

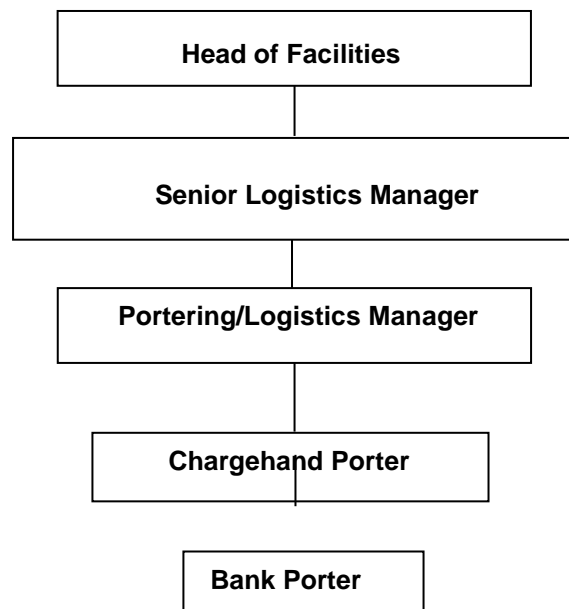
JOB DESCRIPTION

POSITION:	Bank Porter – Rotating Shifts
BASED AT:	Royal Shrewsbury Hospital
DEPARTMENT:	Facilities
RESPONSIBLE TO:	Portering & Logistics Manager

POST PURPOSE

The porter is one of a team providing a wide range of services created by the demands of the hospital which involve the movement of patients, the collection and delivery of mail, movement of waste products, the delivery of clinical and non-clinical support to provide the very best patient care. The post holder will ensure that the Portering service is of the highest quality and efficiency and will work within Trust Values.

ORGANISATIONAL POSITION



SCOPE & RANGE

1. MAIN DUTIES AND RESPONSIBILITIES

- 1.1 To carry out duties relating to specialist departments, including outside agencies such as Shropdoc.
- 1.2 To assist the Chargehand Porters with the training and induction of new staff

for an initial period until they feel confident to carry out the duties on their own.

- 1.3 To collect and deliver hostess trolleys and crockery trolleys between the wards and the Catering Department.
- 1.4 To collect dirty linen and general refuse from all wards and departments disposal cupboards and the accommodation block 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.
- 1.5 To circulate mail and clerical data to all wards and departments within the hospital and collect and deliver mail off site.
- 1.6 To collect and deliver drugs to wards and departments and return the same to Pharmacy. Responsible for the collection of blood samples and units of blood for patient use to and from all wards and departments and to ensure blood units are tracked electronically via the Trust's system.
- 1.7 To deliver patient test results from Pathology to wards and departments ensuring efficient, safe delivery.
- 1.8 To collect and deliver patients special dietary needs from the Dietitians to all wards.
- 1.9 To be a key holder for the purpose of security and lock/unlock doors within the hospital and mechanical and electrical plant rooms and medical gas storage rooms in an emergency. Responsible for ensuring the hospital is secure out of normal hours and liaise with the Security Team reporting any issues.
- 1.10 To take part in the emergency response team in emergency situations, i.e. attending Cardiac Arrests, medical emergencies and fire alerts when called by the hospital bleep system.
- 1.11 To collect and deliver milk, stores and foods to wards and departments.
- 1.12 To collect and deliver clean linen and bedding from the linen room to all wards and departments and collect empty linen cages from all wards and departments for return to the linen room. .
- 1.13 To maintain a supply of medical gases to all wards and departments and be responsible for the changing of Nitrous Oxide and Oxygen on the hospitals bank (out of hours).
- 1.14 To collect clinical waste from wards and departments and oversee its disposal safely using purpose built containers.
- 1.15 To clean up spillages out of hours, i.e. body fluids, liquids etc, in and around the site and wash down all trolley mattresses in the A&E Department on a rotary basis.
- 1.16 To transport patients to and from wards and departments using either wheelchairs, beds or special trolleys and maintain a supply of wheelchairs for the main entrance.
- 1.17 To collect and deliver medical supplies and equipment to and from Wards and

Departments out of hours only unless in an emergency situation.

- 1.18 To take part in the hospital's Major Incident Team and be prepared to be called out in case of emergencies.
- 1.19 To assist visitors and members of the public with general enquiries and directions and to help and assist patients and/or visitors who are in need of assistance.
- 1.20 To attend and maintain a security presence during all helicopter landings and take-offs including H.M.F. 'Touch and Go' exercises.

