

Position Description

Position title	Linen Services Coordinator
Department / Division	Support Services / Corporate Services
Classification	Grade 4, Year 1 – Grade 4, Year 5 (AO41 - AO45)
Position reports to	Manager, Support Services
No. of direct & indirect reports	NA
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category B – works in a patient facing setting but rarely or unlikely to have contact with blood or bodily fluids (or aerosols without PPE)

The Royal Children's Hospital

The Royal Children's Hospital's (RCH) vision is *a world where all kids thrive*.

RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.

RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria, Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.

We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards <https://www.rch.org.au/quality/child-safety/>.

RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.

Further information on RCH is available at www.rch.org.au

ROLE CONTEXT

Support Services is the single largest department at the Royal Children's Hospital (RCH), with over 260 staff. The department manages all environmental cleaning, ward support, internal patient transport, bed and equipment pool,

mail distribution and waste management. It oversees the RCH linen service and serves as the central interface for management and internal distribution of linen.

The Linen Services Coordinator operates within Support Services and is responsible for leading and coordinating the safe, efficient collection, ordering, packing and distribution of clean and soiled linen throughout the RCH.

ROLE PURPOSE

The Linen Services Coordinator manages the operational and administrative oversight of the RCH linen service and works collaboratively with internal stakeholders and the contracted linen provider to ensure linen services are responsive to clinical and operational requirements.

The role provides day-to-day supervision, training and support to Linen Porter staff, resolves service issues and drives continuous improvement to ensure the linen service maintains quality and supply standards.

KEY ACCOUNTABILITIES

Customer Service and stakeholder management

- Act as a point of escalation to internal stakeholders or contracted linen suppliers to troubleshoot any supply, quality or ad-hoc issues.
- Report any shortages, quality issues or equipment maintenance requirements to the linen supplier
- Communicate regularly with the RCH stakeholders and Manager, Support Services regarding service performance, linen shortfalls, linen leakages, quality concerns and opportunities for continuous improvements.
- Provide consistent and high-quality customer service to patients, staff, and visitors, ensuring a supportive and welcoming environment.
- Support the Head of Department (HOD) in providing effective leadership to the wider Support Services team supporting a cohesive team environment

Administration

- Maintain accurate records through stocktakes, monitoring linen usage patterns, linen quality and service performance and reporting
- Maintain weekly receipting practice to support timely invoice payment and reconciliation of linen
- Regularly review and update linen porter job schedules to ensure service standards are maintained
- Routine ordering of bulk linen items to support daily porter packing and maintenance of onsite linen stock
- Support the Manager, Support services with annual performance appraisal and development plans with staff.
- Coordinate staff orientation, training, onboarding and ongoing documentation for all new and existing linen staff.
- Identify and escalate administrative and operational issues and recommend practical solutions to support effective linen service delivery.
- Compile a weekly report for senior management (HOD)
- Ensure communication processes are in place so that staff are kept informed of relevant issues

Quality

- Participate in quality assurance programs and attend unit and Support Services department meetings as required, including contributing to continuous improvement initiatives
- Investigate and follow up linen quality concerns and service issues, implementing corrective actions and communicating outcomes to relevant stakeholders.

- Support the development and review of linen service procedures to ensure consistent high-quality service delivery.
- Conduct regular cleaning audits of linen storage and holding areas to ensure compliance with hospital policies, infection prevention standards and ASNZS 4146 requirements. Address any non-compliance issues within an agreed timeframe.

Leadership and strategy

- Assist in Monitoring and reporting on key performance indicators
- On site management of linen porters on duty, on a day-to-day basis to ensure all linen is collected, packed, delivered and transported and distributed according to RCH standards infection prevention and control requirements
- Report to broader Support Service management for future improvements and efficiencies for optimisation of service
- Oversee the day-to-day activities of staff, determining priorities for both long-term and short-term activities.
- Hold regular discussions to monitor workloads, prioritise tasks, and set achievable goals.

Teamwork and supervision

- Support staff development by participating in training sessions and providing orientation to new team members.
- Manage and coordinate urgent and ad hoc linen requests from clinical areas, including ordering and replenishment of linen, prioritising patient care needs while communicating effectively with ward staff
- Coordinate tasks effectively with clinical staff in a patient care environment

QUALIFICATIONS AND EXPERIENCE

Essential:

- Experience in a team leader / logistics role or a qualified tertiary graduate with minimum 2-3 years' experience.
- Sound knowledge of MS office products
- Demonstrated commitment to lead and contribute as part of a team
- Experience in continuous improvement

Desirable:

- An understanding of the healthcare sector
- Previous experience in portering and logistics

KEY SELECTION CRITERIA

- Strong customer service with the demonstrated ability to lead, build and maintain key working relationships across the organisation and ensuring a high level of service to customers
- Demonstrated ability to work with initiative, autonomy, and lead others in the pursuit of team goals.
- Excellent organisational and planning skills
- Demonstrated ability to supervise and support staff, including coordinating daily work activities, monitoring performance, providing guidance, and fostering a positive and collaborative team environment.
- Demonstrated commitment to quality improvement and compliance, with ability to monitor service standards, identify process improvements and ensure linen management practices meet organisational policies and quality requirements.
- Excellent written and verbal communication, interpersonal skills and attention to detail with the ability to interact with a variety of stakeholders
- Ability to handle confidential and sensitive information with discretion
- Demonstrated experience in providing advice using established and standardised procedures

- Demonstrated ability to respond flexibly to client needs with the ability to develop practical solutions to problems and provide advice in area of expertise
- Proven ability to work both independently and collaboratively within a team to support operational objectives.

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Curious - We are creative, playful and collaborative
- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards

- Complying with the principles of Patient and Family Centred Care that relate to this position

The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

Position description last updated

August 2026