



Candidate information

Portering Team Leader



Job Description

Post Title: Porter Team Leader		Post Reference:	
Summary of the Role: To provide a comprehensive Portering and logistics service, including the efficient, courteous and timely movement of patients and logistics within the 2gether Support Solutions & EKHUFT locations.		Reports to: Facilities Services manager	
		Base / Location: Kent & Canterbury Hospital	
Key Responsibilities		Working Relationships & Contacts	
<ul style="list-style-type: none"> Communicate effectively with colleagues, so that requirements of task are understood and staff and porters are informed of timeframes of movements. Supervise portering activities to optimise people and equipment within timeframes specified in priority listing. Ensure company policies and procedures are adhered to and operational changes are implemented for the development of the Portering service Demonstrate leadership and team building skills through staff communication and hold regular meetings to gain staff commitment and build the efficiency of the Portering department as demonstrated by the Portering Management. Build relationships with Nursing staff, Senior Management and Colleagues to enable the efficient resolution of Portering issues. Ensure that all required records and paperwork are completed in line with Health and Safety, Quality and 2gether Support Solutions policies and procedures. Participate as a full member of the team, through supporting and carrying out training, working flexibly as required to cover other members of the team including completing frontline Portering tasks (detailed in Porter job description). Supervise and monitor work completed by Porters to ensure that performance levels and service requirements are maintained Undertake other ad hoc duties as prescribed by manager and within scope of skill and capability. 		Internal – Porters, Colleagues and other members of staff. External – Members of the public/visitors.	
Job Dimensions: Problem solving, decision making, impact, resource management including value, working environment, responsible for staff & equipment)		Performance measures and KPIs	
A challenging aspect of the job will be, being able to balance conflicting priorities within the given time and dealing with expectations of patient's staff and visitors. Equipment will include; Beds, wheelchairs, medical gas trolleys, patient movement trolleys, electric sit-on and pedestrian tug vehicles and waste compactors.			

Person Specification: (Assume Essential unless specified (D))		
Knowledge & Skills: Basic skills training, e.g. Portering, Post room, Safe Handling of Medical Gases, Pharmacy procedures, Pathology Procedures, Medical Records Movement, EKHUFT layout Requires full knowledge of working practices, procedures and Health and Safety requirements Good Communication Skills, e.g. using radio to communicate to Charge hand, communicating with EKHUFT staff and patients Good Customer Care Skills, e.g. for communicating with Porters, EKHUFT Staff and Patients Completing of mandatory training, e.g. manual handling/risk assessment/fire safety training Must be flexible and adaptable	Experience Good Customer Care experience. (D) Experience of working within a busy hospital. (D)	Qualifications Driving licence (E) NVQ in Team Leading (D)

Job Role: Essential Health and Safety information

Does the post involve ?		Y	N
Confined Spaces?	A “confined space” means any enclosed place, such as may need to be accessed by Estates staff for maintenance such as loft spaces, plant rooms or flues.		X
Driving?	This means driving a Trust Vehicle, Passenger Carrying Vehicle or transporting patients in own vehicle for work purposes. It does not include commuting or driving between places of work	X	
Exposure to Substances Hazardous to Health?	This is where risk assessments have identified known health hazards. For example designated latex glove user, formalin, PMMA use.		X
Hand Arm Vibration Exposure?	This includes hand held tools such as drills, saws and other power equipment. This is likely to include employees working in the Plaster Room, Mortuary, Estates and Orthopaedic Surgery.		X
Hand Washing?	This means washing hands 20 plus times per working day.	X	
Lone Working?	This means employees who work by themselves without close or direct supervision. Lone working may be found in a wide range of situations, such as home or community visits, working alone outside normal hours, working in remote or confined areas (such as plant rooms).		X
Manual Handling?	This means all job roles where there are specific manual handling / patient handling requirements.	X	
Night working?	This means regular work at least 3 hours during the agreed ‘night period’ (usually includes 11pm to 6am).	X	
Noise exposure?	This is where risk assessments have identified noise levels under the Noise at Work Regulations 2005, and is likely to include areas where ear protection is needed or workers regularly have to shout to communicate due to background noise.		X
Work at heights?	A place is ‘at height’ if a person could be injured falling from it. This includes working on ladders, up scaffold or any other apparatus. It may also apply to staff who regularly have to stand on kick-stools or steps for significant periods of time to retrieve items/ notes from high shelving.		X