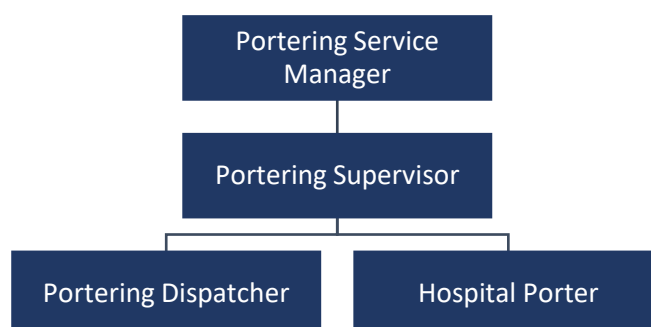


JOB DESCRIPTION

Position Title	Hospital Porter	Department	Portering
Generic Job Title	Hospital Porter	Segment	Healthcare
Team Band	Unbanded	Location	IPSWICH HOSPITAL
Reports to	Portering Supervisor	Office / Unit name	IPSWICH HOSPITAL

ORGANISATIONAL STRUCTURE



JOB PURPOSE

Reporting to the portering supervisors, this position is responsible for the process of transporting patients internally within the hospital in a dignified, safe and efficient manner that demonstrates compassion and empathy. The position will be responsible for providing a high quality portering service to all patients, visitors, staff members and other stakeholders by quickly and efficiently moving not only patients, but also equipment, documentation, waste, medical specimens, blood products, medical gases, pharmaceutical products, furniture, mail, goods and materials and any other reasonable task that may be required in a safe and efficient manner. It is expected that this position demonstrates and embodies both Sodexo's CARE's values and behaviours as well as acting as an ambassador for CLIENT NAME.

ACCOUNTABILITIES

"What you have to do"

This role will be responsible for providing a high quality portering service to IPSWICH HOSPITAL, requiring the following tasks to be carried out in a dignified, safe and efficient manner:

CORE

- General care and movement of equipment throughout the site where necessary to ensure the smooth operation of the hospital. This includes the movement of furniture and any relevant patient transport equipment. During any emergency and evacuation situations, or security situations the post holder may have to respond and assist as required by IPSWICH HOSPITAL policies and procedures. The post holder will ensure wheelchairs and trolleys are both kept clean and ensure safe practice to minimise the risks of infection to patients and staff in accordance with national and IPSWICH HOSPITAL policy, in particular to be

aware of their responsibilities as listed in the Infection Control Policy and also that they are stored in their designated storage locations and maintain the cleanliness of all working areas including the porters lodge and being mindful to give assistance and wherever possible to help with any queries raised by patients, visitors and staff.

PORTERING

- Undertake a range of general and ad-hoc tasks on a day to day basis to meet the requirements of IPSWICH HOSPITAL including all patient transportation to and from wards and departments in an appropriate manner by means of wheelchairs, patient trolleys, beds or walking, including deceased patients to the mortuary in a comfortable and dignified manner, taking into consideration the religious beliefs of the patient and the relatives. Non-patient portering will include the movement of mattresses, pharmaceutical products, medical specimens and blood products, medical gases (including liquid nitrogen) and confidential medical records. The post holder will also have to ensure the safe storage and maintenance of appropriate stock, medical gases and supplies, specifically adhering to health and safety regulations around type and size, and ensure that these are available as required within the designated area.
- The post holder may have to assist with the patient handling by means of a patient lateral slide under the direction of the clinical staff when required.
- There may be a requirement to prepare a deceased patient for viewing on occasion.

WASTE PORTERING

- Undertake the movement of waste bins (including general waste and clinical waste), confidential waste, sharps waste and bulky waste as required to maintain high levels of cleanliness to maintain infection control in compliance with IPSWICH HOSPITAL policies and procedures whilst assisting Sodexo and the IPSWICH HOSPITAL in running an effective waste recycling and waste minimisation system, including shredding when required. The recycling area must be kept clean and tidy at all times to prevent pest related problems.

DISTRIBUTION PORTERING

- Undertake the movement of mail, goods and materials across the site in line with both local site confidentiality policies and the Caldicott principles. Deliveries will also be processed and franked (where appropriate) and where applicable, returned to suppliers. The post holder will also be expected to manage stock inventory.

HEALTH AND SAFETY

- Report immediately to your line manager and/or other appropriate person any faults or defects to IPSWICH HOSPITAL or Company equipment or premises, especially those which could be dangerous and report any accidents or near misses to the appropriate manager and complete the appropriate incident/accident report forms. All work must be undertaken in line with health, safety, security and Company and IPSWICH HOSPITAL policies and procedures including infection control at all times.
- Any other reasonable request as directed by the Service Supervisor to ensure that the Portering Service operates in both an efficient and effective manner.

