



JOB DESCRIPTION TEMPLATE

JOB DETAILS:

Job Title	Portering Services Supervisor
Pay Band	Band 3
Hours of Work and Nature of Contract	37.5 hours per week. Permanent
Division/Directorate	Estates and Facilities
Department	Portering Services
Base	Central

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Assistant Hotel Services Manager
Reports to: Name Line Manager	Assistant Hotel Services Manager
Professionally Responsible to:	Head of Facilities

Job Summary/Job Purpose:

The Portering Supervisor will work as part of a team contributing to the smooth running of the service, providing an efficient and effective response to requests for patient and materials movement and assistance in emergency situations, whilst ensuring that other routine tasks such as delivery of meal trolleys, linen, goods and mail etc are carried out in a timely manner. The Portering Supervisor will direct, support and supervise portering staff through a range of duties, whilst many of the tasks are generally routine the daily functioning of the service may be unpredictable therefore a flexible approach is essential. The Portering Supervisor will be expected to react to the various challenges within the working environment, and the workload may change due to external influences including the environment, weather, patient capacity etc, therefore the post holder will be expected to use own initiative and change priorities of self and others in line with service demand.

Main Duties and Responsibilities:

Communication

It is essential that good communication skills are employed throughout the working day, the post holder will be in constant contact with colleagues, patients, relatives, staff and visitors, many of who will be worried and apprehensive. The post holder must be able to communicate in a clear and precise manner as the transfer of accurate information is essential to patient safety and the smooth running of the department.

The post holder must:

1. Utilising tact and persuasive skills in difficult or contentious situations or where there may be barriers to understanding when dealing with portering staff and as part of patient contact or contact with other staff and visitors.
2. Maintain a polite, tactful, courteous approach when dealing with portering staff, patients, other staff and visitors.
3. Deal with enquires and take instruction from senior staff from within and external to the portering service.
4. Deal with enquires and take instruction from personnel from within the police service, ambulance service and rescue services when necessary.
5. Deal with inquiries from portering staff, other staff, patients and visitors during face to face contact, by telephone, e-mail, letter etc, in a prompt and courteous manner.
6. Ensure confidentiality is maintained at all times in accordance with the General Data Protection Regulations (GDPR), BCUHB policy and good practice.

Administration and Human Resources

The post holder will:

1. Carry out day to day supervision of portering staff, allocating work areas, tasks, break times etc
2. Contribute to the management of staff welfare issues making adjustments to roles and tasks when appropriate to do so
3. Compile duty rotas , monitoring and adjusting as necessary, ensuring staff are aware of changes
4. Use the E-Rostering and ESR systems to record essential information relating to pay and personal details
5. Carry out PADR interviews with staff, escalating issues as necessary
6. Authorise and record annual leave in line with departmental procedure, ensuring that cover is available
7. Monitor the taking of annual leave to ensure year round management, informing manager of under or over use of leave during each quarter.
8. Monitor sick leave of individual porters, carry out return to work interviews following absence, report regular short term and all long term absences to line manager as necessary
9. Have a responsibility for raising and addressing performance issues with portering staff as necessary. Monitoring progress and escalating if required improvements are not achieved
10. Assist in the departmental induction of new staff, allocating uniform, lockers, PPE etc
11. Deliver training to individuals and small groups of staff (6-10 people) e.g. BOC training, safe use of the compacter, completion of timesheets etc
12. Contribute to the development and construction of standard operating procedures (SOPs)
13. Take part in the recruitment of new staff, this may include attending local career events in schools and colleges.

14. Facilitate and Chair staff meetings, recording content as necessary

Health Safety and Risk

The Post Holder will:

1. Use the Datix system to register incidents, potential hazards, near misses etc and be a handler of associated risks on Datix
2. Complete, monitor review, adjust Risk Assessments for tasks, processes and people with area of responsibility
3. Ensure that portering staff have access to all necessary PPE, Uniform and equipment as required for the tasks they are carrying out
4. Ensure Health and Safety Regulations and SOPs are adhered to by all staff and that all equipment is used correctly, economical and in an efficient manner.

