

## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>General Porter</b>
<b>BAND:</b>	<b>2</b>
<b>HOURS:</b>	<b>37.5 hours per week</b>
<b>TYPE OF CONTRACT:</b>	<b>Permanent</b>
<b>DEPARTMENT:</b>	<b>Portering</b>
<b>SPECIALITY / DIVISION:</b>	<b>Estates &amp; Facilities</b>
<b>RESPONSIBLE TO:</b>	<b>Portering Supervisor</b>

### **JOB SUMMARY:**

To provide an efficient and effective Trust Wide Portering service to meet the demands of a busy Acute Hospital covering a 24 hour service. A Porter will undertake a range of duties across the Trust in all departments as and when required.

To provide good working relationships with all stakeholders, staff, visitors, and patients.

To work in a self-motivated and professional manner at all times.

To work well with all disciplines of staff and may be required on occasions to take direction from other professional staff.

To carry out all duties to the agreed standard in accordance with relevant department protocols.

### **MAIN DUTIES & RESPONSIBILITIES:**

1. To provide a high standard of general portering efficiently and effectively. To work in a team of porters and supervisors, ensuring the safe movement of patients to and from wards, clinics and departments throughout the RUH Trust site, demonstrating high standards in infection control and manual handling.
2. To move equipment, furniture, beds as necessary between areas of the hospital.
3. Coordination and communication with the Radiographers, RDAs and Radiology Nurses to ensure the safe arrival and return of in-patients to the imaging department. This will include being able to relay important information to and from the Radiology department.
4. To assist with the moving and transfers of patients as required including pat-sliding and logging rolling following appropriate training.

5. To be responsible for ensuring a high standard of cleanliness of transport equipment for patients i.e. beds, chairs, deceased trolley in line with infection prevention and control policy and procedure.
6. Reassure patients and their relatives whilst transporting them to the department and ensuring their basic care needs are attended to.
7. Communicate with all clinical staff in accessing the patient's condition and suitability for any transfer following the SToP (safe transfer of patients) Guidelines and NEWS Information.
8. Collect waste and recycled waste around the Trust as and when required.
9. Operate machinery in the department including the compacter.
10. Collect soiled linen and transfer to the central area for collection.
11. Assist with the tidying and cleaning of the grounds and car parks as and when required.
12. Assist with clearing the corridors, collecting wheelchairs and moving to an appropriate area.
13. Collect medical equipment out of hours from the Medical Equipment Library.
14. Adhere to Information Governance at all times; ensuring that no information obtained through work is communicated to any persons other than those requiring it to complete their duties.
15. Assist any ward, clinic or department with the movement of patients to and from areas of high critical care, i.e., CT/MRI, ITU/CCU, following the Trust's Emergency Procedures at all times for transfers.
16. Respond to a major incident or service continuity requirements e.g. telecommunications shutdown; no telephones, bleeps or pages work as per the Trusts Major Incident Procedures.
17. Assist in the provision of extra beds for wards when the hospital is busy.
18. Provide cover answering the telephone and allocating jobs for the portering supervisor as and when required.
19. Operation of the portering task request computer system or similar software system.
20. Sort and collect post to the wards, clinics, departments and offices when required.
21. Maintain and replace medical gas cylinders and medical gas manifolds throughout the RUH Trust site and all associated equipment for the gases.
22. Collect and deliver patient related equipment, confidential notes and x-ray films to wards, departments and clinics as requested.
23. Collect drugs from around the RUH Trust site, including pharmacy and deliver to the relevant area.
24. Ensure that all reasonable care and precautions are taken to prevent damage and/or accidents to staff, patients and visitors.
25. Communicate with all levels of staff, in assessing the patient's condition and suitability for transferring to the appropriate wards, department or clinic.

26. Use of own initiative to plan a smart route to enable an efficient and effective service to be delivered to the RUH Trust and its customers, to include at all times an awareness of the implications of delays in patients being transferred to the appropriate area.
27. To assist the Emergency Department as and when required.
28. To assist the Emergency Department with the movement of patients, to ensure that the Trusts waiting time targets are met.
29. To report any equipment faults or failures to the Portering Supervisor.
30. Ensure that any accidents/incidents are reported immediately to the Portering Supervisor and that the RUH Trust's accident/incident forms are fully filled out, following the correct RUH Trusts Policies and Procedures Documentation.
31. Comply with all Trust and departmental policies and procedures
32. To be polite and respectful to patient, staff and visitors and ensure the patients dignity is respected at all times.
33. Maintain a high personal appearance and personal hygiene at all times.
34. Participate in all mandatory training, also any training subject appropriate to your sphere of work.
35. Collect deceased patients and take to the mortuary using correct procedure in a respectful manner.
36. Assist with the coroners/funeral directors with BID patients as required.
37. Assist site management in the process of the viewing of the deceased patients, mainly out-of-hours, following written protocols.
38. Ability to drive around the site transporting patients and waste.
39. Participate in the Trust's annual appraisal system designed to identify objectives and personal development opportunities.
40. Ensure that all mandatory training is up to date
41. The post holder will be responsible for continually maintaining their working knowledge of local practices, policies and procedures and highlight ongoing training and development needs to their manager.

