

## JOB DESCRIPTION

| JOB DETAILS            |  |
|------------------------|--|
| Job Title              | General Porter   |
| Reports to             | General Portering Supervisor                           |
| Band                   | 2  |
| Department/Directorate | Portering, Facilities, Estates & Facilities Management |

### JOB PURPOSE

- To provide a flexible, efficient quality service extending care and consideration to patients, staff and visitors covering the RDUH NHS Foundation Trust
- To receive work requests via Telephone, e-mail, face to face and the Trust's Task Management System - (EPIC – Include My Care System/Devices), take prompt and appropriate action in a courteous and helpful manner. In order to ensure that an effective and timely service is delivered to all service users.
- Prioritise work and direct staff accordingly, via EPIC, My Care System/Devices, Rovers, 2-way radio, e-mails and telephone to ensure optimum use of resource.
- To undertake all general portering duties, dispatching, corridor clearance, furniture request / office moves, portering and reception duties whilst working at the Centre for Women's Health reception and any other Facilities role commensurate with the banding.
- Support all patient moves and transfers in line with clinical requirements, this will involve dealing with venerable, confused and delirium patients – All staff will have Conflict resolution training as part of the general portering role

### KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- Work a shift patterns including days, nights, weekends and bank/public holidays including the Christmas period to sustain a 24-hour service as per role requirement.
- Contribute to and work within a safe working environment.
- Actively contribute to a harmonious working environment.
- Carry out any Support Worker duties as required.
- Will have a proven ability to multi-task.
- The post holder may be required to work on other sites within the Trust.
- Operate electrically operated doors within the Centre for Women's Health.
- Monitor all visitors and babies leaving the maternity wards
- Attend all air ambulance calls as required using approved equipment provided.
- Collection and delivery of blood products and maintain the necessary records.
- Collection and delivery of specimens from wards/departments in a timely manner on foot / tug with trolley / electric trolley.
- Ensure medical gas bottles are moved/exchanged when necessary, individual equipment checks returning all empty medical gas cylinders to store for collection.
- Carry out emergency procedures in accordance with Facilities Management policies and procedures.
- Respond to cardiac arrest, trauma, air ambulance and fire calls as instructed the Supervisor and Facilities Management.
- In addition, the post holder will be expected to carry out any other duties as required by the Facilities Management team and in line with your grade.
- Undertake duties as required in line with your grade.
- Cover colleagues' absences due to allocated breaks, sickness or annual leave including working other shifts, days, nights, weekends and Bank Holidays including the Christmas and New Year period if requested.
- To report any accidents or incidents in a timely manner in accordance with the correct Trust procedure and systems.

- To carry out general ad-hoc requests - corridor clearance duties / furniture moves and any other duties as directed by Supervisor, Department Managers, Facilities Managers, On-Call Manager and Site Practitioner.

## KEY WORKING RELATIONSHIPS

Area of responsibility: To provide a flexible, efficient quality service extending care and consideration to patients, staff and visitors covering the RDUH NHS Foundation Trust.

