



Career Service Authority  
Laundry Supervisor

Page 1 of 5

**GENERAL STATEMENT OF CLASS DUTIES**

Supervises laundry operations for Denver Health Medical Center.

**DISTINGUISHING CHARACTERISTICS**

This class is distinguished from the class of Laundry Worker that performs drying, pressing and distribution of laundry at Denver Health, and is also distinguished from the Laundry Manager class that manages and directs the laundry activities at Denver Health.

***Guidelines, Difficulty and Decision Making Level:***

Guidelines are in the form of stated objectives for the section, unit, function, or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit, or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability, and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs, or projects in various stages of completion.

***Level of Supervision Received and Quality Review:***

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program, or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy, and conformance to policy.

***Interpersonal Communications and Purpose:***

Contacts are of a non-prescribed nature involving the negotiation and resolution of problems and where exceptional degrees of discretion, judgment, and specialized knowledge are required in carrying out the programs and policies of an organization.

***Level of Supervision Exercised:***

Supervises two or more employees who do not supervise.

## ESSENTIAL DUTIES

Supervises employees involved in the cleaning of hospital laundry and monitors, inspects or rejects work in progress.

Performs laundering of hospital linen.

Ensures timely delivery of hospital linen, pick up soiled linens and checks the condition of linens for worn spots or tears.

Charts and logs quantities of laundry collected.

Maintains safety, environmental and infection control policies and procedures.

Performs minor equipment repair.

Develops the performance evaluation program for functions within the unit, monitors and documents employee performance, provides ongoing feedback regarding levels of performance and formally evaluates employees in relation to performance.

Trains new employees.

Performs other related duties as assigned or requested.

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Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

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## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledge, & Skills:***

**Integrity/Honesty** – Displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, chooses an ethical course of action, and is trustworthy.

**Conscientiousness** – Displays a high level of effort and commitment towards performing work and demonstrates responsible behavior.

**Interpersonal Skills** – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

**Reading** – Learns from written material by determining the main idea or essential message and recognizes correct English grammar, punctuation, and spelling.

**Listening** – Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

**Writing** – Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas, information, and messages in writing.

**Flexibility** – Adapts quickly to changes.

**Speaking** – Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations and uses appropriate body language.

**Memory** – Recalls information that has been presented previously.

**Reasoning** – Discovers or selects rules, principles, or relationships between facts and other information.

**Self-Management** – Sets well-defined and realistic personal goals, monitors progress and is motivated to achieve, manages own time, and deals with stress effectively.

**Teamwork** – Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

**Diversity** – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

**Decision Making** – Specific goals and obstacles to achieving those goals, generates alternatives, considers risk, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

**Oral Communications** – Expresses information to individuals or groups effectively taking into account the audience and nature of the information, makes clear and convincing oral presentations, listens to others, attends to nonverbal cue, and responds appropriately.

**Problem Solving** – Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

**Teaching Others** – Helps others learn through formal or informal methods, identifies training needs, provides constructive feedback, coaches others on how to perform tasks, and acts as a mentor.

**Contracting and Procurement** – Knowledge of various types of contracts, techniques for contracting or procurement, and contract negotiation and administration.

**Planning and Evaluating** – Organizes work, sets priorities, determines resource requirements, determines short or long-term goals and strategies to achieve them, coordinates with other organizations or parts of an organization, monitors progress, and evaluates outcomes.

**Conflict Management** – Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

**Learning** – Uses efficient learning techniques to acquire and apply new knowledge and skills and uses training, feedback, or other opportunities for self-learning and development.

**Information Management** – Identifies a need for and knows where or how to gather information and organizes and maintains information or information management systems.

**Managing Human Resources** – Plans, distributes, coordinates, and monitors work assignments, evaluates work performance, provides feedback on performance, and ensures staff are appropriately selected, utilized, developed, and treated in a fair and equitable manner.

Skill in utilizing and operating a variety of laundry machines.

Skill in maintaining and repairing equipment and machinery.

Knowledge of chemicals and cleaning agents sufficient to be able to maintain a clean work area and equipment.

Knowledge of blood borne pathogen regulations and universal precautions sufficient to be able to protect self and others from possible infection.

***Physical Demands:***

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Lifting: raising or lowering an object from one level to another.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Stooping: bending the body by bending spine at the waist.

Crouching: bending body downward and forward by bending legs.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Lifting: raising or lowering an object 25-50 pounds.

***Working Environment:***

Exposed to hazardous anesthetic agents, body fluids and wastes.

Exposed to housekeeping/cleaning agents/chemicals.

Exposed to odorous chemical and specimens.

Exposed to patient elements.

Exposed to the risk of blood borne diseases.

Exposed to toxic chemicals.

Exposure to infections and contagious diseases.

Exposure to unpleasant patient or unit elements.

Pressure due to multiple calls and inquiries.

Subject to injury from moving parts of equipment.

Subject to many interruptions.

***Education Requirement:***

Graduation from high school or possession of a GED Certificate required.

***Experience Requirement:***

Two years of experience in the operation of a variety of laundry machines in a commercial or institutional laundry.

***Education/Experience Equivalency:***

Additional appropriate education may be substituted for one year of the minimum experience requirement.

***Licensure and/or Certification:***

Completion of a Career Service Authority supervisory training course prior to completion of the probationary period.

**CLASS DETAIL**

***FLSA CODE:*** Non-exempt

***ESTABLISHED DATE:*** 09/16/1995

***ESTABLISHED BY:*** Monika S. MacRossie

***REVISED DATE:*** 02/08/2009

***REVISED BY:*** Tony Gautier

***CLASS HISTORY*** Placed spec in current format; distinguishing characteristics and competency statements were added.