

Job Description: General Pool Porter

Function:	
Position:	Porter
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Daniel Knight
Additional reporting line to:	Oluseye Fasemore
Position location:	Wythenshawe

1. Purpose of the Job – State concisely the aim of the job.

To provide timely and efficient support services across the hospital by transporting patients, equipment, and supplies, ensuring smooth hospital operations and contributing to a safe and clean environment for patients, staff, and visitors.

2. Main assignments – Indicate the main activities / duties to be conducted in the job.

- ☐ Transporting patients safely between wards, departments, and other hospital locations.
- ☐ Assisting in the setup and movement of hospital equipment and furniture.
- ☐ Supporting the timely transfer of specimens, records, and other materials within the hospital.
- ☐ Responding promptly to requests and working collaboratively with clinical and non-clinical staff.
- ☐ Reporting any incidents, hazards, or maintenance issues observed during duties.

3. Context and main issues – Describe the most difficult types of problems the jobholder must face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- ☐ Managing time-sensitive requests in a fast-paced hospital environment where delays can impact patient care.
- ☐ Navigating crowded or restricted hospital areas while ensuring safety and minimal disruption.
- ☐ Handling difficult or uncooperative patients sensitively during transport.
- ☐ Maintaining high standards of infection control and hygiene during all activities.

- ☐ Prioritizing multiple competing tasks efficiently while maintaining accuracy and compliance.

4. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

1. Ensure timely and safe transportation of patients, equipment, and materials across hospital departments, contributing to efficient clinical workflows and patient care.
2. Maintain an uninterrupted supply chain of essential items by delivering and collecting these promptly, supporting infection control and operational standards.
3. Uphold hospital safety and hygiene standards during all tasks, minimizing risks related to infection and workplace hazards.
4. Provide reliable support that enables clinical and non-clinical staff to perform their duties effectively, improving overall hospital service delivery.
5. Report and escalate any operational issues or incidents promptly to management to ensure continuous service improvement and patient safety.

5. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

- ☐ Number of patient transfers per shift – between 20-40

6. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position.

- ☐ Basic literacy and numeracy skills.
- ☐ Previous experience in a healthcare or customer service environment preferred but not essential.
- ☐ Ability to work under own initiative and as part of a team.
- ☐ Good communication and interpersonal skills.
- ☐ Physical fitness to undertake manual handling and prolonged standing/walking.
- ☐ Awareness of health and safety and infection control procedures.
- ☐ Willingness to undertake training as required (e.g., manual handling, basic first aid).

7. Organization chart – Indicate schematically the position of the job within the organization. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.

Levels

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Received:

Date:

Date:

Job holder

Immediate Manager