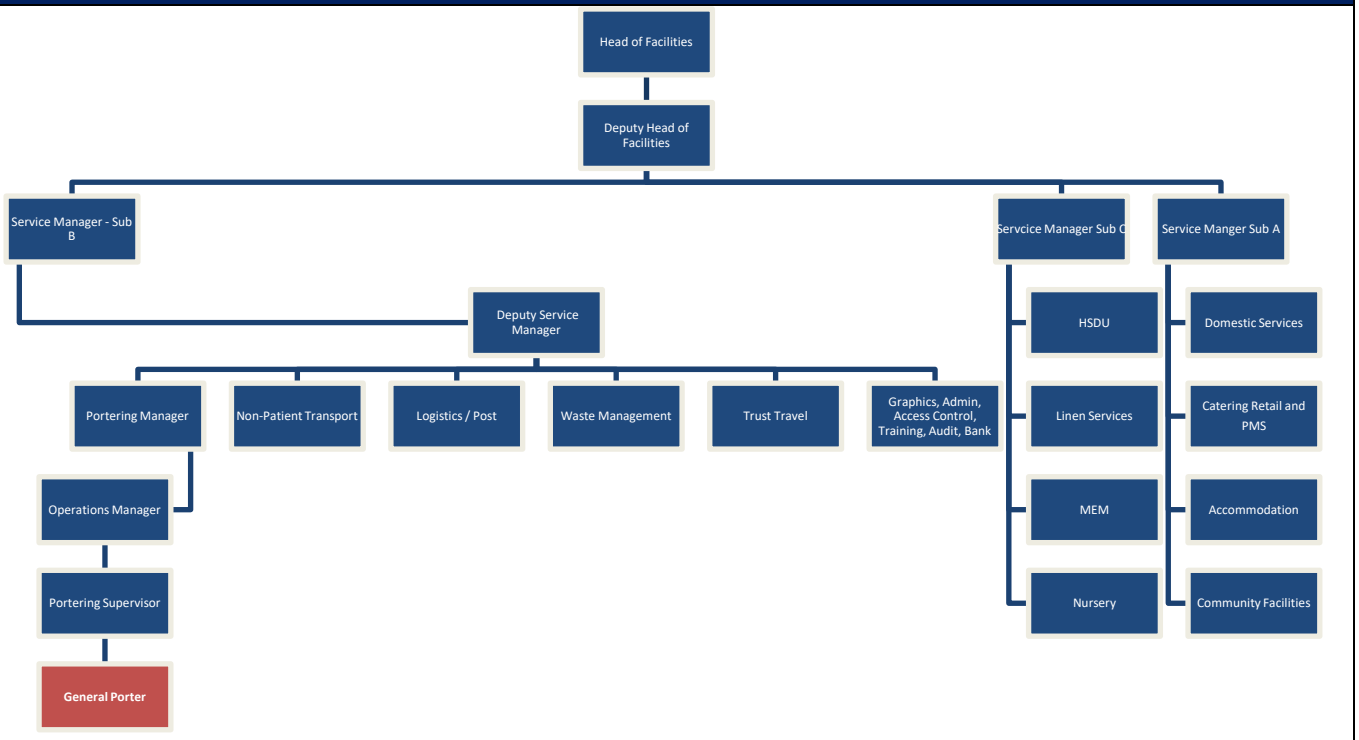
No. of Staff reporting to this role: 0

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day-to-day basis. In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

| Internal to the Trust  | External to the Trust                                      |
|--|--|
| <ul style="list-style-type: none"> <li>Head of Facilities Management</li> <li>Service Managers</li> <li>Cluster Managers</li> <li>Department Managers</li> <li>Assistant Managers / Supervisors</li> <li>Site Management Team</li> <li>On-Call Teams</li> <li>Facilities Training &amp; Audit Manager</li> <li>Governance Manager</li> <li>Operational Support Manager</li> <li>Clinical / Ward Staff</li> <li>Other Facilities staff</li> </ul> | <ul style="list-style-type: none"> <li>Patients</li> </ul> |

## ORGANISATIONAL CHART



## **FREEDOM TO ACT**

- Work within established policies and standard operating procedures for the Portering service.
- Escalates any issues to the Portering Supervisor, Portering Operations Manager and Portering Manager accordingly.

## **COMMUNICATION/RELATIONSHIP SKILLS**

- Provide and receive portering work requests received via EPIC, My Care System/Devices, Rovers, 2-way radio, e-mails and telephone to ensure optimum use of resource.
- Provide prompt responses to requests for updates.
- Allocate Airwave Mattresses and other equipment in a timely manner using via EPIC, My Care System/Devices, Rovers, 2-way radio, e-mails and telephone.
- Greet and assist all patients/visitors in courteous and caring manner. Where there is an escalation in behaviour, escalate to line manager/ward manager and or the security team who will support.
- Treat all service users and colleagues in a friendly and helpful manner, thus promoting and maintaining a good communication network with all service user groups.
- Liaise with the Supervisors and Facilities Managers to resolve any issues that may arise during their shift and make decisions as appropriate.
- Have empathy with colleagues, patients/clients and visitors.
- Participate in team, department and divisional meetings as required.
- Manage email communication in a timely way and in line with the RDUH NHS Foundation Trust.

## **ANALYTICAL/JUDGEMENTAL SKILLS**

- Document all babies entering the maternity wards for appointments / triage / visiting
- Record all work requests accurately using the EPIC / My Care system.
- Ensure that emergency procedures e.g. major incident, are carried out in accordance with the departmental policy using the approved paperwork as logged in the Emergency Preparedness file
- Record all complaints, accidents, Incidents received accurately using email or the designated Trust reporting systems in accordance with the Departmental Policy.

