

Job Description

Job Title:	Operating Department Orderly / Theatre Porter
Base:	Salisbury District Hospital
Band:	Band 2

Our Values

Our values are at the heart of everything we do. You can expect to see them in the way we act and the way we treat each other. Our values make us who we are.

Patient Centred and Safe

Our focus is on delivering high quality, safe and person focussed care through teamwork and continuous improvement

Professional

We will be open and honest, efficient and act as role models for our teams and our communities.

Responsive

We will be action oriented, and respond positively to feedback.

Friendly

We will be welcoming to all, treat people with respect and dignity and value others as individuals.

Progressive

We will constantly seek to improve and transform the way we work, to ensure that our services respond to the changing needs of our communities

Main Purpose of the Job

- To provide a high quality, caring, safe and customer orientated service (24 hours per day) to Patients, relatives, careers, Staff and members of the public.
- To achieve and maintain professional standards as determined by the Theatre Department
- You will work within expected standards and results. Someone will generally be available for reference and work may be checked on a sample/random basis.
- You will adhere to the Trust's Policies and Procedures. Much of the job requires working on your own initiative with senior members of the Theatre Department available for guidance, if required.

Main Responsibilities and Duties

QUALIFICATIONS, SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED

Knowledge Training and Experience:

- Holder of full UK driving licence, category B.
- Ability to demonstrate good numeracy and literacy skills.
- Basic computer keyboard skills.
- Ability to work as a Team member as well as on own initiative.
- Ability to walk long distances and be capable of carrying out a physically demanding occupation.

- To understand and observe the Data Protection Act and the need for confidentiality.
- Excellent communication skills

Planning and Organisational Skills:

The ability to plan and prioritise your own day to day work tasks as appropriate.

Analytical and Judgmental Skills:

This post will require you to solve problems and adjust your work pattern as situations change

Physical Skills:

This post will require a good level of physical fitness as you will be pushing Patients in wheelchairs, trolleys and Beds as well as lifting weights of up to 15 kgs on a daily basis.

KEY "TASKS" (KEY RESULT AREAS)

- The transportation of Patients in wheelchairs, trolleys and beds in a professional and friendly manner to ensure appointment times are kept.
- The transportation of surgical instruments (clean and dirty), Patient notes, Bloods specimens, X-rays, Clinical and domestic waste to meet with Health and Safety and Service Level Agreements.
- The transportation of Pharmacy products, to change gas cylinders and Cylinder banks to meet with Health and Safety requirements and Service Level Agreements.
- To be able to carry out duties in a major incident, fire, site security or any other emergency ensuring effective contribution.
- To have a thorough geographical knowledge of the Salisbury District Hospital Site and to be able to carry out any task to the standard set by the Theatre Department.
- To put into practice, training and instruction given and contribute appropriately, to the efficient delivery of the Theatre Service.
- To follow Departmental and Trust Policies and make comment on proposals to change if required.
- To complete surveys and audits as required in this post, i.e. Staff surveys.
- To maintain patient safety through rigorous and consistent compliance with Trust Policies, for the prevention and control of infection, including hand hygiene. To undertake appropriate mandatory training and updates in infection prevention and control.
- To safeguard and promote the welfare of children and young people in compliance with Trust and staff responsibilities under Section 11 of The Children Act 2004; to follow Trust safeguarding children and child protection policies and guidelines and undertake appropriate mandatory training and updates in safeguarding children/child protection.
- By following Trust Policies in relation to Safeguarding Adults, staff will ensure that they work with other agencies to protect all adults from abuse at any time

- To respect and value the diversity of our patients, their relatives, carers and staff by committing to address the needs and expectations of the diverse communities we serve to provide high quality care, and strive to make best use of talents and experience from our diverse workforce.

COMMUNICATIONS AND WORKING RELATIONSHIPS

- Develop and maintain effective working relationships with colleagues.
- To communicate formally and informally with Staff, at varying levels within the Trust to ensure that day to day duties are performed to and meet with the required daily standards.
- A Theatre Porter is expected to be courteous at all times and maintain high standards of personal hygiene due to the physical nature of this post and the close contact with others.

