

Job Description: Portering & Support Services



Function:	Healthcare
Job:	Portering & Support Services
Position:	Operations - Porter
Job holder:	
Date (in job since):	
Immediate manager	Chargehand
Additional reporting line to:	Portering Manager
Position location:	North Devon District Hospital

1. Purpose of the Job –

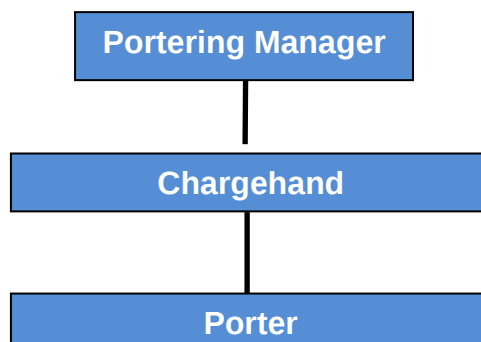
- To provide a transport service to meet the needs of the wards and departments and to ensure that patients, materials and equipment are safely and appropriately transferred around the hospital
- To direct patients, staff and visitors to all areas of the hospital
- In perform other duties where necessary to enable the

2. 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.

Revenue FY19: €	EBIT growth:	tbc	Growth type: n/a	Outsourcing rate:	n/a	Region Workforce	tbc
	EBIT margin:	tbc		Outsourcing growth rate:	n/a	HR in Region	tbc
	Net income growth:	tbc					
	Cash conversion:	tbc					

Characteristics ■ Add point

2. Organisation chart



4. Context and main issues

To provide and assist in a safe transportation service for all patients coming to, from and within NDDH

In addition the post holder will perform other duties wherever necessary, which enable the smooth running of the department.

To maintain a clean and safe environment at all times and also ensure all necessary equipment is available for use.

Provide and assist with the transportation of all types of equipment, medical records, mail, specimens and linen within NDDH.

Provide assistance with Moving and Handling within NDDH when appropriately trained to do so. All necessary training will be provided

The post holder maybe required to utilise IT systems as part of their role. All necessary training will be provided.

5. Main assignments

Patient Related Tasks

- To transfer patients in a safe and appropriate manner to and from the wards and departments via means of walking, wheelchair, stretcher or beds as directed by relevant persons
- Ensure accurate information is communicated to relevant persons as required
- 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
- To replace gasses where necessary on wards/departments for the requirements of patients.
- 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 help 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 with assistance from the nursing staff
- To attend cardiac arrests with the resus trolley
- To assist staff on the Day Case unit to transport patients to and from wards
- To assist new starter induction's on the "buddy" programme

Equipment and Material Related Tasks

- Remove equipment from wards/departments as required by the Portering team leader or Chargehands
- Removal of clinical, non-clinical, cytotoxic and recycling waste and laundry from departments as required

- Assist Sodexo and the Trust in running an effective waste recycling and waste minimisation system, including shredding when required
- To re-stock oxygen banks as required
- Delivery of supplies to all wards
- Collection and delivery of post
- Collection and delivery of linen, food and stores when required
- Ensure wheelchairs and trolleys are kept clean and report any defects immediately
- Use radios to communicate with the Chargehand in the correct manner
- Any other duties as deemed appropriate by the line manager

Emergency Fire Instructions

- Meet fire crew at Main Entrance, and direct to the appropriate entrance nearest the fire situation
- Proceed to the lifts. Ensure no one is trapped, if there is report to the Fire Brigade. Immobilise to prevent use during the fire incident

Driving

- To complete weekly vehicle inspection forms
- To ensure vehicles are kept clean and tidy and are cleaned inside and out on a weekly basis
- Report any defects or concerns regarding the vehicle immediately

Car Park Tasks

- Carry out car parking duties including issuing Infringement Warning notices
- Emptying the pay and display and Pay on Foot money boxes regularly
- Replenish tickets in all car parking machines

Housekeeping

- Ensure the cleanliness of the Porters lodge at all times
- Ensure the cleanliness of the Recycling area at all times
- At the discretion of the Hotel Services Co-ordinator, carry out cleaning duties in other area of the hospital as and when required
- During the hours of 20:00 to 08:00 to ensure the cleanliness of the main entrance and external area
- To carry out bed washing as and when required

Team Working

- Provide cover for the X Ray and Mau porters, Drivers, Information desk and Post room porters when required
- Ensure effective communication with Charge hands to ensure all tasks are inputted on to the Innovise system
- Work in partnership with Sodexo Managers, Supervisors, Chargehands, Client staff and Colleagues

Training

- The employees will participate in the required company and trust training

Conduct

- To be correctly dressed in the correct uniform at all times and to ensure that all porters/drivers are also dressed correctly at all times. This specifically includes the wearing of Sodexo name badges and Trust Identity Cards and to ensure that both are clearly visible at all times
- Staff must conduct themselves in a professional manner at all times and be aware of patients' dignity and privacy when it comes to their personal information. All Portering staff will be mindful to give assistance and wherever possible to help with any queries raised by patients, visitors and staff

Quality

- Sodexo is committed to providing patient customer care of the highest quality and promotes this through the customer care training of their staff

Confidentiality

- During the course of his/her duties the postholder may have access to confidential information which must not be divulged to any unauthorised person or any relative at any time

Policies and Procedures

- The postholder is required to familiarise and comply with all relevant Sodexo and Trust policies and procedures
- Ensure safe practice to minimise the risks of infection to patients and staff in accordance with national and Trust policy, in particular to be aware of their responsibilities as listed in the Infection Control Operational Policy

Health and Safety

- Ensure correct use of PPE following local & national standards and guidelines to prevent exposure to injury, infectious diseases and cross contamination.
- Staff must take care of their own safety and others who may be affected by their actions or omissions. Employees have an obligation to report any Health and Safety concerns to management. The workforce must ensure that all equipment or personal protective equipment provided is used in the appropriate manner. They must also report any accidents or near misses to the appropriate manager and must also complete the appropriate Incident/accident report forms.

The duties of this post are not exhaustive and may be reviewed and amended as necessary in accordance with a changing environment

6. 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.

Service delivered to specification and relevant standards
Tasks completed within agreed timeframes
Positive customer feedback

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

Basic secondary school education.
Basic literacy and numeracy skills
NVQ level 1/2 (Desirable)
Previous Portering experience (Desirable)

Experience of working within NHS (Desirable)

Experience of working in a team and also on own initiative

Good communication and customer skills

Ability to following instructions, work independently and as part of a team

Ability to deal with demanding fluctuations in workload and prioritize work.

Ability to deal with stressful situations

Ability to be part of a flexible duty roster, including weekend work in rotation.

Ability to cope with physical aspects of the post including safe lifting and handling techniques

Ability to comply with service requirements in line with client policies at all times.

Undertake training as and when required.

Awareness and acceptance of the service users and staff

Observance of Health and Safety legislation and Policies at all times.

8. Competencies

- | | |
|---|--------------------------|
| • Growth, Client & Customer Satisfaction / Quality of Services provided | • Employee Engagement |
| • Brand Notoriety | • Learning & Development |

9. Management Approval – To be completed by document owner

Version		Date	
Document Owner			