JoB description

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| --- | --- | --- | --- |
| Position Title | Team Leader Portering | Department | Soft Services |
| Generic Job Title |  | Segment | Healthcare |
| Team Band |  | Location | Hereford |
| Reports to | Operations Manager | Office / Unit name | Hereford Hospital |

## ORGANISATION StRUCTURE

Site Director

**Senior Operations Manager**

Head of Talent

Soft Services

Contract Support

Technical Services

#### Job Purpose

To provide a transport service to meet the needs of the Trust and Surgery’s and to ensure that patient records, materials and equipment are safely and appropriately transferred both at the Hospital Site and all other areas used by the Trust. To direct patients, staff and visitors to all area’s of the hospital, within the requirements of the specification.

#### Accountabilities or “what you have to do”

* To transfer patients in a safe and appropriate manner to and from the wards and departments via means of walking, wheelchair, trolley or beds.
* To convey blood specimens in a safe manner from wards/departments to Pathology department.
* Conveyance of patient notes and x-rays to and from wards/departments.
* Removal of deceased bodies from wards/departments to the mortuary in a safe and dignified manner and to assist in viewing in the absence of the mortuary technician.
* To replace medical gasses where necessary on wards/departments for the requirement of patients. To re-stock oxygen banks as required.
* To assist in the transfer of seriously injured patients from the helicopter to the A&E department.
* To use the designated blood tracking system to give a more traceable structure for the benefit of both patient and the department.
* To assist distribute drugs from pharmacy to wards/departments.
* To help transport in a safe manner patients from wards to theatres and vice versa.
* Assisting patients to be “Pat Slid” across from trolleys to the bed and vice versa.
* Remove equipment from wards/departments as required by portering manager or supervisors.
* Removal of clinical and non clinical waste and laundry from departments as required.
* To hang curtains on wards and departments as requested by the manager or supervisors.
* To attend adult/child emergencies collecting the resus equipment and taking to site of emergency.
* To accept coroners cases into the mortuary in the absence of the mortuary technician.
* To assist new starters inductions on the “buddy” programme.
* To attend emergencies called through the fast bleep system as instructed e.g. fire, child abduction, security issues as laid down in the Trust Policies and Procedures.
* Control of all urgent and non urgent goods inwards and to enter the details on the appropriate receipt & distribution control records, ensuring that all goods received are in a sound condition.
* Manage and maintain the general stores to ensure, they are kept clean and tidy and organise and stack goods according to their destination, in the goods outward point in order to dispatch.
* Produce regular stock control and management reports on the departmental effectiveness of the service on a monthly basis.
* Manage and maintain a comprehensive database system in relation to receipt and distribution.
* Manage and maintain stock levels relating to pre printed stationary and photocopying paper, and issue pre printed stationary on request.
* Manage and maintain all appropriate paperwork in relation to pre printed stationary.
* Manage and maintain the operation of the central stationary ordering system and manage and
* maintain the operation of the central stationary store.
* Assist in stock takes and any resultant stock adjustments.
* Maintain a good working relationship with staff in all wards and departments.
* Answer calls in a professional and timely manner.
* Carry out general filing duties.
* To maintain the effective operation of the transport services.
* The loading, unloading and delivery of transported items in accordance with agreed schedules.
* Handle materials in an appropriate manner, including the relevant documentation systems associated to those materials.
* Support other Sodexo staff in their duties.
* Routine daily and weekly checks on vehicles in accordance with the Sodexo Policy.
* The routine deliver/collection of goods on the inner city run schedule.
* Delivery and collection of equipment and goods on an ad-hoc basis necessary for an effective transport system.
* When not on driving duties to undertake other duties in accordance with instruction issued by manager or supervisors.
* Completion of journey log book.
* To fulfil any additional ad hoc duties requested by management.

**Key Performance Indicators (KPIs)** **or “What it will look like when you are doing the job well”**

#### Dimensions

|  |  |
| --- | --- |
| ***Financial*** |  |
| ***Other*** |  |

#### Skills, Knowledge and Experience

Education Qualifications

Essential

* Manual Handling training
* Empathy with patients and visitors
* Ability to follow instruction
* Effective communication and customer care skills
* High standards of personal hygiene
* Ability to work independently and as part of a team
* Ability to deal with stressful situations
* Basic literacy skills
* Driving licence

Desirable

* Someone who has the ability to work on their own or part of a team and is flexible in their approach and has a good work ethic

**Contextual or other information**

* Motivating and managing others
* Team Player
* Quality Focus
* Organisation and Planning
* Drive for Results

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