WORKING TO THE TRUST'S VALUES AND BEHAVIOURS

Patient centred and safe

- You will put patients and carers at the centre of your thinking, however indirectly you work for them, remembering the overall Trust aim to provide high quality local services for the population.
- You will adopt a positive approach to change, offer ideas for improving services and direct or indirect patient experience in a collaborative manner.

Professional

- You will understand your own emotions and recognise the impact on others.
- You will behave in an open, honest, professional and inclusive manner, upholding personal and organisational values and acting as a role model to others.
- If using a social networking site or other on line forum you will act responsibly at all times and uphold the reputation of your work area and the organisation.

Friendly

- You will show warmth and empathy towards your colleagues and other agencies, making it clear you are always happy to help.
- You will show compassion and kindness towards others, giving time to listen before responding to need
- You will show respect to colleagues, treating them equally regardless of their background.

Responsive

- You will approach your duties and tasks in an organised, planned and structured way.
- You will use every opportunity to communicate with your team and other colleagues as appropriate.
- You will always challenge unacceptable practice and know how to raise concerns.

Other Factors

WORKING CONDITIONS AND EFFORT

Working Conditions: this post will require exposure to waste materials, including Clinical and Special waste and dirty/foul laundry. .

Physical Effort: this post is physically demanding and requires a good level of

fitness due to the frequent requirement to walk long distances and move heavy items.

Mental Effort: the Post Holder will be required to maintain concentration whilst driving electric vehicles and moving Patients around the Hospital site, as well as checking documents. The Post Holder may, on occasion, be required to respond to an emergency situation such as a crash call.

Emotional Effort: the Post Holder will, in the course of their duties, come into contact with Patients whose appearance or health status may be distressing. In all situations the Post Holder must maintain the Patient's privacy and dignity.

Additional Information

The Trust may ask you to undertake other duties, as required, which are not necessarily specified in the job description but which are commensurate with the grade of the post.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Appendix A of this Job Description and Person specification details key information you should be aware of.

Person Specification

Job Title:	Operating Department Orderly / Theatre Porter
Base:	Salisbury District Hospital

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and by your referees.

Criteria	Essential	Desirable
Trust Values	We will expect your values and behaviours to reflect the Values of the organisation: Patient Centred and Safe Professional Responsive Friendly Progressive	
Education, Qualifications and Training	Full Driving Licence. Ability to demonstrate good literacy and numeracy skills.	
Experience	Experience of dealing with the general public. Experience of dealing with vulnerable people. Experience of using some form of computer based system.	
Knowledge and Skills	Ability to work as a member of the team or on your own initiative. Ability to walk long distances and be capable of carrying out a physically demanding occupation. Ability to demonstrate a good work attendance record. To have a flexible and friendly approach in all aspects of your work. To be hard-working and reliable. Ability and willingness to undertake training as and when required. The ability to respect and maintain the patients' rights for confidentiality.	
Communication	Develop and maintain effective working relationships with colleagues.	



	To communicate formally and informally with Staff, at varying levels within the Trust to ensure that day to day duties are performed to and meet with the required daily standards.	
Analytical and Judgement Skills	This post will require you to solve problems and adjust your work pattern as situations change, i.e. Patients /deliveries are late, Wheelchairs are not available.	
Customer Care	Able to consistently achieve a high level of satisfaction from service users.	
Planning and Organisational Skills	<p>The ability to plan and prioritise your own day to day work tasks as appropriate.</p> <p>To respond to communications via bleeps, telephone, fax, email and 2-way radios and allocate work to other Porters on a shift by shift basis as required.</p>	
Financial Management	<p>You will observe personal duty of care for equipment and resources that you use in the course of your job, i.e. electric vehicles, pagers, 2-way radios etc.</p> <p>You will regularly handle Patients valuables when transferring them from Ward to Ward.</p>	



Appendix A

Additional information applicable to all posts

Confidentiality

During the course of your employment, you may see, hear or have access to information on affairs of patients and staff. Post holders may only use information as appropriate to carry out their normal duties.

