

Position Description

Position title	Linen Porter
Department / Division	Support Services / Corporate Services
Classification	Laundry Hand Grade 1 – Grade 2 IN21 - IN22
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 – work 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 <i>a world where all kids thrive</i>. 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 Porter role operates within Support Services and is responsible for the safe, timely and hygienic supply of linen across the RCH. The Linen Porter role is critical to maintaining safe and hygienic linen supply across the hospital, supporting infection prevention and control standards. The role requires adherence to strict hygiene protocols to prevent cross-contamination between clean and soiled linen, contributing directly to patient safety and quality care delivery across all clinical areas.

ROLE PURPOSE

The Linen Porter is responsible for the collection, packing and distribution and storage of clean and soiled linen throughout RCH. The role ensures linen is supplied efficiently to wards, theatres, and clinical areas while maintaining strict infection control protocols and preventing cross-contamination. A key function of the role includes supporting scheduled and ad hoc curtain changes in clinical areas with minimal disruption to patient care.

KEY ACCOUNTABILITIES

Transport and Delivery

- Provide timely delivery of clean linen to all hospital areas in accordance with scheduled runs and impress requirements.
- Maintain stock rotation using first in, first out (FIFO) principles to preserve linen quality and hygiene standards.
- Collect and transport soiled linen from all designated hospital areas and locations according to scheduled timeframes, ensuring appropriate handling with personal protective equipment (PPE), preventing cross-contamination, and maintaining separation from clean linen during transportation.
- Respond to urgent and routine linen requests, prioritising clinical need while maintaining scheduled duties.
- Liaise with clinical staff to respond to linen needs and service requests.
- Use correct manual handling techniques when moving linen trolleys and bags.

Stock management and packing

- Self-manage packing, restocking and organisation of linen trolleys and storage areas in accordance with impress levels.
- Ensure all linen transport equipment (trolleys, cages, curtain systems) is kept clean, safe and operational.
- Conduct routine stock checks and assist with stock takes as required.
- Communicate operational and quality issues, shortages or equipment faults to the Onsite Manager.

Infection prevention and control

- Follow correct hand hygiene and PPE procedures (gloves, aprons and other required PPE).
- Prevent contamination of clean linen from aerosols, dust, moisture, vermin or contact with soiled items.
- Ensure strict separation of clean and soiled linen at all times during handling, transport and storage.
- Adhere to infection control procedures, including AS/NZS 4146:2000 Laundry Practice requirements.
- Handle specialised linen and contaminated linen (including cytotoxic linen) using correct isolation and PPE protocols.

Quality and Improvement

- Participate in team meetings to service improvement initiatives.
- Follow all occupational health and safety procedures relevant to manual handling and hospital environments.
- Report hazards, incidents or equipment issues promptly.
- Minimise disruption to patient care and maintain privacy and dignity

QUALIFICATIONS AND EXPERIENCE

Essential:

Ability to work independently and follow structured schedules.

Desirable:

- Previous hospital or healthcare environment experience.
- Previous experience in portering and logistics
- Knowledge of AS/NZS 4146:2000 Laundry Practice standards
- Manual handling training or certification

KEY SELECTION CRITERIA

- Ability to follow procedures accurately with strong attention to detail to infection control and hygiene standards.
- Ability to perform manual handling tasks including pushing heavy trolleys, lifting linen bags and working at heights.
- Understanding of infection prevention and control principles and experience working alongside clinical teams
- Strong organisational and time management skills, with the ability to prioritise competing demands.
- Effective communication skills when working with clinical and support staff.
- Experience in a portering, logistics, housekeeping or similar manual handling role in healthcare or institutional environment.
- Safe manual handling capability and understanding of ergonomic work practices.
- Understanding of infection prevention principles, including correct PPE use and clean/soiled separation.
- Respect for patient privacy, dignity and clinical environments.
- Reliability and flexibility to work rostered shifts including early mornings, weekends and public holidays.
- Positive team collaboration and commitment to service delivery.
- Experience in stock control or inventory systems.

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

July 2026