**TITLE:** **Laundry Supervisor**

**LAST REVISED: October 1, 2013**

**REPORTS TO: Director of Housekeeping/Laundry Service**

**METHOD OF PAY: Hourly**

**PURPOSE OF POSITION:**

The primary purpose of the position is to plan, organize, develop and supervise the operations of the Laundry Department in accordance with current federal, state, and local standards, guidelines and regulations governing the facility and as may be directed by the Director of Housekeeping and Laundry, to assure that the facility functions efficiently and is maintained in a clean, safe, and sanitary manner. As the Laundry Supervisor you are delegated the administrative authority, responsibility, and accountability necessary to carry out your assigned duties.

**EDUCATION / EXPERIENCE:**

1. Must possess, as a minimum, a High School Diploma or equivalent.
2. Up to 12 months of successful supervisory experience and a working knowledge of laundry services is preferred.
3. Must be able to make independent decisions when circumstances warrant such action.
4. Must possess the ability to deal tactfully with personnel, residents, family members, visitors, government agencies and the general public.
5. Must be knowledgeable of laundry practices and procedures as well as the laws, regulations and guidelines governing long-term care facilities.
6. Must possess the ability to plan, organize, develop, implement and interpret the programs, goals, objectives, policies and procedures of the Laundry Department.

**PHYSICAL REQUIREMENTS:** (with or without the aid of mechanical devices)

1. Must be able to move intermittently throughout the work day.
2. Must be able to speak, read, and write the English language in an understandable manner.
3. Must be able to function independently, have flexibility, personal integrity, and the ability to work effectively with residents, personnel, and support agencies.
4. Must be able to relate to and work with the ill, disabled, elderly, emotionally upset, and at times, hostile people within the facility.

6. Must meet the general health requirements set forth by the policies of this facility.

7. Must be able to push, pull, and move a minimum of 50 pounds.

8. Must be able to assist in the evacuation of residents.

**EXPECTATIONS:**

**Every effort has been made to identify the essential functions of this position. However, it in no way states or implies that these are the only duties you will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or is an essential function of the position.**

Magnolia Manor, Inc. has embraced the concept of *Servant Leadership* and is committed to its implementation company-wide. Servant Leadership is all about building a workplace community that cares about and serves others, a workplace that creates a sense of shared responsibility where all employees feel they are valued and are an integral part of our organization. Employees must be willing to become a part of the “Servant Leadership Team”, dedicated to continuous improvement in developing and demonstrating the servant leadership characteristics:

Patience Showing self-control

Kindness Giving attention, appreciation, and encouragement

Humility Being authentic, not thinking less of yourself, but thinking of yourself less

Respectfulness Treating others as important people

Selflessness Meeting the needs of others

Forgiveness Giving up resentment when wronged

Honesty Being free from deception

Commitment Sticking to your choices

*Administration Functions:*

1. Assume the administrative authority, responsibility, and accountability of supervising the Laundry Department.
2. Supervise the day-to-day Laundry functions of assigned personnel.
3. Assist the Director of Housekeeping and Laundry in setting Laundry standards.
4. Assist in developing procedures for performing daily Laundry tasks.
5. Assist the Director in standardizing the methods in which work is accomplished.
6. Assist the Director in scheduling work assignments, preparing cleaning schedules, etc.
7. Assist the Director in performing administrative requirements (i.e., completing necessary forms, reports, etc.) and submit to the Director as necessary.
8. Coordinate daily laundry services with the needs of nursing, personal care, and wellness services when processing laundry.
9. Ensure that work/cleaning schedules are followed as closely as practical.
10. Submit accident/incident reports to the Director when they occur.
11. Perform administrative requirements (i.e., completing necessary forms, reports, etc.) and submit to the Director as necessary.
12. Provide departmental leadership related to performance improvement activities.
13. Ensure Customer Service standards are upheld both intradepartmentally and interdepartmentally.

*Committee Functions:*

1. Implement recommendations from the Infection Control, Safety, and QA Committees, etc., as directed/necessary.
2. Attend department and staff meetings as directed or called.

*Personnel Functions:*

1. Assist in the orientation and training of Laundry Department personnel.
2. Interpret department policies and procedures to new laundry personnel.
3. Review job description and duty assignment with new department personnel as directed/necessary.
4. Train assigned personnel in the proper techniques of washing, folding, storing of laundry; and the use of equipment, etc., as directed.
5. Assign personnel to specific tasks in accordance with daily work assignments.
6. Ensure that personnel are performing assigned tasks in accordance with established laundry procedures.
7. Review and evaluate the work performance evaluations as necessary and in accordance with the facility’s policies and procedures.
8. Report daily absenteeism and tardiness to the Director.
9. Counsel/discipline assigned personnel as requested or as necessary.
10. Report such actions to the Director.
11. Ensure that departmental disciplinary action is administered fairly and without regard to race, color, creed, national origin, age, sex, religion, handicap, or marital status.
12. Review complaints/grievances of department personnel and make oral/written recommendations and reports to the Director.
13. Meet with assigned personnel monthly to assist in identifying and correcting problem areas, and/or improving services.
14. Create and maintain an atmosphere of warmth, personal interest and positive emphasis, as well as a calm environment throughout the department.