## **PLANNING/ORGANISATIONAL SKILLS**

- Understand and observe safe working practice in line with Health and Safety guidelines and be familiar with the department's operating procedures.
- By using all the information at hand prioritise the workload to ensure the department is providing a responsive service.
- Plan and organise the dispatch of tasks to Porters in a fair and timely manner with use of - EPIC, My Care System/Devices, Rovers, 2-way radio and telephone, providing the relevant and adequate information required to carry out the task

## **PATIENT/CLIENT CARE**

- Provides service to patients.
- Check and monitor patient lists for patients, babies and visitors going into the maternity wards, and neonatal unit.
- Transfer deceased patients to the mortuary with dignity and maintain the accurate records while carrying these duties in accordance with any statutory regulations and Trust departmental policies and procedures.
- General transportation of patients/equipment and other items within the Trust premises under the direction of Supervisors or the Facilities Management Team.

## **POLICY/SERVICE DEVELOPMENT**

- The post holder is expected to comply with Trust policies and procedures.

## **FINANCIAL/PHYSICAL RESOURCES**

- Ensure all equipment required to carry out duties is safe and prepared for use.
- Ensure all departmental and accommodation keys are signed for; in and out.

- To assist nursing staff logging secure patient valuable bags in/out of the General Office safe.

### **HUMAN RESOURCES**

- Report any problems or concerns relating to Portering staff activities.
- The post holder may be required to demonstrate duties, mentor and support new starters and other team members as required.
- Undertake other training in addition to mandatory/statutory training, as required for the role.
- Complete electric tug / trolley training.

### **INFORMATION RESOURCES**

- Be responsible for data entry of job requests into the portering department.
- Promptly receipt and issue of portering work requests received via EPIC, My Care System / Devices, Rovers, 2-way radio and telephone, or in person from service users via telephone, email. Ability to prioritise response, based on dynamic risk assessment.
- Ensure safe storage of security data (e.g. Centre for Women's Health security visitor forms.)

### **RESEARCH AND DEVELOPMENT**

- To carry out daily audits of the beds, mattresses, medical gases, ED / AMU Staffing
- May complete or participate in staff surveys.

### **PHYSICAL SKILLS**

- Be computer literate, have standard keyboard skills and able to use electronic systems / equipment, including EPIC / My Care Devices.

### **PHYSICAL EFFORT**

- The role involves frequent physical tasks such as, pushing, pulling of beds, equipment, manual handling, it also requires long periods of walking / standing.
- General transportation of patients/equipment and other items within the Trust premises under the direction of Supervisors or Facilities Management Team
- Wear radio earpiece / headset provided, always ensuring confidentiality.

### **MENTAL EFFORT**

- Frequent concentration required in the day-to-day portering duties, where care and attention is required.
- Predictable work patterns / shift work / shift times.

### **EMOTIONAL EFFORT**

- Frequent indirect exposure to distressing and/or emotional circumstances, e.g. when attending the air ambulance or when transporting deceased patients to the mortuary.
- Occasional contact with distressed service users.

### **WORKING CONDITIONS**

- Regular use of VDU equipment.
- Exposure to noise on a daily basis throughout the hospital's working environment.
- Frequent in-direct exposure to body fluids and samples.
- Occasional exposure to challenging behaviour by service users.

### **OTHER RESPONSIBILITIES**

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling.

## Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DSE) if appropriate to role.

## **DISCLOSURE AND BARRING SERVICE CHECKS**

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

## **GENERAL**

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

# PERSON SPECIFICATION

|                  |                |
|------------------|----------------|
| <b>Job Title</b> | General Porter |
|------------------|----------------|