This job description is intended as a basic guide to the responsibilities of the post and is not exhaustive. The post holder may be asked to undertake duties that are in line with the level of role.

### **POLICIES AND EXPECTED STANDARDS**

The post holder is required to familiarise themselves with all Trust policies and procedures and to comply with these at all times. The Code of Expectations of Employees in particular set out what you as a post holder are required to follow at all times and you should study this carefully. Failure to comply with any of the Trust's policies may result in disciplinary action up to and including dismissal.

All staff must have an understanding of their responsibilities in relation to being accountable for knowing who is in and has access to their area of work. Staff must recognise the need to challenge appropriately and understand their duty of care relevant to their position within the organisation. Staff must be familiar with and understand the correct reporting process where there has been a potential breach.

## **OUR VALUES & BEHAVIOURS**

All staff are required to adopt and follow the Trust values and behaviours at all times. Our values and behaviours are:



New staff will be presented with a leaflet outlining the values and behaviours expected of them at trust induction.

## **CONFIDENTIALITY & INFORMATION GOVERNANCE**

All post holders must comply with all relevant legislation & Trust Policy with regards to Confidentiality & Information Governance, including the Data Protection Act (2018) ensuring that no information obtained through work is communicated to any persons other than those requiring it to complete their duties.

## **SAFEGUARDING ADULTS & CHILDREN**

All Trust staff have a responsibility to safeguard adults & children which includes an understanding of the relevant Trust & Local Safeguarding Adults & Children's Board Policies.

## **HEALTH AND SAFETY**

Employees must act at all times in line with relevant Trust Policies & the Health and Safety at Work Act (1974) to ensure a safe environment for patients, visitors and staff.

## **HEALTHCARE ASSOCIATED INFECTIONS (HCAIs)**

All Employees are responsible for ensuring that:

- your practice so far as is reasonably practicable, protects patients, staff and other persons against risks of acquiring HCAIs;
- where patients present with an infection or acquire an infection during treatment, that they are identified promptly and managed according to good clinical practice to treat the infection and reduce the risk of transmission.
- you follow all Trust policies, procedures and processes to meet the duties set out in the NHS Hygiene Code and assist in their full compliance by all staff within your department.

## **HEALTH & WELLBEING**

The Royal United Hospital is committed to promoting the Health & Wellbeing of its staff. The Trust is a smoke free site; smoking is not permitted anywhere in the grounds. The Trust has a Stress Management Policy, which staff should familiarise themselves with to ensure that they have adequate support for the management of their own, and their colleagues stress. The Trust has an onsite Employee Assistance Programme (EAP) which is available to all staff, offering support to staff & their families.

## **EQUALITY & DIVERSITY**

The Trust values Diversity and actively works towards promoting Equality both in terms of its healthcare provision and within its current and potential workforce. It is the aim of the Trust to ensure that no job applicant or employee receives less favourable treatment because of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

## **PATIENT AND CARER EXPERIENCE**

The Trust continuously aims to improve the experience of patients and carers using the RUH. All staff are expected to follow the guidance contained in the Patient Experience Strategy for the RUH;

The 3 main points to remember are:

- 1) Communicate clearly with people;
- 2) Involve patients and carers in their care and with the hospital;
- 3) Seek out and use patient and carer feedback in all services.

Also refer to the Carer Policy, Respect behaviours and references to improving experience contained in policy and guidance; all staff will be aware of Equality and Diversity and will assist with accommodating people with special needs. Your individual behaviour can make a significant difference to patient and carer experience.

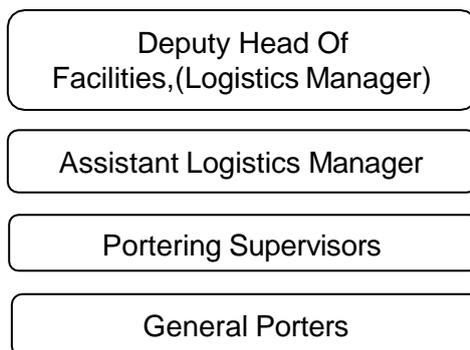
## **FLEXIBILITY**

This job description is intended to provide a broad outline of the main responsibilities only. The post holder is required to be flexible in developing their role in agreement with their designated manager. In addition they may be required by their manager to carry out any other duty commensurate with their banding and expertise.