*Staff Development:*

1. Ensure that fire protection and prevention programs are maintained by department personnel in accordance with our fire safety policies and procedures.
2. Ensure that laundry personnel follow established safety precautions when performing tasks and when using equipment and supplies.
3. Ensure that all personnel wear and/or use safety equipment and supplies (e.g., back brace) when moving heavy objects.
4. Ensure that assigned work areas are maintained in a clean, safe, comfortable, and attractive manner.
5. Ensure that appropriate MSDSs for chemicals being used by laundry are properly labeled and stored. Report problem areas to the Safety Program Director.
6. Ensure that all laundry personnel follow established policies governing the use of labels and MSDSs.
7. Report all hazardous conditions and/or defective equipment to the Director.
8. Ensure that established infection control and standard precautions practices are maintained when performing laundry procedures.
9. Ensure that all personnel performing tasks that involve potential exposure to blood, body fluids, or hazardous chemicals participate in appropriate in-service training programs prior to performing such tasks.
10. Report occupational exposure incidents to the Director.
11. Ensure that laundry personnel follow established hand washing procedures.
12. Ensure that refuse is disposed of daily and in accordance with our established sanitation procedures.
13. Ensure that laundry personnel follow established policies governing the use/disposal of personal protective equipment and disposal of infectious wastes.
14. Conduct daily inspections of assigned work areas to assure that cleanliness and sanitary conditions are maintained.

*Safety And Sanitation:*

1. Assure that established infection control and standard precautions practices are maintained when performing laundry procedures.
2. Assure that department personnel are acting in accordance with established fire safety policies and procedures and that fire protection and prevention programs are maintained.
3. Conduct daily inspections of assigned work areas to assure that cleanliness and sanitary conditions are maintained.

*Equipment And Supply Functions:*

1. Recommend equipment and supply needs to the Director.
2. Ensure that an adequate supply of laundry supplies is maintained in the Laundry Department.
3. Monitor laundry procedures to ensure that supplies are used in an efficient manner to avoid waste.
4. Ensure that appropriate personal protective equipment used in the handling of infectious materials is available and easily accessible to laundry personnel.

*Resident Rights:*

1. Maintain confidentiality of resident information.
2. Knock before entering a resident’s room.
3. Ensure that the residents’ personal and property rights are maintained by assigned personnel.

*Working Conditions:*

1. Works throughout the laundry service areas (i.e., Laundry Building, facility laundry rooms, and in all laundry storage areas).
2. Moves intermittently during the working hours.
3. Communicates with laundry personnel and other department personnel.
4. Works beyond normal working hours and on weekends and holidays when necessary, as well as in other positions as needed.
5. Is subject to call-back during emergency conditions. (e.g., severe weather, evacuation, post-disaster, etc.).
6. May be required to perform daily laundry tasks.
7. Attends and participates in continuing educational programs.
8. Is subject to injury from falls, burns from equipment, odors, etc., throughout the work day, as well as to reactions from dust, disinfectants, tobacco smoke, and other air contaminants.
9. Is subject to exposure to infectious waste, diseases, conditions, etc., including TB and the AIDS and Hepatitis B viruses.
10. May be subject to the handling of an exposure to hazardous chemicals.
11. Maintains a liaison with other department supervisors to adequately plan for laundry services/activities.

*Other:*

1. Subject to frequent interruptions.
2. Must be flexible in willingness and ability to work on any unit and/or shift needed to meet the requirements of Magnolia Manor residents.
3. Subject to call-back during any emergency conditions (i.e., severe weather, evacuation, natural disaster, etc.).
4. You are expected to follow the policies set forth in the employee handbook.
5. Must be without conviction of any criminal offense that would prohibit employment in a nursing facility or exclusion from participation in any Federal health care programs.

**ACKNOWLEDGEMENT**

I have read this job description and fully understand the requirements set forth there in. I hereby accept the position of **LAUNDRY SUPERVISOR** and agree to perform the identified essential functions in a safe manner and in accordance with Magnolia Manor’s established procedures. I understand that as a result of my employment, I may be exposed to blood, body fluids, infectious diseases, air contaminants (including tobacco smoke) and hazardous chemicals and that the company will provide to me instructions on how to prevent and control such exposures. I further understand that I may also be exposed to the Hepatitis B Virus and that the facility will make available to me, free of charge, the hepatitis B vaccination.

I understand that my employment with Magnolia Manor is at-will, and thereby understand that my employment may be terminated at-will either by the company or myself and that such termination can be made with or without notice.

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Signature – Laundry Supervisor Date

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Signature – Laundry/Housekeeping Director Date