2. PHYSICAL DEMANDS

- 2.1 The post holder will be required to maneuver hospital trolleys and wheelchairs and drive a medium-sized vehicle and a 6-ton electric tow vehicle.
- 2.2 The post holder will be required to assist patients in and out of vehicles explaining what is happening and where they are going.
- 2.3 The post holder will be required to assist patients on and off trolleys, beds and hospital furniture.
- 2.4 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.
- 2.5 The post holder will be required to maneuver clinical waste containers in and out of an automatic bin tippers.
- 2.6 The post holder will be required to load and unload general supplies, i.e. furniture and equipment, in and out of the hospital vehicle.
- 2.7 The post holder will be required to administer CPR and attend to first aid situations as and when necessary.

3. SYSTEMS AND EQUIPMENT

- 3.1 The post holder is required to hold a full driving licence and undertake driver training to R.T.I.T.B. Standards to gain a license to be able to operate an electrical tow vehicle.
- 3.2 The post holder is required to drive the Trust's vehicles and keep simple records relating to the current Road Traffic Act.
- 3.3 The post holder is required to operate the Mechanical Tippler for transferring clinical waste bags from one container into the compactor.
- 3.4 The post holder is required to use an electronic scanning machine for booking in and out of medical gas cylinders for patient use and for safe transportation of blood units.
- 3.5 The post holder is required to use a hydraulic lifting equipment for various tasks including hydraulic pallet truck for moving stores and equipment around the hospital.

- 3.6 The post holder is required to operate a high pressure washing machine for the cleaning of general waste trailers and vehicles.
- 3.7 The post holder is required to operate mailing franking machine and be able to process mail through appropriate systems.
- 3.8 The post holder is required to use firefighting equipment within the hospital and be able to operate automatic doors.

4. DECISIONS, JUDGEMENTS AND FREEDOM TO ACT

- 4.1 The post holder will contribute to production of policies and procedures and be actively involved in the making of changes within the department using lean ideas and lean methodology.
- 4.2 The post holder will be able to make minor changes when situations occur in the absence of the Manager and Duty Chargehands, however changes should be made with dignity and respect to others opinions.
- 4.3 The post holder will be required to work using their own initiative and to be able to accept tasks using the Trust's Teletracking system which processes jobs via an IPod.
- 4.4 The post holder is expected to be familiar with all the departments and locations throughout the hospital and be familiar with the off-site locations serviced by the department.
- 4.5 The post holder has access to a Manager/Chargehand between the hours of 7.00 a.m. and 10.00 p.m. over a seven day period.

5. COMMUNICATION AND RELATIONSHIPS

- 5.1 The post holder will need to have the ability to liaise and communicate with colleagues within the department, patients, visitors, relatives, other staff members, members of the general public and also members of staff from other outside organisations.
- 5.2 The post holder will be expected to take accurate messages by telephone, written or verbal communication.
- 5.3 The post holder will need to be respectful and sympathetic when dealing with patients and their carers/relatives.
- 5.4 The post holder will be expected to be able to communicate effectively with colleagues during shift changeovers regarding outstanding duties etc.

6. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS

- 6.1 Exposure to emotional and distressing situations when dealing with the patients and relatives and working within a high pressured ED Department.
- 6.2 Occasional exposure to distressed/verbally aggressive patients and members of the public.

- 6.3 Frequent concentration is required when recording and checking patient information and using mechanical equipment within the confines of the hospital.
- 6.4 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.
- 6.5 Physical exertion to include walking for long distances each day, lifting, pushing and pulling, general moving and handling tasks in line with the Trust's statutory training.
- 6.6 Occasional exposure to the elements and other hazards when carrying out driving duties when extra concentration is needed.

7. WORKING CONDITIONS

- 7.1 Primarily working within the confines of the hospital.
- 7.2 Occasionally required to work outdoors with the potential exposure to inclement weather.

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; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- 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; and
- 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; and
- 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; and
- 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 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 unauthorized 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. Unauthorized disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorized 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; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates; and
- 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 Trusts Safeguarding Children procedures and guidelines.
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

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 Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower staff at all levels to have the confidence, capability, passion and knowledge, to test changes and make improvements at the Trust and the communities we serve. Following a successful five-year partnership with the Virginia Mason Institute in the USA, the Trust continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you to make improvements, whilst also providing training at various stages of your time at the organisation, as part of your continuing professional development.

The post holder may be required to perform other duties which are commensurate with the grade and agreed by the potholder and line manager. This job description can only be altered with the approval of the post holder and line manager.

JOB DESCRIPTION AGREEMENT

I have read and understood the duties that are expected of me in the role of Porter.

Manager	Post holder
Signature	Signature
Date	Date