

Job Class Profile: Laundry Supervisor I**Pay Level: CG-25 Point Band: 456-489**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	2	2	3	4	2	3	3	3	5	
Points	93	33	19	19	60	65	62	64	54	469

JOB SUMMARY

The Laundry Supervisor I performs supervisory work and provides laundry services to hospitals, long term care sites and a central laundry facility.

Key and Periodic Activities

- Performs supervisory work which includes preparing staff schedules; maintaining time-keeping records; determining linen quota of each cart for distribution inside and outside the hospital; and providing training and orientation to new employees.
- Tracks and troubleshoots problems with machinery.
- Compiles monthly poundage reports of linens received and processed.
- Participates in the processing of linens which includes weighing, checking, washing, drying, pressing, and sorting linens; marks distribution carts.
- Orders chemical supplies and office supplies, as required.
- Collects and performs laundry services on various uniforms within the hospital.
- Performs office related work.

SKILL**Knowledge****General and Specific Knowledge:**

- Policies and Procedures.
- Safe Work Practices.
- Laundry and Linen Room Operations.
- Equipment Operation.
- Infection Control Guidelines.
- Material Data Safety Sheets.
- Occupational Health and Safety Guidelines.

Formal Education and/or Certification(s):

- Minimum: High School Diploma.

Years of Experience:

- Minimum: 1 to 2 years.

Competencies:

- Ability to follow basic instructions and work processes.
- Ability to apply established techniques to the completion of activities.
- Ability to provide advice to others on how to solve a problem or address an issue.
- Ability to operate machinery.

Interpersonal Skills

- The range of interpersonal skills are used and include listening to information from other people; asking questions to get information; providing routine information and direction to others; instructing, teaching or training; gaining the cooperation of employees to complete work; addressing issues and/or solving problems and dealing with upset or angry people on the phone.
- The most significant contacts are with the manager for support and direction, with co-workers in the completion of daily work activities and with employees from other departments regarding linen requirements.

EFFORT**Physical Effort**

- The demands of the job occasionally results in fatigue, requiring periods of rest.
- Lifting or moving objects weighing 25 to 50 lbs such as bags of laundry and unloading wet linens from the washer is performed occasionally with most lifting in lower weight categories.
- Is required to walk or stand in the performance of daily activities. Working in awkward or cramped positions or duties requiring body movements such as bending, stretching, or kneeling occurs when loading and unloading washers and dryers.
- Manual or physical activities include using gross motor skills; using machinery or equipment that requires very controlled movement; and using equipment that requires rapid physical movement and reflexes.

Concentration

- **Visual** concentration or alertness is required when performing activities such as preparing daily schedules, ordering supplies and operating machinery.
- **Auditory** concentration or strain is experienced when working in a noisy laundry environment and listening to machinery for unusual sounds or alarms that may indicate equipment malfunction; listening for announcements and/or interacting with employees.
- Other sensory demands include **smell** to identify chemical leaks.
- **Alertness and reptition** are required when performing laundry tasks such as loading the washer to ensure that no inappropriate items go in the machine which can damage the machine and/or the contents of the load. **Higher than normal levels of attentiveness or alertness for the health and safety of others** is required when doing counts on chemical drums.
- **Time pressures and deadlines** are experienced on a daily basis as the linen carts must be filled to meet proper linen quotas and be ready for delivery to various units and departments in

<p>accordance with a predetermined schedule. Interruptions and lack of control over work pace can result from equipment malfunction, competing priorities and above normal linen requests.</p> <p>— Exact results and precision are required when operating machinery and preparing employee schedules.</p>
Complexity
<p>— Tasks and procedures are well defined and are similar/related in terms of the skills and knowledge used.</p> <p>— Tasks are generally repetitive and well defined.</p> <p>— Typical problems, challenges or issues usually are in the areas of equipment malfunctions or the coordination of employee schedules.</p> <p>— Reference material to assist in addressing problems, challenges and issues include policies and procedures manual; material data safety sheets; infection control guidelines; and advice and guidance from manager; nursing staff and/or co-workers.</p>

RESPONSIBILITY

Accountability and Decision-Making
<p>— Work is highly structured and controlled through policies and procedures; daily work tasks are carried out independently and unusual or difficult situations requiring a high degree of independent discretion and judgement require consultation with the manager.</p> <p>— Without formal approval there is decision making ability to order office supplies and chemical supplies from storeroom as required; coordinate employee work schedules; and assign specific tasks to employees to meet work demands and time schedules.</p>
Impact
<p>— Work impacts the immediate work area; department; organization and on patients.</p> <p>— Work activities impact equipment; processes and systems; finances; health and safety and corporate image.</p> <p>— Mistakes or errors can result in issues with employee schedules and time-keeping records; linen shortages which can impact medical procedures and issues for nursing staff related to direct patient care; shortages of cleaning chemicals and office supplies if orders are not placed in a timely manner; financial costs will increase if detergents and other cleaning chemicals are wasted or if equipment is damaged; equipment downtime if equipment is not maintained properly; health and safety issues may occur if protocols for infection control and sterilization are not followed properly and the corporate image will be negatively impacted.</p> <p>— Quality control checks are in place to ensure errors are identified and resolved within hours of problem identification to make certain the daily linen requirements are met.</p>
Development and Leadership of Others
<p>— There is full time responsibility to provide direction on a day-to-day basis with regards to scheduling, assigning and coordinating work and providing feedback to new and existing employees.</p>

WORKING CONDITIONS

Environmental Working Conditions

- There is a requirement to wear safety equipment such as gloves; eye protection; mask and protective apron when performing laundry work.
- The likelihood of injury or illnesses resulting from hazards in the job is limited if safety precautions are followed.
- As work is performed in a laundry processing facility there is exposure to unusual/distracting noise from equipment; fumes; hazardous cleaning chemicals; bodily fluids and waste, infectious diseases and odours when handling soiled laundry; wet or slippery floors; and temperature extremes resulting from the heat generated by the clothes dryers.