

**Job Description: Porter**

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| Function: | | | |  | | | | | | | | |
| Job: | | | | Porter | | | | | | | | |
| Position: | | | | Adhoc Porter | | | | | | | | |
| Job holder: | | | |  | | | | | | | | |
| Date (in job since): | | | |  | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Bradley Shufflebotham, Portering Assistant Manager | | | | | | | | |
| Additional reporting line to: | | | | Porter Supervisors | | | | | | | | |
| Position location: | | | | Royal Stoke University Hospital | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| * To provide a portering service to meet the needs of the wards and departments, and to ensure that patient records, materials and equipment are safely and appropriately transferred around the hospital | | | | | | | | | | | | |
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| 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 FY13: | €tbc | | EBIT growth: | | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc | |
| EBIT margin: | | tbc |
| Net income growth: | | tbc | Outsourcing growth rate: | n/a | HR in Region | tbc | |
| Cash conversion: | | tbc |
| Characteristics | |  | | | | | | | | | | |

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| 3. 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. |
| Porter Manager  Porter Supervisors  Porter Control  Porter |
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| **4. 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. |
| * The ‘Portering Services’ are inclusive of the collection and delivery/distribution (to and from wards and non-patient areas) of patients, patient notes / medical records, imaging, furniture, equipment, medical gases, clinical and household waste, mail, specimens, out-of-hours pharmacy portering and other reasonable ad hoc duties. This list is not exhaustive. * Conform with any relevant legislative and codes of practice appertaining to Health & Safety legislation. * Required to gain knowledge of Hospital layout, cleaning procedures, equipment requirements and clinical and non clinical manual handling techniques, infection control techniques and waste handling procedure. |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To direct patients, staff and visitors to all areas of the hospital * To provide waste collection and recycling duties to all properties within the site whilst minimising health and safety risks to self, staff, patients, the public and the environment. * To comply with the relevant management systems * 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 all specimens / samples in a safe manner from wards/departments to the required department. * Removal various waste streams in line with trust waste policy and legislation * Convey all blood products in line with trust procedure * Routine postal delivery, collection and sorting service as directed. * Transfer of deceased patients from ward to mortuary maintaining respect and dignity at all times * Ad hoc movement of medical records, diagnostic images, reports / request cards, stock items, materials (including radioactive) and furniture * To replace gases where necessary for the requirements of patients, communicating as required stock levels to ensure a consistent service. * To provide a pharmacy delivery service to wards and departments. * Liaise with the control for the allocation of tasks. Use the task management system as required. * Respond to major incidents and emergency situations as instructed. * The ability to manage emotion during distressing circumstances * Attend any courses or training events relevant to the post holder’s development |

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| 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. |
| * Communicate daily with the Controllers, Supervisory and Management Team with regards to schedules, standards, priorities and complaints * Infection Control is everyone’s responsibility. All staff, both clinical and non clinical, are required to adhere to the Trusts’ Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times * Identify and report all waste disposal problems including incorrect disposal by users and potential fire / security hazards. * To take every reasonable opportunity to maintain and improve your professional knowledge and competence. |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Have the ability to walk for long stretches of time * Understanding of Health and Safety * Ability to work under pressure * Be able to work as part of a team * To act on their own initiative and adapt quickly to change * Understanding of confidentiality constraints and sensitivities * Understanding of Customer Care * Ability to listen and have good communication skills * Adaptable and self-motivated * Emotional Resilience |

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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| |  |  | | --- | --- | | Learning & Development | Leadership & People Management | | Employee Engagement | Innovation and Change | | Brand Notoriety |  | |

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| 9. Management Approval – To be completed by document owner |
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