## **DIMENSIONS**

The post holder is not responsible for any other staff member and does not hold a budget.

### **STRUCTURE CHART**



## ANNUAL LEAVE ENTITLEMENTS:

<b>Length of Service</b>	<b>Annual leave and public holidays</b>
On appointment	202.5 hours plus 60 hours (27 days + 8 days) pro rata for part time staff
After five years' service	217.5 hours plus 60 hours (29 days + 8 days) pro rata for part time staff
After 10 years' service	247.5 hours plus 60 hours (33 days + 8 days) pro rata for part time staff

## NOTICE PERIODS:

<b>Band</b>	<b>Notice Period</b>
Band 1 – 3	4 weeks
Band 4	6 weeks
Band 5 – 6	8 weeks
Band 7 – 9	12 weeks

### PERSON SPECIFICATION

CRITERIA REQUIRED	ESSENTIAL	DESIRABLE
Qualifications and Training	<p>A good level of general education, numeracy and literacy.</p> <p>Essential to have effective communication and understanding.</p>	Knowledge of Health & Safety
Knowledge and Experience	<p>Experience of working with the public.</p> <p>Understands the need of confidentiality.</p> <p>Willing to undertake training as required i.e. COSHH, Infection Control, Health and Safety, Manual Handling, Food Safety, Fire Safety and all other training deemed mandatory to the role. This will include Trust, Patient Support/Directorate Services and on the job induction training.</p>	<p>Previous portering experience</p> <p>Experience of using computers</p> <p>ECDL</p> <p>Customer Service Skills Training</p>
Specific Skills	<p>Ability to work as part of a team, following instructions and act upon them. Observing personal duty of care.</p> <p>Ability to use experience and judgement to adjust the service provision to accommodate the needs of the service.</p> <p>Use equipment correctly, ensuring loads are safely and securely transported.</p> <p>The ability to handle potential conflict in a mature and professional manner.</p> <p>Ability to follow instructions, carry out procedures, adhere to policies/procedures.</p> <p>Ability to prioritise own work within well established procedures and practices and implement changes set by others.</p> <p>Work in accordance with the Trust's policies and procedures.</p> <p>Must be confident and assertive.</p> <p>Ability to work as part of a team or alone.</p> <p>Ability to work under pressure and meet deadlines.</p> <p>Ability to maintain discretion and confidentiality.</p>	

	<p>Passion for customer care.</p> <p>Ability to communicate at all levels i.e. with colleagues and managers, other departmental staff, patients, visitors and stakeholders.</p> <p>Effective communication and customer care skills.</p> <p>Good initiative and an awareness of the implications of patient delays.</p> <p>Willing to learn and open to change.</p>	
<p>Values</p>	<p>Values and respects others, treats everyone as an individual, is non-judgemental.</p> <p>Motivated to be genuinely kind and caring</p> <p>Helps and co-operates with colleagues</p> <p>Pro-active and takes responsibility</p> <p>Willing to learn, open to change</p> <p>Motivated to make a difference in whatever way they can</p> <p>Takes pride in themselves, their appearance, their role and where they work.</p>	
<p>Physical Skills and Emotional Effort</p>	<p>To be able to adapt to an unpredictable workload</p> <p>Dexterity and spatial awareness to safely transport patients in various modes of transport, including an electric ambulance</p> <p>Comfortable with working in challenging physical, mental or emotional situations.</p> <p>Dealing with deceased patients, including bringing BIDS into the mortuary. Ability to keep calm when dealing with or seeing difficult and distressing scenes.</p> <p>Ability to work weekends/bank holidays and other unsociable hours.</p> <p>Comfortable with lifting, bending, twisting and stretching. Loading and unloading of vehicles.</p> <p>Driving – sitting in confined spaces for periods of time.</p>	

	<p>Frequent requirement to walk long distances across site from base and with patients, equipment, supplies or paperwork.</p> <p>Physical effort to push beds, trolleys and wheelchairs</p> <p>Ability to move heavy equipment</p>	
Requirements due to working environment.	<p>Requirements to deal with hazards e.g. Bloods, specimens, formalin, faeces, urine etc.</p> <p>Basic driving valid driving licence</p> <p>Requirements to deal with hazards: Liquid Nitrogen Medical compressed cylinder gases Medical gas manifolds</p> <p>Ability to deal effectively with potential verbal/physical abuse, from patients/staff and visitors.</p> <p>Working outside in a range of weather conditions, clearing snow in extreme weather conditions to assist in keeping the site safe.</p>	<p>C category driving licence for vehicles over 3,500kg or willingness to acquire the additional C section.</p>