Movement of Patients and Goods:

The post Holder will:

Receive and respond to requests for the movement of patients and goods in an appropriate and timely manner. This will involve mobilising portering staff as necessary ensuring that all necessary safety measures are in place. This will include the following:

Patient Movement:

1. Ensure that individual porters are fully trained in methods and techniques involved in the transportation of patients in wheelchairs, trolleys, beds etc before asking them to carry out the task.
2. Ensure that individual porters are fully trained in methods and techniques involved in assisting nursing staff in transferring patients from trolleys onto beds and chairs using various types of equipment e.g. pat slide, before asking them to carry out the task.
3. Coordinate and assist with the safe evacuation of patients and / or staff and visitors in the event of a fire alert or other such emergency.
4. Ensure that individual porters are fully trained in methods and techniques involved in dealing with the deceased, (this will inevitably include children and babies as well as adults).

Movement of Goods

5. Coordinate and monitor the movement of goods throughout the hospital, ensuring that both routine and non-routine tasks are attended to in a timely manner. Allocating tasks to portering staff as necessary.
6. Ensure that individual porters are fully trained in methods and techniques involved in the movement of specific goods including:
 - A) Samples, specimens, bodily fluids, blood, blood products etc.
 - B) Pharmacy items such as, IV fluids, controlled and other drugs and medicines
 - C) Specialist products such as radioisotopes from Cancer Services, X-ray department, limb boxes, X-rays, medical devices, bariatric equipment etc.
7. Ensure that individual porters are fully trained in methods and techniques involved in the movement of goods relating to routine tasks including:
 - A) Transporting meal trolleys to and from wards.
 - B) Deliver and collection of clean and dirty linen.
 - C) Deliver and collect cots and beds, mattresses, medical devices etc
 - D) Deliver and collect patient / case notes etc
 - E) Collection and disposal of waste

Routine Requests and Emergency Response

There will be a need to respond to a variety of routine requests and emergency situations. Requests may be made via telephone, radio, bleep or verbally (person to person) routine requests may be made several times a day and may change the normal flow of work but they are a general part of the working day. Emergency requests tend to be more serious in nature, less frequent and time limited.

In all cases the post holder will:

1. Respond in a timely and appropriate manner allocating tasks to portering staff as necessary.
2. Requests to assist in emergency situations will be less frequent and may include the following: fire, code pink, missing patient and children, major Incident alerts, trauma calls, cardiac arrests, and theatre emergencies etc. These requests will ad-hoc and will require the post holder to make adjustments to daily routines prioritising the tasks of portering staff as necessary. The post holder will coordinate, monitor and make necessary adjustments until the situation is resolved.

General Post Room Duties

Assist with the flow of mail into and out of the hospital, this will include the following:

1. Allocate staff and tasks as necessary
2. Re-credit franking machine in accordance with agreed procedure. Record information and printout records as necessary.

Waste Management Duties

Supervise the efficient and effective movement of waste ensuring that correct segregation is maintained and the process of waste stream management is correctly adhered to in line with the Waste Management Policy:

1. Allocate staff and tasks for the collection of waste and rubbish
2. Ensure that individual porters are fully trained in the use of all equipment including waste compactors before asking them to carry out this duty
3. Monitor tidiness and security of waste areas including clinical waste, general waste / rubbish, compacter area, waste cardboard area, skips etc.

Medical Gas Management

Assist with the supply of medical gas to clinical areas,

1. Accept deliveries of medical gases, checking delivery notes and completing paperwork as necessary.
2. Undertake annual training and train the trainer training with BOC. In order to deliver training to portering staff
3. Ensure that individual porters are fully trained in methods and techniques involved in delivering and exchanging medical gases before asking them to carry out this task.

Safety and Security

Securing rooms, buildings, out buildings and sites to ensure safety of patients, staff, visitors and contractors, and keeping Health Board property safe. It is also essential that post holders maintain vigilance for their own safety and that of others. This will include:

1. Ensure that individual porters are aware of the local procedures for locking and unlocking of internal and external doors, gates garages, outbuildings etc.
2. Maintaining security of all keys, signing them in and out and keeping records as necessary.
3. Setting security alarms and monitoring entrances where necessary.
4. Assisting with the safe flow of traffic in emergency situations.
5. Assisting with the safe passage of people in emergency situations, helping to direct and signpost in conjunction with the service lead.
6. Assisting in the Setting up of specialist equipment e.g. decontamination tent should the need arise.
7. Ensure that vehicle safety checks are carried out in line with the standard operating procedure (SOP) and record as necessary. Ensure that vehicle log books are completed as necessary and fuel receipts are processed in line with the relevant SOP.
8. Carry two way radio / personal attack alarm in some areas of the hospital to ensure personal safety.
9. Report any faulty equipment to Estates Operational Services (EOS), remove equipment from use and clearly label do not use.
10. Report incidents, potential hazards, near misses etc via Datix and / or any local procedure as necessary.

