

Job Description: Portering & Support Services Chargehand

Function:	Health & Care – Soft FM - Portering and Support Services
Position:	Porter Chargehand
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Support Services Operations Manager
Additional reporting line to:	Business Director & Deputy Contract Manager
Position location:	North Devon Hospital.

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

- Assist in the management of a high quality, timely, responsive, cost-effective and pro-active portering service to meet the needs of the wards and departments.
- Ensure that patients, materials and equipment are safely and appropriately transferred around the hospital to the standard required by the Client and Sodexo as set out in Service Level Agreement.
- Direct patients, staff and visitors to all areas of the hospital. Undertake a number of other support services to assist the functioning of the Trust operations.

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

- Deploy a team of porters, assessing workload schedules and allocating resource as required whilst prioritizing urgent requests.
- Supervise the work of all portering colleagues to maintain and deliver a quality service according to set work schedules and procedures.
- People Management including work schedules, team communication, absenteeism, training, competency checks PDR's, performance and development plans. Feedback to the management team on any issues raised.
- Ensure all job skills training is completed for new colleagues within the initial 90-day induction plan.
- Maintain all H&S safety training to compliant levels.
- Accurate completion of necessary documentation and legal due diligence as requested.
- Carry out routine admin tasks as required.
- Ensure Epic system is always used correctly
- Undertake periodic monitoring of quality control systems for the portering service through appropriate IT systems as instructed.
- Control and issue all portering equipment and materials within budget limits.
- Assist in implementing portering policies to agreed standards.
- Ensure that all portering equipment and areas of responsibility are kept clean, hygienic and maintained. Ensure that all materials and equipment are always locked away when not in use.
- Ensure that all procedures and processes are followed in line with Sodexo and Client requirements.
- Assist in the assessment of costs associated with any ad-hoc work requested ensuring an efficient and cost-effective service.
- Build and maintain effective relationships with Sodexo, clients and other departmental colleagues.
- recommends changes to portering policy and service delivery, implementing changes as appropriate in consultation with department manager.
- To promote and encourage ZERO Harm and lead by example and ensure all incidents and accidents are fully investigated and recorded on SALUS.
- To carry out any other reasonable tasks and/or instructions as directed by management.
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The duties of this post are not exhaustive and may be reviewed and amended as necessary in accordance with a changing environment.

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.

- Assist and lead when necessary, during emergency events such as, the event of fire and helicopter landings.
- Support the security team when required, with challenging situations.
- Support with the helpdesk service.
- Support with the security service.

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.

- Comply with the Trust, Company and statutory regulations.
- To engage and promote a Zero Harm Mindset taking a pro-active approach to health and safety, minimising risk and empowering the team to improve the environment.
- Deliver a consistent level of service, within the Company's standards to the contract specification and agreed performance.
- Staff must conduct themselves in a professional, polite, courteous and appropriate manner and attitude towards patients and always maintain their dignity, including privacy when it comes to their personal information.
- High levels of patient and service user satisfaction.

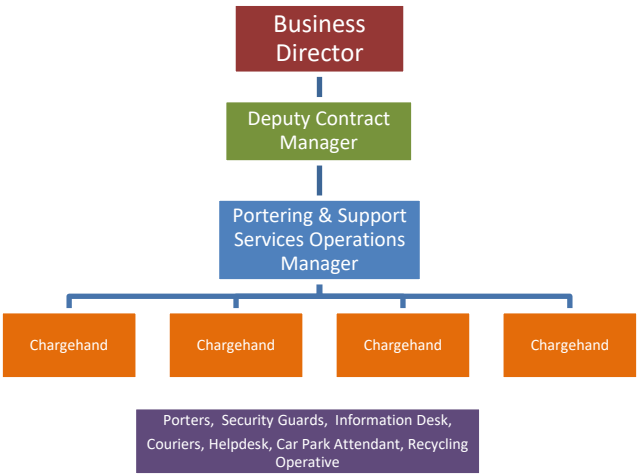
5. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

- 400 beds
- 70 Portering & Support Services Colleagues

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

- Facilities / support services background
- Previous experience
- Ability to communicate at all levels
- Ability to comply with service requirements in line with client policies at all times.
- Awareness of Health and Safety legislation
- Undertake training as and when required.
- High standards of personal hygiene

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

Natalie Clark
Portering & Support Services Operations Manager