ensuring appropriate protective clothing is worn and by displaying warning signs.
- Clean, vacuum and mop common areas, including but not limited to, foyer, library, restaurant and bar, gym, medical consult room, café, cinema, games room, multi-purpose room, staff room (including toilets, showers, sinks and mirrors) and corridors in between.
- Blow-vac and spot-clean external common areas including the basement car park and outside footpaths and walkways.
- Clean, vacuum and spot clean company vehicles according to schedules.
- Remove of rubbish from internal bins.
- Enhance organisation reputation by accepting ownership for cleaning standards.
- Monitor cleaning equipment and stock levels, and order supplies within delegated limits.

### *Meetings & Functions*

- Attend key functions such as the resident's Christmas party, as well as staff training and team strengthening sessions from time-to-time. Some flexibility regarding work hours may be required in these instances.

### *Continuous Improvement & Compliance*

- Build and maintain a sound knowledge of the industry.
- Assist to identify, establish, improve and maintain processes for BASScare.
- Completes an Improvement Form when there is an identified need to improve.
- Actively participates and contributes to Quality Activities that promote quality improvement to services provided, including, but not limited to, staff meetings, working parties and ongoing education and professional development.

### *Resident Safety & Security*

- Render immediate first aid as required.
- Maintain a working knowledge of the operation of the security system, emergency health system and fire system, seeking further professional development as required.
- Ensures rights and responsibilities of residents and follows up concerns raised by residents or their families in a timely manner.

### Occupational, Health and Safety

- Participates in the risk management program and contributes to a clean, safe work environment to ensure safety of residents/visitors, other staff and self.
- Reports immediately, any equipment or situation that is hazardous, or has the potential to be a safety issue.
- Participates in problem solving processes to resolve OH&S issue.
- Participates in Infection Control activities and actions.

### Ongoing Education

- Participates in continuing education, including mandatory training.
- Reads staff emails and notice boards regularly.
- Works toward annual training objectives following appraisal to ensure skills and knowledge to fulfil the role.

### Reporting Requirements

- Reports any issue of concern to the relevant manager.

### Performance Review

- Annually with feedback during the year.

### Signatures

As an Employee of BASScare, I have read and I understand the above position description. I agree that I am able to and will meet my obligations to fulfil this role efficiently and effectively.

.....  
Signed (Employee)

.....  
Signed (Manager)

.....  
Name

.....  
Name

.....  
Date

.....  
Date