

# CHARGEHAND PORTER

## Candidate Pack



# Job Summary

*\*\*This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.\*\**

- The role helps run the hospital's portering service, making sure patients, supplies and equipment are moved safely and on time.
- It includes supervising porters, planning daily work, and keeping the service running well, even during busy or emergency situations.
- The post holder supports hospital safety by responding to urgent calls, helping with security tasks, and working with clinical teams when needed.
- They use hospital systems to organise rotas, record information and keep track of training, equipment and staff needs.
- The job involves physical work, working indoors and outdoors, and dealing with difficult or sensitive situations while staying calm and professional.

# Job Description

<b>Job title:</b>	Chargehand Porter
<b>Grade:</b>	3
<b>Site:</b>	the Royal Shrewsbury Hospital
<b>Accountable to:</b>	Portering/Logistics Manager
<b>DBS required:</b>	Enhanced

## Post Purpose:

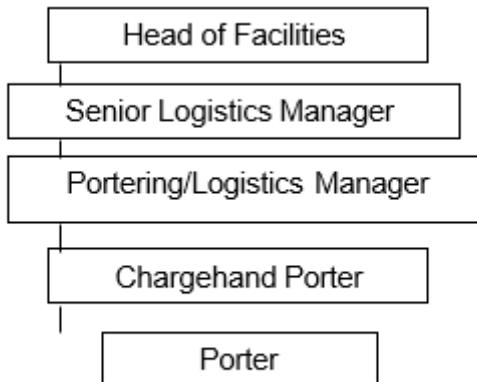
The Chargehand Porter is one of a team of Chargehands that provides supervision for a wide range of portering duties generally created by the demands of the hospital, which involves the movement of patients, the collection and delivery of hospital supplies.

The Co-ordination of the movement of Patients/Visitors, pharmacy supplies, blood products and other Patient related items, this also includes the movement of waste, medical equipment, office furniture, mail and patient medical supplies, medical records on and off the hospital site.

Work as out of hour's focal point for the Clinical site management team, to provide access to the Mortuary and attend any emergency situations.

The post also involves the supervision of the general porters, the allocation of duties and having responsibility of ensuring that the service to the hospital is of the highest quality and efficiency. Including monitoring Staff time of arrival and leaving at the end of the shift, checking for correct apparel and appearance, has sole responsibility for the Portering Department in the absence of the Portering Logistics Manager and out of office hours.

## Organisational Position:



## Scope and Range:

### Main Duties and Responsibilities

1. To maintain a full portering service to the hospital and analyse and resolve staff shortages. Monitor work performance and resolve any staffing and or service delivery problems that might arise that could create challenges to the department and its ability to give a quality service.
2. The training and induction of new staff for an initial period until they feel confident to carry out the duties on their own,
3. To supervise and assist collections of dirty linen and general refuse for all wards and department disposal cupboards and dispose of in the compactor located in the loading bay area. Dirty linen to be loaded into linen cages and placed on the loading bay awaiting collection.
4. Respond to urgent requests for equipment/supplies from wards and departments and supervise that these requests are carried out in accordance with the policies of the hospital.
5. Be responsible for calling out their respective emergency teams in the event of a Major Incident and been prepared to be called upon in case of emergencies out of hours.
6. To Co-ordinate the deployment of staff in the area's allocated in his team in the Major Incident Plan.
7. To supervise and assist with the removal of infants from wards and departments to the mortuary.
8. Supervise staff in Security Duties and monitor the locking and unlocking of doors within the hospital unit and report any problems found to the relevant departments.
9. Be part of the Emergency Response Team in an emergency situation, medical emergencies and Fire alerts calls attending the correct

Emergency Vehicle Rendezvous Point and direct fire crews to the correct area when called by the hospital bleep system.

