



HealthShare DRAFT Linen Supply Officer – Workflow

Date Revised	April 2026	Service Day/s	Monday – Sunday Morning Shift	Risk Rating	
ES Contact Manager Name		ES Contact Signature		Compliance Score	
Department	Linen Supply Officer	Dept Head Name		Audit Frequency	Monthly
Date Approved:					

8 hour shift	1 x 20 minute tea break + 1 x 30 minute meal break
6 hour shifts	1 x 10 minute tea break + 1 x 30 minute meal break
5 hour shift and under	1 x 10 minute tea break

NOTE: “Review Impress Levels weekly”

**Policies, supporting documents, Work instructions can be accessed via the
[HealthShare Intranet page](#)**

Primary Role

- Responsible for the day-to-day operations and supervision of staff of Linen Department and active participation in various aspects of the workload to ensure compliance with linen requirements of all areas.
- Provide a service which is courteous, friendly, supportive and professional.
- Ensure a safe work environment.

Priority

- **LSO** - provide and maintain high quality services within an environment of increasing demands due to higher patient activities and higher expectations among patients, visitors and staff, within budget. You will be working closely with General Services operations coordinators and liaising with GS Manager on regular basis.
- **LSO** - Ensure that linen department procedures used are consistent with infection control policies to reduce the spread of infections, including hospital acquired infections.
- **LSO** - Reduce the high level of workers compensation costs and facilitate early return to work of injured workers by supervising tailored return to work plans.



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Routine	DUTIES
	Across Hospital
Key Accountability	<ul style="list-style-type: none"> • Order and receive clean linen from Health Share Linen Services and dispatch soiled linen to Health Share Linen Services facilities. • Supervise and assist in the distribution of clean linen. • Assist in the loading and unloading of truck delivery and returns. • Assist in the distribution of clean linen to ward and departments across hospital. • Maintain all records including stock control and statistics pertaining to Linen Supply. • Seasonal/Periodic Impress level review. • Deal promptly with any enquiries directed to Linen Services. • Supervise and assist in the washing of special items as required. • Ensure that requisitions are received for all linen issued, that is over and above the daily impress levels. • Liaise with the General Service Site Coordinators and General Services Manager and other Departmental Heads on matters concerning linen supply. • Report promptly any faults, defects, dangerous equipment or machinery and maintain a clean and safe work environment. • Attend inservices/seminars relevant to the position. • Ensure attendance at fire safety and evacuation exercises throughout the year. (compulsory) • Participate monitor quality assurance within the Linen Department and General Services Department.
Essential Requirements	
Responsibilities Under WHS: Supervisor	As a leader you are expected to support the organisation achieve the aims of the safety management system, to establish and maintain a positive health and safety culture in the workplace and to consult with workers and others when making decisions that may impact upon the health, safety and welfare of those in the workplace.
Responsibilities Under WHS: Non-Supervisor	You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies and procedures relating to work health, safety and wellbeing.

DEFINTIONS	
LSO	Linen Supply Officer
GS	General Services
PPE	Personal Protective Equipment