OTHER RESPONSIBILITIES

- Ensure correct and appropriate use of all communication equipment issued at all times in compliance with the local guidelines and procedures and operate in line with task timeframes as per the specification of the contract, avoiding financial penalties, communicating with both the Helpdesk Dispatch and Service Supervisors in a professional manner when this is not possible.
- If driving duties are required these must be in accordance with on-site restrictions, speed and statutory regulations. The post holder will have to ensure the vehicle is roadworthy and safe before, during and after use, and complete relevant documentation each time whilst also making sure that the vehicles are kept clean and tidy and are cleaned inside and out.
- To have a flexible approach to working with new innovations and technologies to aid and enhance service delivery.
- Maintain a clean, neat and tidy appearance, complying with Company and IPSWICH HOSPITAL uniform and hand care guidelines and high standards of personal hygiene.
- To carry out any other reasonable request as directed by the Service Supervisor or management team to ensure that the Portering Service operates in both an efficient and effective manner.

OUR VALUES

“What we expect you to embody”

SERVICE SPIRIT

- Client and consumers are at the centre of everything we do.
- To serve them well on a daily basis, we have to demonstrate our availability and responsiveness, to anticipate their expectations and to take pride in satisfying them.
- Sodexo has become a global company but we remain locally focused; our managers in the field are true entrepreneurs, close to their clients and empowered to make decisions

SPIRIT OF PROGRESS

- It is manifested through:
- Our will, but also the firm belief that one can always improve on the present situation.
 - Acceptance of evaluation and comparison of one's performance, with one's colleagues in the company or with one's competitors.
 - Self-assessment, because understanding one's successes as well as one's failures is fundamental to continuous improvement.
 - A balance between ambition and humility.
 - Optimism, the belief that for every problem there is a solution, an innovation or some way to progress

TEAM SPIRIT

- It is an absolute need in all of our operations, our business units and administrative offices, as well as in our management committees.
- Each person's skills combine with other team member's knowledge to help ensure Sodexo's success.
- Teamwork depends on the following: listening, transparency, respect for others, diversity, solidarity in implementing major decisions; respect for rules and mutual support, particularly in difficult times.

- Compassion – To see the suffering or misfortunes of others and want to do something about it. To show concern.
- Accountability – Answerable for everything you are expected to do or to attend to.
- Respect – Care and consideration of others.
- Enthusiasm – A feeling of excitement or lively interest.
- Service – Work done by one person or group that benefits another.

KEY PERFORMANCE INDICATORS (KPI's)

“What it will look like when Sodexo are doing the job well”

CONTEXTUAL OR OTHER INFORMATION

- The post holder will work in an environment where they could be exposed to sensitive circumstances
- The post holder will be exposed to some unpleasant environmental conditions
- This role involves long periods of intense activity/effort including pushing, pulling and standing
- The post holder will be expected to support in emergency situations and carry out duties not normally expected of them in their role

THE DUTIES OF THIS POST ARE NOT EXHAUSTIVE AND MAY BE REVIEWED AND AMENDED AS NECESSARY IN ACCORDANCE WITH A CHANGING ENVIRONMENT

PERSON SPECIFICATION

<u>AREA</u>	<u>ESSENTIAL</u>	<u>DESIRABLE</u>
PERSONAL ATTRIBUTES	Empathy with patients and visitors Helpful and cooperative manner Able to carry out duties unsupervised, using their own initiative and work well in a team Physically fit Positive and enthusiastic Flexible and adaptable Set high standards and take pride in their work Team worker Polite and respectful Willingness to learn through training Customer focused	
EXPERIENCE	Frontline experience with customer services Experience in a manual handling role	Previous portering experience in a healthcare, hotel or hospitality setting
SKILLS	Good interpersonal skills Good oral communication skills Ability to record written information accurately	Friendly and helpful telephone manner
QUALIFICATIONS	Basic literacy ability Proficient in the use of a PC, including the use of software and systems	Second language speaker IOSH Managing Safely in a Healthcare Environment Clean driving license Maths and English GCSE at grade A-C or equivalent functional skills level 2 evidence Moving and handling training
OTHER	High standards of personal hygiene Ability and willingness to work shifts, including night shifts, weekends, bank holidays Monday to Sunday – including religious holidays such as Christmas Ability to follow instructions Able to work under pressure Ability to deal with stressful situations	Existing knowledge of the hospital