- 10. Carry out Portering duties transporting patients to and from all Wards, Clinics and Departments and assist patients generally around the confines of the Hospital. Also maintain a supply of wheelchairs at the main entrance and be responsible for reporting any defects and arranging for repairs to be carried out.
- 11. To supervise and assist with the collection and delivery of clean linen and bedding from the linen room to all wards and departments and the collection of empty linen cages from all wards to the linen room.
- 12. Be responsible for carrying out daily checks on the department's vehicle and tow tractors and recording any defects and arranging repairs and/or replacements.
- 13. Collection of clinical waste from wards and departments and overseeing its disposal in purpose-built containers.
- 14. Reporting incidents such as spillages (i.e. Body fluids, liquids etc) and maintenance issues in and around the Hospital Site.
- 15. Assist visitors and members of the public with general enquiries and directions.
- 16. Assist staff in the correct procedure of recording Accidents/incidents (Datix) and to assist the Portering & Logistics Manager with investigations.
- 17. Assist in escorting patients back to their respective wards when trying to leave the hospital, report any suspicious activity around the hospital site.
- 18. Supervises team of porters called out to air ambulance helicopter landing / take-off.
- 19. Arrange transport of Training equipment across the two Hospital sites
- 20. To attend and oversee a security presence during all helicopter landings and take-offs including H.M.F. "Touch and Go" exercises.
- 21. Supervise and organise Tele Tracking computerised portering system. Prioritises jobs on the Tele Tracking System as necessary with emphasis on patient movement or any patient related work.
- 22. Maintain Tele Tracking system and keeping item lists and appointments up to date.
- 23. Complete spreadsheet of staff rotas six weeks in advance, authorise shift swap applications and alters rota accordingly. Authorise and record annual leave on appropriate spreadsheet and completes employees' personal annual leave form, while ensuring shifts are fully staffed.
- 24. Keeping the HeathRoster system updated – including compiling rotas, recording sickness, annual leave, booking bank shifts, authorising and recording special leave etc.
- 25. Review Standard Operating Procedures (SOPs) annually, review SOP after any incident or change in procedure or in the case of a new task.
- 26. Review Risk Assessments for the department annually and updates as required post incident or change of practice. Continuously carries out Health & Safety checks and undertakes dynamic risk assessments.

27. Authorise and book all bank shifts onto the Health Roster System and confirms shifts when completed.
28. Keep records of training within the department on the database provided. Organises any training required for porters including statutory updates, blood and gas transportation and the use of any mechanical equipment etc.
29. Monitors staff appraisals within the department and carries them out as required.
30. Complete records of Return to Work details and registers all sickness and any sickness stages attained. Carries out short term stage one interviews.
31. Check hospital corridors and links on a daily basis for inappropriate items, untidiness etc. and deal with accordingly.
32. Check disposal holds throughout the hospital to ensure that all waste is safely contained.
33. Check bed store to ensure that all spare beds are on charge and ready for use.
34. Respond to all pager bleeps and other requests including telephone, telephone answering machine and e-mail messages.
35. Co-ordinate and action furniture / office moves as required throughout the hospital.
36. Attend to out of hours mortuary requests from funeral directors, police, ambulance crews or clinical site managers, assist with viewing of deceased Patients as required under the guidance of the Clinical Site Manager (present) and assists with completing paperwork as necessary.
37. Complete Datix reports as and when required, highlighting any health and safety issues to line manager after isolating any potential risk.
38. Complete Micad job requests for Estates Department as necessitated.
39. Deal with any vehicle safety or performance issues and organises any maintenance required, ensuring a replacement vehicle has been acquired.
40. Organise sharps bins collection and delivery throughout the Hospital. Deals with clinical waste, domestic waste, cardboard, metal and electrical waste.
41. Co-ordinate with external contractors, waste compactor collection, vehicle service/repair, vehicle temporary hire, electric towing machines service/repair, clinical waste collection, SharpSmart collection/delivery and bin wash.
42. Organise out of hour's cross-site collections or deliveries.
43. Ensure that all the porters are aware of any new changes to practices and procedures using verbal and written messages.
44. Co-ordinating Porters training – ensuring Porters are compliant with training and development, including workbooks, LMS and notifying Corporate Education to ensure records are kept up to date.

## **Physical Demands**

- The post holder will be required to manoeuvres hospital trolleys and wheelchairs and drive a medium-sized vehicle and a 6-ton electric tow vehicle (site specific)
- The post holder will be required to assist patients on and off trolleys under instruction and supervision of the clinical leads.
- The post holder will be required to load and unload dirty linen bags from hospital trailers and transfer general waste from hospital trailers into the waste compactor (site specific)
- The post holder will be required to load and unload general supplies, i.e. furniture and equipment, in and out of the hospital vehicle.
- The post holder will be required to administer CPR and attend to first aid situations as and when necessary.
- The post holder will be required to record and report all accidents and incidents via the Datix system and assist with any investigations that are required.
- The post holder will be required to ensure that the wearing of PPE and relevant safety protection in accordance with policies provided by the trust are adhered to.
- The post holder will be required to conduct staff appraisals.
- The post holder will be required to cover General Portering duties as and when required.