Post holders must not disclose personal, clinical or commercial information to any unauthorised third party; any such disclosure will be investigated and may lead to disciplinary action and possible dismissal. You must adhere to the Trust Data Quality Policy and be fully versed in the responsibilities outlined for your job role.

These obligations are in line with common law duty of confidentiality, Caldicott Principles. Data Protection Act 2018 Freedom of Information Act 2000.

Equality and Diversity

The post holder must comply with all Trust policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of patients and their families.

The post holder must promote equality, diversity and human rights for all and treat others with dignity and respect. No person whether they are staff, patient or visitor should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc.

Quality and Safety

Patient, service/facility user and staff safety is paramount at Salisbury NHS Foundation Trust. The post holder will promote a just and open culture to reporting of incidents and adverse events. The post holder should be aware of current health and safety policies of the Trust and are required to co-operate with management and safety representatives on matters relating to the Health and Safety at Work Action, including the Radiation Protection Supervisor. They must attend all mandatory health and safety training. They are also required to maintain a safe working environment for patients, visitors and employees and report any accidents or dangerous incidents promptly. They should use protective clothing and equipment where provided.

Vetting and Barring Scheme

The Vetting and Barring Scheme was created to ensure that the Trust has the most robust system possible for preventing those who seek to harm children, or vulnerable adults, from gaining access to them through work or volunteering.

It is a criminal offence for someone barred from regulated activity working with vulnerable adults or children to seek this employment. Any employer who knowingly pursues the employment of someone barred from working with vulnerable adults or children are liable for prosecutions.

Infection Control

To ensure the practice of self and others is at all times compliant with infection control, including hand hygiene policy and procedures. Hand hygiene must be performed before and after contact with patients and their environment. To undertake mandatory annual training/updates in infection prevention and control.

Government and Risk

Adhere to Trust policies, procedures and guidelines. Follow professional and managerial codes of conduct as applicable to the role. Take active steps to prevent theft or fraud in the workplace.

Duty of Candour

The post holder is also required to ensure compliance with the statutory "duty of candour". This is a legal duty to inform and apologise to patients if there have been mistakes in their care that have led to significant harm. It is aimed at helping patients receive accurate, truthful information from health

providers achieving a wholly transparent culture.

Data Quality

The Trust recognises the role of reliable information in the delivery and development of its service and in assuring robust clinical and corporate governance. Data Quality is central to this and the availability of complete, comprehensive, accurate and timely data is an essential component in the provision of high quality health services. It is therefore the responsibility of all staff to ensure that where appropriate, information is recorded, at all times, in line with the Trust's Policy and Procedures for Data Quality.

Safeguarding

To safeguard and promote the welfare of children and young people in compliance with Trust and staff responsibilities under Section 11 of the Children Act 2004; to follow Trust safeguarding children and child protection policies and guidelines and undertake appropriate mandatory training and updates in safeguarding children/child protection.

By following Trust policies in relation to Safeguarding Adults, staff will ensure that they work with other agencies to protect all adults from abuse at any time.

Training and Personal Development – continuous professional development

There is a requirement for all Trust employees to take part in an annual appraisal; this can be in the capacity of facilitating staff appraisals and participating in their own appraisal and development plan.

The post holder must take responsibility in agreement with his/her line manager for his/her own personal development this includes attending all Trust Statutory and Mandatory training allocated for the role.

In addition the post holder must be aware of their education responsibilities within their area of work. All Healthcare Professionals have a responsibility to support and educate students/trainees and other learners in practice.

Sustainability and Carbon Reduction

Every member of staff is encouraged to take responsibility for energy consumption and carbon reduction and is expected to incorporate the agenda of sustainability, carbon and health in their daily work.

Flexible Working

We support flexible working and will consider requests taking into account the needs of the service.

