

“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”

JOB DESCRIPTION

Job Details	
Job Title	Portering Support Worker
Reports to	Supervisors
Band	2
Department/Directorate	Portering, Facilities- Estates & Facilities Management

JOB PURPOSE	
<ul style="list-style-type: none"> To provide a flexible, efficient quality service extending care and consideration to patients, staff and visitors. To receive work requests via Telephone, e-mail, face to face and the Trust’s in-house task Management System (TMS). (PRS System – 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 2-way radio and telephone to ensure optimum use of resource. To undertake all Portering and Support worker duties, Dispatching, Portering and Security reception duties, whilst working at the Centre for Women’s Health reception and any other Facilities Role commensurate with the banding. 	
KEY WORKING RELATIONSHIPS	
<p>Key Working Relations:</p> <ul style="list-style-type: none"> Deputy Head of Facilities Management Service Managers Cluster Managers Department Managers Assistant Managers / Supervisors Site Management Team On-Call Teams Facilities Training & Audit Manager Governance Manager Operational Support Manager Clinical / Ward Staff Other Facilities staff 	

ORGANISATIONAL CHART



KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- To work shift patterns including nights, weekends and bank/public holidays including the Christmas period to sustain a 24 hour service
- To contribute to and work within a safe working environment.
- To 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.
- Issue security badges to visitors entering restricted areas within the Centre for Women’s Health.
- Monitor the closed circuit television system (CCTV) for 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 fashion on foot/tug
- To ensure medical gas bottles are moved/exchanged when necessary on individual equipment checks returning empty medical gas cylinders to store for collection.
- To undertake elements of security duties as required in line with your grade
- To carry out emergency procedures in accordance with Facilities Management

policies and procedures.

- Respond to cardiac arrest and trauma calls as instructed.
- Actively contribute to a harmonious working environment
- 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
- May be required to drive a Trust vehicle.
- Cover colleagues' absences due to allocated breaks, sickness or annual leave including working other shifts, 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 i.e. corridor clearance duties/furniture moves and any other duties as directed by Supervisor, Department Managers, Facilities Managers, On-Call Manager and Site Practitioner
- To contribute to and work within a safe working environment

COMMUNICATION/RELATIONSHIP SKILLS

- To allocate air mattresses and other equipment in a timely manner using Trust email and in-house TMS system. (PRS System – Include My Care System/Devices)
- The post holder may be required to mentor and support new starters and other team members as required.
- To greet and assist all patients/visitors in courteous and caring manner.
- To 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.
- To liaise with the Supervisors and Facilities Managers to resolve any issues that may arise during their shift and make decisions as appropriate.
- To have empathy with colleagues, patients/clients and visitors
- To participate in team, department and divisional meetings as required
- To manage email communication in a timely way and in line with the RD&E Email Best Practice Guidance

ANALYTICAL/JUDGEMENTAL SKILLS

- Document all babies entering the maternity wards with visitors.
- This job description is not exhaustive and will be reviewed annually in the light of changes within the service.
- To record all work requests accurately using the Task Management System (TMS) as shown in training.
- To 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.
- To record all complaints received accurately using email or Trust reporting systems in accordance with the Departmental Policy.
- May complete staff surveys

PLANNING/ORGANISATIONAL SKILLS

- To 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.
- Dispatch tasks to Porters in a fair and timely manner, providing the relevant and adequate information required to carry out the task

PHYSICAL SKILLS
<ul style="list-style-type: none"> • General transportation of patients/equipment and other items within the Trust premises under the direction of Supervisors or Facilities Management Team • This roll is highly demanding and requires you to deliver high levels of physical exertion to meet the needs of our patients and service.
PATIENT/CLIENT CARE
<ul style="list-style-type: none"> • Check and monitor patient lists for patients and visitors going into the Maternity Wards, and Neonatal unit. • To transfer deceased patients to the Mortuary with dignity and maintain the necessary records while carrying these out 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
<ul style="list-style-type: none"> • The post holder is expected to comply with Trust Policies and Procedures. • Ensure safe storage of security data. (Centre for Women's Health security visitors forms.) • To ensure all departmental and accommodation keys are signed for; in and out. • To wear ear piece/head set provided, ensuring confidentiality is maintained. • Ensure a clean working environment at all times
FINANCIAL/PHYSICAL RESOURCES
<ul style="list-style-type: none"> • To ensure all equipment required to carry out duties is safe and prepared for use • Tug training?
HUMAN RESOURCES
<ul style="list-style-type: none"> • Be of a smart hygienic appearance whilst wearing full Trust issued uniform at all times • To report any problems or concerns relating to Portering/Security staff activity.
INFORMATION RESOURCES
<ul style="list-style-type: none"> • To be responsible for the prompt receipt and issue of Portering/Security work requests received via telephone, email or in person from service users. • Ability to prioritise response, based on dynamic risk assessment
RESEARCH AND DEVELOPMENT
<ul style="list-style-type: none"> • To undertake other training outside essential training requirements as required
FREEDOM TO ACT
<ul style="list-style-type: none"> • To be responsible for the prompt receipt and issue of Portering work requests received via telephone, email, electronic device, the My Care system or in person from service users. • To be responsible for the management of the day to day work for the Portering service escalating any issues as required to the Assistant Manager.
OTHER RESPONSIBILITIES
<ul style="list-style-type: none"> • To take part in regular performance appraisal. • To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling • To contribute to and work within a safe working environment

- The post holder is 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.

APPLICABLE TO MANAGERS ONLY

Evidence that supporting employee health and wellbeing is included in any documents outlining the skills and knowledge that line managers need.