## **Systems and Equipment**

1. Knowledgeable in the use of IT systems and software, to include Porter dispatch / tracking systems.
2. Drive a 30cwt vehicle and keep simple records relating to the current road traffic act
3. The operation of a Hydraulic Tipper for the disposal of general waste.
4. The use of an electronic scanning machine for booking in and out of medical gas cylinders for patient use. Blood units
5. Hydraulic lifting machine when carrying out mortuary duties and a hydraulic pallet truck for moving stores and equipment around the unit.
6. To be competent in the use of firefighting equipment within the hospital, to coordinate and/or assist with evacuation

7. To assist in the minor repair/reset of beds.
8. To deliver and return Hover Jack equipment to the wards and to support clinical leads with setting the equipment up and the operation of the Hover Jack.

## **Decisions, Judgements and Freedom To Act**

1. The post holder will undertake to contribute to localised Procedure and making of changes within the department.
2. Will be able to make decisions when situation occur in the absence of the Manager.
3. The post holder will be able to organise their own work load when working alone to ensure that the work is completed to deadlines in accordance with the priority of the service and to the highest standard.
4. The post holder is expected to be familiar with all the departments and locations throughout the hospital and also be familiar with the off-site locations serviced by the department.
5. The post holder will also have to be familiar with the working procedures within the department, and work within these procedures. To make judgment decisions, regarding workflow priorities, through the use of Porter/ tracking systems.
6. Each post holder has access to the Portering Logistics Manager during office hours over a five day (0800-1700 Mon-Fri) period and access to the Clinical Site Manager out of normal working hours.
7. Granting Annual Leave but not to impact on the service being provided.
8. Book extra shifts to cover shortfalls in the service. And confirm these shifts after the event understanding the financial ramifications of both not having shifts covered and for bring in the extra shifts.
9. To conduct recruitment interviews in line with Trust guidance and policies.
10. To Co-Ordinate the hiring and delivery of van's /waste skips etc as per service needs.

## Communication and Relationships

1. The post holder will need to have the ability to liaise and communicate with colleagues within the department. They will also need to have the ability to communicate with patients, visitors, relatives, and other staff members, members of the general public, external contractors and also members of staff from other outside organisations.
2. They will be required to deliver daily briefs to Porters advising them of any relevant information they need to be aware of prior to starting their shift.
3. They will be expected to take accurate messages by telephone, written or by the bleep system in operation within the hospital.
4. The post holder will need to use tact and initiative when dealing with patients and their carers/relatives.
5. To be responsible for dealing with all requests when contacted via the bleep system which includes responding to fire alerts, medical emergencies as well as responding to test calls carried out by the hospital's Switchboard.
6. The post holder will be expected to be able to read and write and be knowledgeable of all office-based computer systems to enable them to

communicate effectively with colleagues during shift changeovers regarding outstanding duties etc.

7. The post holder must have good standard of keyboard skills, word processing skills, Excel Spreadsheet skills, Access Database skills, TeleTracking operating skills and HealthRoster.

## Physical, Mental and Emotional Demands

1. Exposure to distressing situations when dealing with the deceased and relatives and when involved with incidents whilst covering duties within the Accident/Emergency department.
2. Exposure to major trauma, smells and bodily fluids when dealing with deceased brought into the mortuary during out of hours.
3. Occasional exposure to distressed/verbally aggressive patients and members of the public.
4. Frequent concentration is required when checking documentation, during the disconnection and re-connection of medical gas cylinders when wards and departments request re-fills.
5. Concentration is required within the context of dealing with frequent interruptions and unpredictable work patterns, when extra effort is required to meet the demands of the hospital.
6. A combination of sitting, standing, excessive walking and physical effort involving moving and handling of inanimate loads (Bariatric patients and specialist equipment).
7. Occasional exposure to the elements and other road users when carrying out driving duties when extra concentration is needed.
8. Assist with Mortuary duties as and when required by the demands of the hospital.
9. Need to be literate and numerate and be able.
10. The Post holder will have to deal with other departments and their unforeseen urgent service requirements while maintaining a high service to the rest of the hospital.
11. The post holder will have to deal with the emotions of any staff member while carrying out return to work interviews, short term stage one interviews or informing the member staff of performance issue from informal to formal.
12. The post holder will have to deal the extensive manual effort when helping to move other department's office furniture around the site, using sack trucks, flat bed trolley and articulated trolleys.
13. The post holder will have to deal the extensive manual effort when using a pump truck and pallet system while moving unforeseen bulk deliveries to external areas of the hospital and off-site locations.