General Tasks

A number of tasks will need to be performed as required, not all tasks will be required on all sites but where applicable they may include:

11. Driving will be an essential part of some but not all portering posts, this will include conventional vehicles on healthcare premises and highways / roads and electric tugs on healthcare premises. sites
12. Provide general information to members of staff and the general public, e.g. giving directions within the hospital.
13. Manning the portering desk, taking calls and allocating tasks as necessary.
14. The cleaning of wheelchairs and participate in weekly audit / safety check.

Personal Responsibility

The post holder will be responsible for:

1. Working without supervision, prioritising, organising and planning own work with little direction from line manager.
2. Carrying out tasks in line with training, never carrying out any task which requires specific training e.g. changing piped medical gas, if you have not had the necessary training and been assessed as competent.
3. Working within Health Board Policy and Procedures
4. The correct and timely completion of time sheets, expense claims etc.
5. Taking an active part in:
 - Own Performance Appraisal Development Review (PADR),
 - Maintaining own compliance with mandatory training
 - Managing own attendance including the booking and taking of leave.
6. Limiting actions to those that you feel competent to undertake. If you have any doubts about your competence during the course of your duties you should immediately speak to your manager.

PERSON SPECIFICATION

Portering Supervisor: Band 3

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	Good standard of secondary education	NVQ level Three in Customer Service	Application form and pre-employment checks
Experience	None necessary as full training will be given	Experience in a similar post	Application form and interview
Aptitude and Abilities	<p>Able to demonstrate good communication skills, being able to communicate sensitively with patients and their families often in difficult circumstances</p> <p>Able to demonstrate tact and diplomacy when working with others</p> <p>Able to maintain service user confidentiality acting calmly and quickly in emergency situations</p> <p>Work effectively with other professions</p> <p>Able to work as part of a team</p> <p>Remain calm under pressure</p>	Ability to speak Welsh	Interview
Values	<p>Able to demonstrate a caring disposition</p> <p>Able to demonstrate competence in dealing with people who may be upset and / or anxious</p> <p>Be respectful of others</p> <p>Can demonstrate good interpersonal skills</p>		Application Form Interview References
Other	<p>Must be physically fit as role requires lifting, pushing and pulling substantial weights for extended periods, and long periods of walking and climbing stairs.</p> <p>Must be able to cope effectively with distressing situations including dealing with the deceased</p> <p>Ability to travel within geographical area as required</p>		Application form and interview

	<p>Able to work hours flexibly.</p> <p>Some positions will require a current driving licence as the role will include the direct delivery of goods to off-site premises.</p> <p>Must be able to follow instructions</p>		
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GENERAL REQUIREMENTS

Include those relevant to the post requirements

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organisation's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection Act 1998:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the

Data Protection Act 1998 and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.

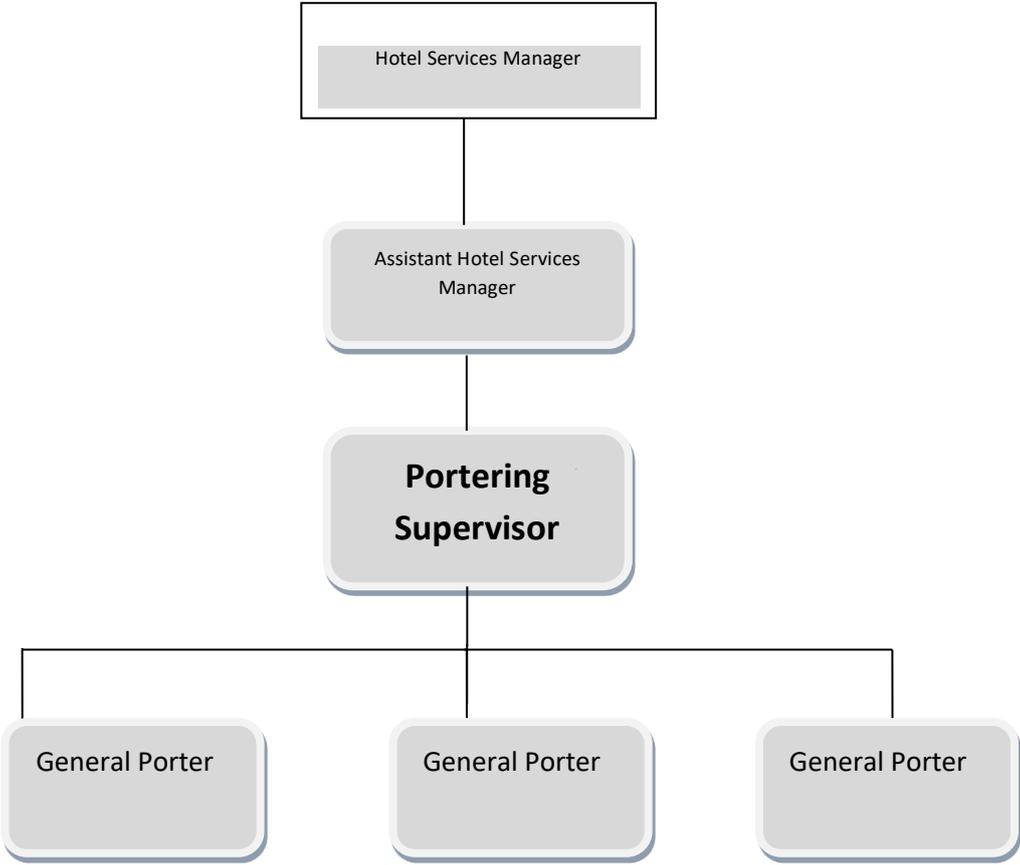
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have direct contact with patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau Standard Disclosure Check as part of the Health Boards pre-employment check procedure.
- **Safeguarding Children and Vulnerable Adults:** The organisation is committed to safeguarding children and vulnerable adults. All staff must therefore attend Safeguarding Children training and be aware of their responsibility under the Adult Protection Policy.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board sites, including buildings and grounds, are smoke free.

