

**JOB DESCRIPTION**

**Job Title:** Porter

**Scope & General Purpose:** Provide a high quality, timely, responsive and pro-active portering service to meet the needs of the wards and departments, ensuring that patients, materials and equipment are safely and appropriately transferred around the hospital. 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.

**Responsible to:** Porters and Security Manager; also accountable to Facilities manager and Site Director

**Liaising with:** Staff, patients, visitors, service contractors / providers.

**Review Schedule:** This document will be reviewed and updated at least annually.

**KEY ACCOUNTABILITIES:**

**Patient Related Tasks:**

* Transfer patients in a safe and appropriate manner to and from the wards and departments via means of walking, wheelchair, stretcher or beds.
* 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.
* Replace gasses where necessary on wards / departments for the requirements of patients.
* Assist in the transfer of seriously injured patients from the helicopter to the A & E department.
* Use the designated blood tracking system.
* Help distribute drugs from pharmacy to wards / departments.
* In a safe manner, help transport 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.
* Attend cardiac arrests with the resus trolley.
* Assist staff on the day case unit to transport patients to and from wards.

**Equipment and Material Related Tasks:**

* Remove equipment or furniture from wards / departments as required by the Portering Supervisors.
* 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.
* 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 Portering Supervisor 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 someone is, report this to the Fire Brigade. Immobilise lifts to prevent use during the fire incident.

**Driving:**

* Complete weekly vehicle inspection forms.
* 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.

**Housekeeping:**

* Ensure the cleanliness of the Porters area at all times.
* Ensure the cleanliness of the recycling area at all times.
* At the discretion of the Portering Supervisor, carry out cleaning duties in other area of the hospital as and when required.
* Carry out bed washing as and when required.

**Team Working:**

* Provide cover for the portering team when required.
* Work in partnership with Sodexo managers, supervisors, client staff and colleagues.
* Assist new starter inductions on the “buddy” programme.

**Training:**

* Participate in required company and Trust training.

**Conduct:**

* Be correctly dressed in the correct uniform at all times and to ensure that all porters 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, polite, courteous and appropriate manner and attitude towards patients and maintain their dignity at all times, including 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.

**Polices 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:**

* Staff must take care of their own safety and others who may be affected by their actions or omissions. Health and Safety in the workplace is a two way process. Managers must make sure their employees work in a safe environment and 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.

**IRREGULAR DUTIES:**

* Attend to and take all necessary action, statutory and otherwise in the event of accident, fire, loss, theft, lost property, damage, or other irregularities and complete the necessary return and / or reports.
* Attend meetings and training courses as requested.

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

**PERSON SPECIFICATION**

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| **Qualifications** | Manual Handling training  Basic literacy skills |  |
| **Experience** |  |  |
| **Specific Skills** | Effective communication and customer care skills with patients, visitors, customers, clients, and staff |  |
| **Personal Qualities** | Empathy with patients and visitors  Ability to follow instruction  High standards of personal hygiene  Ability to work independently and as part of a team  Ability to deal with stressful situations  Positive approach to learning in role and identifying own training needs as appropriate  Flexible approach to role |  |