## Working Conditions

1. Frequent exposure to unpleasant smells when working with patients and waste disposal.
2. Frequent exposure to unpleasant smells and bodily fluids when working with the deceased.
3. Required to work outdoors where there may be extremes of temperature.
4. Exposure to dirt, dust, noise and occasional verbal aggression.
5. Exposure to infections when transporting patients in and around the hospital.
6. Exposure to infections when transporting clinical waste, used sharps in and around the hospital and decanting general waste.
7. Frequent exposure anatomical waste bins when emptying the anatomical waste fridge into 770ltr clinical waste bins, collect anatomical waste regularly for disposal.
8. The post holder will be expected to transit Category A Waste receptacles to the ward/unit on demand. Then transit out the soiled and contaminated Category A Waste receptacles from the ward/unit to the correct area in the waste yard with labelling.
9. To ensure the department has sufficient stock of Nimbus mattresses, will require liaising with the supplier and keep accurate records.
10. Deliver and collect Sharps containers to and from all wards and relevant departments. Keeping accurate records of all containers returned and calculate the weight of the transporter to be sent back to the supplier

## Responsibility For Financial & Physical Resources

1. The post is authorised to book/sign for the repair and/or maintenance of physical assets.
2. Authorise overtime; repair and service of van, move equipment, contacting external contractor to organise additional Van Rentals, Bin Wash, Waste Compactors. Skip collection and return. Itemise WEEE waste, organise the WEEE waste collection.
3. Book extra shifts to cover shortfalls in the service. And confirm these shifts after the event understanding the financial ramifications of both not having shifts covered and for bring in the extra shifts.
4. Ensuring the number of bank shifts remains within the budgeted limit and understanding the financial ramifications of exceeding these limits
5. Checking the suitability of uniform for the self-purchase scheme & submitting approved claims for payment.
6. In process for office moves - the Chargehand has to assess the amount of work involved, estimate the cost in bank hours and inform the requesting dept.
7. Take possession of store deliveries (out of hours) ensuring they are forwarded onto General Stores the next day.

# Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to GCSE level or equivalent.</li> </ul>	<ul style="list-style-type: none"> <li>• NVQ Level 2</li> <li>• Demonstration of Health &amp; Safety knowledge, e.g. through courses</li> <li>• IOSH Qualification</li> <li>• VMI knowledge and / or qualification</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Previous experience as a Porter with an in-depth knowledge of Portering protocols in relation to current best practices.</li> <li>• Experience of working with the general public or in a similar role</li> <li>• Experience of supervision of a team</li> <li>• Previous experience as a Porter with an in-depth knowledge of Portering protocols in relation to current best practices.</li> <li>• Efficient handling of complaints, enquiries and the allocation of duties.</li> <li>• Ability to use and advise on the use of portering equipment.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working within a care service or similar background</li> <li>• Lean for leaders</li> <li>• Previous use or MHE Experience in the use of medical gases.</li> <li>• Experience of manual handling</li> </ul>
<b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li>• Ability to work to instruction and follow procedures</li> <li>• Ability to communicate with staff</li> <li>• Able to advise on procedures and practices to less</li> </ul>	<ul style="list-style-type: none"> <li>• Customer Service background.</li> <li>• Previous experience in a Supervisory role.</li> </ul>

	<p>experienced members of staff.</p> <ul style="list-style-type: none"> <li>Ability to follow simple instructions with minimal supervision</li> <li>Ability to organise work and operate within a system</li> <li>Ability to organise work and operate within a system</li> <li>Ability to work on own initiative</li> <li>Ability to make minor decisions</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>Can cover all shifts as required (Rotating shift including weekend working)</li> <li>Ability to work cross site</li> </ul>	<ul style="list-style-type: none"> <li>Example</li> <li>Example</li> <li>Example</li> </ul>

## General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

## Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

## Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself;
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

## Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.

- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

## Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

## Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
  - you are familiar with and adhere to the Trust's Safeguarding Children procedures and guidelines.
  - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

## NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity

and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

## **Social Responsibility**

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

## **Continuous Improvement**

The Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

## **Equal opportunities and diversity**

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and

dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