Flexibility Statement: The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Organisational Chart

The Organisational Chart must highlight the post to which this job description applies showing relationship to positions on the same level and, if appropriate, two levels above and below.

Complete, add or delete as appropriate the text boxes below showing the organisational relationships.





Job Title: General Porter

Supplementary Job Description Information

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

Physical Effort

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, such as:

'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B. Walking /driving to work is not included'**

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
Employee will be walking for extended periods throughout the day completing a number of miles during the course of their duties	Several times a day	Duration of shift can be up to 12 hours	Constant walking whilst pushing or pulling weights in excess of 15 KGs
Employee will lift weights of over 15 KGs. This will involve bending, stretching crouching. Additionally they will assist in the transfer of patients from bed to trolley or trolley to bed.	Daily	Several times during each shift hours 2-3 hours	
Employee will be required to drive vehicles including electric tugs, vans and cars as part of their duties	Daily	1- 2 hours	For the purpose of delivering goods

Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day, e.g. :

'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
Driving of vehicles i.e. Electric tugs, cars and vans	Several Times during each shift	Up to 2.5 hours	Operation of electric tugs to move heavy goods around site. Vans to deliver and collect goods on and off site utilising public highway.
Check medical gas levels	Several times a week	Up to 1.5 hours	Checking of medical gas cylinders on patient trolleys to ensure the patient can be transported without the gases running out
Changing medical gas manifolds	As often as needed, generally around once a month	Up to 1 hour per change	Medical gas manifold carry various gases through the hospital to supply theatres, wards etc. The amount of times they are changed is dependent on usage.
Responding to emergencies	weekly	Up to 1 hour	1 st responders for fire, code pink, major incidents etc

Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding.

Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with.

For example, ' processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Dealing with patients, relatives, staff and visitors who may be upset and anxious some may have challenging behaviour	Once a month	Short periods up to half an hour maximum	E.g. May be first point of contact for relatives looking for patients who have been brought into hospital following an accident
Handling the deceased which may be brought into hospital following accidents and therefore may be particularly unpleasant e.g. protruding bones and or organs, dismembered etc	Once a month	Short periods up to half an hour maximum	Some bodies are brought in "As found" they may not be in body bags, and will be presented with significant injury.
Handling deceased children and babies	Once a month	Short periods up to half an hour maximum	

Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable (**even with the strictest health and safety controls**), such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month.

Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations - ***Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
Working in inclement weather	Several times a day	On and off throughout duration of shift	Subject to rain, wind, sleet and snow during winter months
Working inside and outside	Daily	4 – 5 hours	The variety of duties carried out require staff to be inside and outside daily
Handling all types of waste including clinical, general, cytotoxic, hazardous and infected material	Several times during shift	Up to 2 hour	
Handling foul linen which may include bodily fluids, faeces and vomit	Several times during shift	Up to 2 hour	

Submission of documents for job evaluation

Please sign and retain an original copy for manager and employee.
Send an electronic version.