

Job Class Profile: Laundry Worker II**Pay Level: CG-18 Point Band: 278-291**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	1	1	4	3	1	1	2	1	6	
Points	47	17	25	14	30	22	41	21	64	281

JOB SUMMARY

Responsible for operating a variety of commercial equipment in the performance of laundry services in a hospital, long term care facility or a centralized laundry facility.

Key and Periodic Activities

- Operates various types of commercial laundry equipment such as hydraulic presses, washers, dryers, mangles, flatwork ironer, folders, etc.
- Collects soiled laundry such as linens, personal clothing, towels, hospital gowns/uniforms, etc.
- Sorts laundry, loads and unloads washers, dryers and/or mangles.
- Collects, processes, labels and delivers personal clothing.
- Folds clean laundry by hand or by using a folding machine; visually inspect linens for holes and other signs of wear.
- Marks distribution carts to identify delivery destination; loads carts and distributes to various units and departments.
- Weighs laundry and records weight.
- Orders laundry supplies from storeroom.
- Washes mops and cleaning cloths from housekeeping, utility and kitchen departments.
- Cleans washers, dryers and laundry carts; drains compressor; sweeps floor and disposes of garbage.
- Ensures proper start-up and shut down of equipment.
- May make repairs to clothing.
- Maintains inventory of linen and chemical supplies.
- May provide orientation and training to new staff.

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

- Policies and Procedures.

- Safe Work Practices.
- Laundry Procedures and 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: Less than one year.

Competencies:

- Ability to follow basic instructions and work processes.
- Ability to apply established techniques to the completion of tasks.
- 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 to perform such activities as listening to information from other people; asking questions to get information; and providing routine information and direction to new staff; and gaining the cooperation of other co-workers to complete work, address issues and/or solve problems.
- The most significant contacts are with the supervisor for support and direction; co-workers in the completion of daily work activities and with employees from other departments who receive the clean linens/laundry.

EFFORT

Physical Effort

- The demands of the job occasionally results in fatigue, requiring periods of rest.
- Lifting or moving objects 25 to 50 lbs such as bags of laundry; laundry carts; and loading wet linens into a dryer or flatwork ironer is performed on a regular basis. Occasionally required to lift or move objects over 50 lbs.
- Is required to stand or walk on a constant basis in the performance work activities. Working in awkward or cramped positions or body movements such as bending or stretching occurs when loading/unloading washers and dryers; crawling under folding machine or mangle to remove dropped or jammed items; and operating folding machine.
- Manual or physical activities involve using gross motor skills; using machinery or equipment that requires very controlled movement as well as rapid physical movement and reflexes while maintaining physical balance.

Concentration

- **Visual** concentration or alertness is required when operating laundry equipment; sorting laundry to ensure that it does not contain any foreign objects that could damage the equipment; observing the machines to know when the cycles are completed as well as when inspecting, folding and ironing linens.

- **Auditory** concentration or strain is experienced when working in a noisy laundry environment and listening to machinery for unusual sounds which may indicate equipment malfunction or sensors indicating a machine's end of cycle; listening for announcements and/or interacting with co-workers.
- **Alertness and concentration** is required when operating machinery to perform repetitive laundry tasks such as folding linens to ensure the proper technique is used as some departments require specific sorting and folding of linens.
- **Time pressures and deadlines** are experienced on a regular basis as the linen carts must be filled and ready for delivery to various units and departments in accordance with a predetermined schedule and shelves must be restocked with clean linens in a timely manner. **Interruptions** can occur with machine malfunction and **lack of control over work pace** may occur with increased workload resulting from above average patient count or surgical procedures; outbreaks of influenza or other diseases or when there is a delay in the delivery of soiled laundry.
- **Exact results and precision** are required when performing tasks such as weighing laundry; folding linen and ensuring that the machinery is operating at the correct setting.

Complexity

- Work involves performing routine laundry services. Tasks and procedures are well defined and are similar/ related in terms of the skills and knowledge used.
- Typical problems, challenges or issues can include equipment malfunctions.
- 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 supervisor, nursing staff and/or co-workers.

RESPONSIBILITY

Accountability and Decision-Making

- Work is performed in a highly structured environment. Policies and procedures are in place and work activities are monitored by a supervisor on a regular basis.
- All deviations from assigned work require supervisory approval.

Impact

- Work results can impact the immediate work area; department; organization and on patients.
- Work activities impact on equipment; processes and systems; finances; health and safety and corporate image.
- Mistakes or errors such as an insufficient quantity of clean linens or gowns can cause delays in medical procedures and issues for nursing staff as it relates to direct patient care; residents will be negatively impacted if their personal clothing is not cleaned and returned on a timely basis; financial costs will increase if detergents and other cleaning chemicals are wasted or if equipment is damaged; 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.
- Errors are typically identified and resolved within hours of problem identification. Quality control checks by supervisor are in place to ensure that tasks are performed correctly.

Development and Leadership of Others

- There is no requirement for the full time direct supervision of bargaining unit staff.
- May be required to provide advice and/or guidance to new employees.

WORKING CONDITIONS

Environmental Working Conditions

- There is a requirement to wear safety equipment such as gloves, eye protection, mask and protective apron.
- The likelihood of injury or illnesses resulting from hazards in the job is limited if health and safety precautions are followed.
- There is exposure to unusual/distracting noise from equipment; dust from dryer lint; hazardous cleaning chemicals; bodily fluids and waste, infectious diseases and odours when handling soiled laundry; wet or slippery floors; and awkward or confining work spaces when retrieving jammed linens or other articles from machinery.