

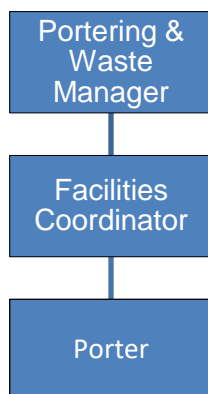
Job Description: Porter

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| Function: | Health And Care |
| Job: | Porter |
| Position: | Porter |
| Job holder: | Vacant |
| Date (in job since): | |
| Immediate manager (N+1 Job title and name): | Facilities Coordinator – Ashley Howe, Dan Perkins, Danny Clarke |
| Additional reporting line to: | Portering & Waste Manager Deputy Business Director Business Director |
| Position location: | Colchester Hospital |

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

- To include general portering duties and cover for dedicated departmental porters for which training will be given
- To provide an efficient high quality portering service, which meets the work schedules and required ad hoc response times including emergency responses. This role includes transportation of patients, specimens, goods, blood products, medical gases and equipment around the site.

2. Organisation chart – Indicate schematically the position of the job within the organisation. 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.



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

- **Amending the Job Description** - It is expected that as the organisation develops and changes, it may be necessary to vary the tasks and/or the responsibilities of the post holder. This will be done in consultation with the post holder.
- **Confidentiality** - The post holder must at all times maintain a complete confidentiality of the material and information that they handle. Any matters of a confidential nature, or in particular, information relating to diagnoses and treatment of patients and individual staff records must, under no circumstances, be divulged or passed on to any unauthorised person or persons. The post holder must respect patient named confidentiality in keeping with "Caldicott principles".
- **Data Protection** - The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.
- **Policies and Procedures** - The post holder will be required to comply with all statutory legislation, Sodexo Health and care, and Trust Policies and Procedures.
- **Non Smoking Policy** - The Colchester Hospital site is a smoking free site, within the entire hospital building and grounds. All staff are required to fully comply with this policy.
- **Training** - The post holder will be expected to be responsible for his/her continuing professional development and to take a proactive approach to maintaining personal and professional effectiveness. This includes a requirement to undertake training on and off site.
- **General** - The duties and responsibilities described in this Job Description are intended to be indicative but not exhaustive of the responsibilities of the post holder. As the service develops, the requirements of the job will change and the post holder is expected to adapt to these changes.
- **Health & Safety** - Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedure is carried out to maintain a safe environment for the other employees and visitors.
- **Equal Opportunities Policy** - The Trust operates in a multi-ethnic area. All members of staff are expected to take into account equalities in all areas of work. All employees are expected to abide by the Trust's equal opportunities policy.

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

1. To undertake all portering tasks, as requested through TeleTracking or by help desk controller, supervisors, and managers.
2. To undertake all urgent adhoc and scheduled tasks using the correct equipment within the required response times and in accordance with Sodexo policies and procedures.
3. To respond to emergency calls e.g. cardiac arrest, fire, lift release etc in accordance with Sodexo procedures.
4. To maintain good hygiene practices in the tasks performed as per infection control procedures.
5. To observe Health & Safety regulations at all times.
6. To attend staff induction and training and an annual appraisal interview.
7. To ensure that service user complaints referred to Facilities Co-ordinator / Logistics Manager.
8. To ensure the transportation equipment is kept clean and in working order, and to report any defects to the Facilities Co-ordinator / Logistics Manager to be rectified as quickly as possible.

9. To transport patients as per Departmental and Sodexo procedures, with due regard to their dignity and respect.
10. To maintain a smart appearance at all times, wearing the allocated uniform, including safety clothing footwear and gloves as provided at all times when on duty. To report to Facilities Co-ordinator / Logistics Manager if and when any of these items become damaged.
11. To move deceased patients to the Mortuary from wards and to prepare deceased patients for viewing out of hours as and when required.
12. To undertake duties in a courteous, sympathetic manner with due regard to privacy, dignity and confidentiality at all times.
13. To provide portering support in the event of major incident or other site emergency such as bomb threat, child abduction as directed.
14. To work as part of a team, and be flexible in approach to duties in order to cover annual leave and sickness, noting that the postholder will be required to work Bank Holidays as rostered and that annual leave will not be granted over Bank Holiday periods.
15. To cover annual and sickness of dedicated departmental porter across the range of duties to cover annual e.g. in A&E, Wardsman, Post etc.
16. To carry out any reasonable task requested by Facilities Co-ordinator / Logistics Manager.
17. To ensure that the signing on sheet is completed at the commencement and end of shift, filled in with correct times. Alternatively the clocking in system is used.
18. To complete tasking activity sheets with appropriate details or as instructed by the Departmental Supervisor.
19. To complete gas training and be responsible for collection/delivery of appropriate cylinders. Responsible for adjusting and attaching regulators on cylinders as well as turning flow meters on/off where necessary or under instruction of nursing staff.
20. To assist Security with restraining violent persons in accordance with relevant training and procedures, ensuring that an incident report is completed to record actions and witnesses

5. 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.

Delivery of items to external sites on time

To provide an efficient high quality Waste service, which meets the work schedules and required ad hoc response times including emergency responses.

As a Waste Porter you will be responsible for transporting, storing, and safely disposing of waste and recycling materials across the Trust site. Reporting into the Waste Supervisor, working alongside the other Sodexo teams, you will play a key part in helping the Sodexo achieve their environmental objectives.

This role includes general portering duties during staff shortages and emergencies for which training will be given. It will include the transportation of specimens, goods, medical gases and equipment around the site.

6. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

Requirements Essential

Qualifications and Knowledge

Basic Numeracy and literacy skills and an ability to follow procedures.
Knowledge of Health and Safety in the workplace.

Experience

Previous experience of working in a service environment

Skills and Knowledge

Good standard of English, written and verbal
Able to communicate clearly with colleagues, managers, patients and public.
Customer Care training desirable

Customer Care Training

Personal Qualities

Trustworthy and reliable
Stable calm temperament, able to work in stressful situations and meet response times.
Tidy appearance
Courteous and confidential
Sympathetic / due regard for privacy and dignity
Flexibility to meet needs of service

Physical Skills

Physically fit to lift and move patients and inert objects in accordance with manual handling training

Other Requirements

Able to undertake mortuary duties as described

Desirable

Health service experience
Customer care training

7. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

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|----------------------------------------------------------------------------------------|------------------------------------|
| <div>■ Growth, Client & Customer Satisfaction / Quality of Services provided</div> | <div>■</div> |
| <div>■ Rigorous management of results</div> | <div>■ Innovation and Change</div> |
| <div>■ Brand Notoriety</div> | <div>Employee Engagement</div> |

8. Management Approval – To be completed by document owner

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| Version | 1 | Date | 09/06 /2025 |
| Document Owner | | | |