



JOB DESCRIPTION

POSITION TITLE	Laundry Assistant
LOCATION	Taradale Masonic Rest Home & Continuing Care Elmwood Memory Care Home & Hospital
REPORTS TO	GM - Care
DIRECT REPORTS	Nil
LAST UPDATE	October 2026

OUR VALUES – What we hold most dear

Embrace life & living – people, community, culture, difference, with fun, humour & positive energy.

Accept & respect choice – with openness and sensitivity, of individuality and individual needs, because we are stronger together.

Act with a service heart – with aroha, care and kindness for our residents, their families, our communities and each other.

PURPOSE

The Laundry Assistant is responsible for providing a high-quality laundry service for the entire facility. This includes efficiently managing all laundry tasks to ensure that both resident's personal items and facility linens are cleaned, maintained and delivered in optimal condition while contributing to a hygienic and pleasant environment.

KEY OBJECTIVES

- Ensure a consistently high standard of care when performing all laundry duties.
- Process residents' laundry with attention to detail, returning items in excellent condition.
- Maintain timely turnaround times for laundry tasks, in accordance with the needs of the facility.
- Ensure laundry equipment and the work environment are kept to a high standard of cleanliness and functionality at all times.

KEY RESPONSIBILITIES

KEY TASKS	PERFORMANCE OUTCOMES
Laundry Duties	• Collect, clean, dry, iron, fold, and deliver residents' clothing and personal items to a high standard, in accordance with all policies and procedures.

	• Launder facility linens, bedding, and other items as required, ensuring quality results. • Ensure all laundering tasks align with infection prevention and control protocols, including proper handling of soiled clothing and linen and correct use of personal protective equipment (PPE) when necessary. • Effectively work independently or as a team, as the situation requires. • Ensure that all laundry equipment is stored, cleaned, and maintained in accordance with policies and procedures and manufacturers guidelines. • Maintain a clean, safe, and organised working environment to ensure hygiene standards are met and safety regulations are adhered to. • Follow chemical handling procedures and report hazards appropriately to maintain a safe environment at all times.
Relationship Management	• Build and maintain professional and effective relationships with key internal and external people and contacts across all levels across the organisation eg, residents and their whānau, GPs, allied health professionals, contractors, suppliers etc to ensure effective communication and the smooth operations of the services NDMT provides.
Health and Safety	• Demonstrate a clear understanding of Health & Safety requirements including reporting of any identified safety hazards, near misses, incidents and accidents. • Demonstrate knowledge and understanding of NDMT emergency procedures including emergency evacuation procedures and civil defence emergency procedures (if applicable). • Support and adhere to all health and safety policies, procedures and systems that promote the health, safety and wellbeing of all people who work in, live in and access NDMT. • Ensure the appropriate use of Personal Protective Equipment (PPE) as required for specific tasks or work environments and ensure compliance with PPE protocols to maintain personal and team safety.
Cultural Awareness	• Participate in ongoing training and development provided to enhance knowledge and understanding of cultural awareness, ensuring respectful and inclusive practices that recognise and honor the diverse cultural backgrounds and preferences of all residents and colleagues. • Actively engage in and promote the principles of Te Tiriti o Waitangi in all interactions and decision-making processes. • Ensure all services provided to residents are spiritually and culturally appropriate by maintaining awareness of the principles of Te Tiriti o Waitangi, respecting tikanga Māori (Māori customs and protocols), and applying these cultural understandings in everyday interactions and professional settings. • Recognise the importance of the Pacific culture, language faith and family values and support NDMT to foster an inclusive environment by embracing and integrating Pacific Island cultural values, customs, and worldviews.
Professional Development	• Participate in all NDMT required training programmes. • Maintain up to date knowledge with relevant legislation, best practice activities, procedural and policy developments. • Maintain professional standards through self-development and attendance at appropriate courses.
Confidentiality	• Maintain strict confidentiality at all times including compliance with the Privacy Act 2020 and all related organisational policies.
General	• Treat all residents, their families/whānau, friends, representatives and staff with respect at all times. • Positively promote the reputation of the NDMT at all times. • Carry out any other additional duties as may be reasonably required from time to time.

PERSON SPECIFICATION

Qualifications

- New Zealand Certificate in Cleaning (Level 2 or Level 3), or New Zealand Certificate in Laundry Services (Level 3) (*not essential*).

Skills, Experience and Attributes

- Previous experience in the aged care or healthcare sector (*preferred*).
- Previous experience with laundry equipment eg, industrial washing machines, dryers (*preferred*).
- Knowledge of laundry chemicals and detergents, and the appropriate use of cleaning agents (*preferred*).
- Excellent oral and written communication skills
- Attention to detail and able to follow instructions, both verbal and written.
- Patience and empathy with older people and their families.
- Ability to develop and maintain professional relationships with a broad range of internal and external stakeholders.
- Compassionate and caring manner.