| Requirements   | Essential  | Desirable                                    |
|--|--|--|
| <p><b>QUALIFICATION/ SPECIAL TRAINING</b></p> <p>GCSE Grade A-D (9-3) in Maths and English, or equivalent, or equivalent experience</p> <p>IT Training course</p> <p>Customer service training</p> <p>Patient Manual Handling and Basic Life Support training</p> <p>Courses / Training specific to the role</p>   | <p>E</p>   | <p>D</p> <p>D</p> <p>D</p> <p>D</p>          |
| <p><b>KNOWLEDGE/SKILLS</b></p> <p>Knowledge of Hospital Support Service functions.</p> <p>Computer literate with a good understanding of Microsoft applications</p> <p>Good written and verbal communication skills</p> <p>Good organisation skills</p> <p>Ability to multi-task</p> <p>Ability to follow instructions</p> <p>Understanding of confidentiality</p> <p>Ability to communicate on all levels with patients/visitors and staff</p> <p>Excellent telephone manner</p> <p>Ability to working a busy environment</p> <p>Good decision-making skills</p> <p>Understanding of the General Data Protection Regulations</p>  | <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>                            | <p>D</p> <p>D</p>                            |
| <p><b>EXPERIENCE</b></p> <p>Previous experience of organising workload</p> <p>Previous NHS/Healthcare experience</p> <p>Previous experience of working in a support services function</p> <p>Previous experience of dealing with the public</p> <p>Experience of shift working</p> <p>Experience of working with patients/clients</p> <p>Previous proven experience of working as a team member</p> <p>Experience of working in a busy, acute environment</p> <p>Experience of dealing with difficult /distressed / challenging people and situations.</p> <p>Experience of working in a customer focused environment</p>  | <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>  | <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> |
| <p><b>PERSONAL ATTRIBUTES</b></p> <p>Ability to work on own initiative on routine matters</p> <p>Willingness to undertake any relevant training</p> <p>Adaptable, flexible and reliable approach to work.</p> <p>Courteous and professional attitude</p> <p>Commitment to personal/professional development</p> <p>Ability to deal with difficult and sometimes challenging individuals, emotional and sensitive situations, in the course of duties when carrying out reception duties, Centre for Women's Health, face to face or via telephone.</p> <p>Ability to prioritise workloads within a timed schedule</p> <p>Ability to be firm/assertive/ Self confident</p> <p>Enthusiastic, approachable and motivated</p> <p>Flexible to meet the needs of the department/service</p> <p>Able to cope with bereavement / illness</p> <p>Ability to remain calm and work under pressure</p> | <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> |  |

|   |        |   |
|---|--------|---|
| Approachable<br>Caring disposition  | E      |   |
| <b>OTHER REQUIREMENTS</b><br>Full Clean Driving Licence<br>Excellent attendance record<br>Ability and willingness to work weekends and public bank holidays including<br>Christmas and New Year | E<br>E | D |

|  |   | FREQUENCY                                 |   |   |   |
|--|---|---|---|---|---|
|  |   | (Rare/ Occasional/<br>Moderate/ Frequent) |   |   |   |
| WORKING CONDITIONS/HAZARDS   |   | R   | O | M | F |
| <b>Hazards/ Risks requiring Immunisation Screening</b>                                 |   |   |   |   |   |
| Laboratory specimens   | Y |   |   |   | X |
| Contact with patients  | Y |   |   |   | X |
| Exposure Prone Procedures  | N |   |   |   |   |
| Blood/body fluids  | Y |   | X |   |   |
| <b>Hazard/Risks requiring Respiratory Health Surveillance</b>                          |   |   |   |   |   |
| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | N |   |   |   |   |
| Respiratory sensitisers (e.g isocyanates)  | N |   |   |   |   |
| Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)                | N |   |   |   |   |
| Animals  | N |   |   |   |   |
| Cytotoxic drugs  | N |   |   |   |   |
| <b>Risks requiring Other Health Surveillance</b>                                       |   |   |   |   |   |
| Radiation (>6mSv)  | N |   |   |   |   |
| Laser (Class 3R, 3B, 4)  | N |   |   |   |   |
| Dusty environment (>4mg/m3)  | N |   |   |   |   |
| Noise (over 80dBA)   | N |   |   |   |   |
| Hand held vibration tools (=>2.5 m/s2)   | N |   |   |   |   |
| <b>Other General Hazards/ Risks</b>  |   |   |   |   |   |
| VDU use (> 1 hour daily)   | Y |   | X |   |   |
| Heavy manual handling (>10kg)  | Y |   |   |   | X |
| Driving  | Y | X   |   |   |   |
| Food handling  | N |   |   |   |   |
| Night working  | Y |   |   |   | X |
| Electrical work  | N |   |   |   |   |
| Physical Effort  | Y |   |   |   | X |
| Mental Effort  | Y |   |   |   | X |
| Emotional Effort   | Y |   |   | X |   |
| Working in isolation   | N |   |   |   |   |
| Challenging behaviour  | Y |   | X |   |   |