Proportion of line managers whose job descriptions include supporting employee health and wellbeing.

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.

THE TRUST- VISION AND VALUES

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:

Honesty, Openness & Integrity
 Fairness,
 Inclusion & Collaboration
 Respect & Dignity

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff's commitment to meeting the needs of our patients.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

GENERAL

POST	Portering Support Worker
BAND	2

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
GCSE Grade A-D in Maths and English or equivalent	D	D
Formal IT Training	D	E
Courses/training which are specific to the Role		
Customer service training	D	E
Patient Manual Handling and Basic Life Support training	D	E
Risk Officer training	D	E
KNOWLEDGE/SKILLS		
Knowledge of Hospital Support Service functions.	D	E
Computer literate with a good understanding of Microsoft applications	E	E
Good written and verbal communication skills	E	E
Good organisation skills	E	E
Ability to multi-task	E	E
Ability to follow instructions	E	E
Understanding of confidentiality	E	E
Ability to communicate on all levels with patients/visitors and staff	E	E
Excellent telephone manner	E	E
Ability to working a busy environment	E	E
Good decision making skills	D	E
Understanding of the Data Protection Act 1998 (personal data)		
EXPERIENCE		
Previous experience of organising workload	D	E
Previous NHS Experience	E	E
Previous experience of working in a support services function.	E	E
Previous experience of dealing with the public	E	E
Experience of shift working	D	E
Experience of working with patients/clients	E	D
Previous proven experience of working as a team member	E	E
Experience of working in a busy, acute environment		
Experience of dealing with difficult/distressed/challenging people and situations	E	E
Proven ability to communicate at all levels	E	E
Experience of working in a customer focused environment		
PERSONAL ATTRIBUTES		
Ability to work on own initiative on routine matters	E	E
Fitness to undertake the duties of the post.	E	E
Willingness to undertake any relevant training.	E	E
Adaptable, flexible and reliable approach to work.	E	E
Courteous and professional attitude.	E	E

<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 follow instructions</p> <p>Ability to prioritise workloads within a timed schedule</p> <p>Ability to work under pressure</p> <p>Ability to be firm/assertive/ Self confident</p> <p>Enthusiastic, approachable and motivated</p> <p>Smart appearance</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>Approachable</p> <p>Team worker</p> <p>Caring disposition</p> <p>Courteous and professional approach</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> <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> <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>OTHER REQUIRMENTS</p> <p>Full Clean Driving Licence</p> <p>Excellent attendance record</p> <p>Ability and willingness to work weekends and bank/public holidays including Christmas and the New Year.</p> <p>Ability to undertake essential training</p> <p>Ability to cover colleagues absences on a variety of shifts</p> <p>Ability to follow departmental 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>E</p> <p>E</p>

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	Y		X		
Laboratory specimens	Y		X		
Hazard/Risks requiring Respiratory Health Surveillance					
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				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m ³)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s ²)	N				
Other General Hazards/ Risks					
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	N				
Mental Effort	N				
Emotional Effort	N				
Working in isolation	N				
Challenging behaviour	Y		X		

COMPETENCY REQUIREMENTS To be completed for all new positions
Please tick which of these essential learning s is applicable to this role.
(NB those that are mandatory for all staff with no variation on frequency are pre-populated with a tick)

Manual Handling – Two Year		<input checked="" type="checkbox"/>	Blood Transfusion	BDS18 collection	<input type="checkbox"/>	Consent Training	<input type="checkbox"/>
Equality & Diversity – One-Off requirement		<input checked="" type="checkbox"/>		BDS 19 & 20 Preparing & Administering	<input type="checkbox"/>	VTE Training	<input type="checkbox"/>
Fire	Annual	<input checked="" type="checkbox"/>		BDS 17 Receipting	<input type="checkbox"/>	Record management and the NHS code of practice	<input type="checkbox"/>
	Two Yearly	<input checked="" type="checkbox"/>		Obtaining a blood sample for transfusion	<input type="checkbox"/>	The importance of good clinical record keeping	<input type="checkbox"/>
Harassment & Bullying (Self Declaration – One off requirement)		<input checked="" type="checkbox"/>		Annual Update	<input type="checkbox"/>	Antimicrobial Prudent Prescribing	<input type="checkbox"/>
Information Governance		<input checked="" type="checkbox"/>	Safeguarding Adults Awareness	Clinical Staff	<input type="checkbox"/>	PUCLAS	<input type="checkbox"/>
Infection Control/Hand Hygiene	Annual requirement	<input type="checkbox"/>		Non Clinical Staff	<input type="checkbox"/>	Mental Capacity/DOL's	<input type="checkbox"/>
	One-Off requirement	<input type="checkbox"/>	Safeguarding Children	Group 1	<input type="checkbox"/>	Investigations of incidents, complaints and claims	<input type="checkbox"/>
Conflict Resolution – 3 yearly		<input type="checkbox"/>		Group 2	<input type="checkbox"/>	Waterlow	<input type="checkbox"/>
Clinical Waste Management	Application principles for clinical staff	<input type="checkbox"/>		Group 3	<input type="checkbox"/>		<input type="checkbox"/>
	Application principles for housekeeping, portering and waste staff	<input type="checkbox"/>		Group 4	<input type="checkbox"/>		<input type="checkbox"/>
	Application principles for Non-clinical waste handlers (Basic)	<input type="checkbox"/>		Group 5	<input type="checkbox"/>		<input type="checkbox"/>
Falls, slips, trips & falls	Patients	<input type="checkbox"/>		Group 6	<input type="checkbox"/>		<input type="checkbox"/>
	Staff/Others	<input type="checkbox"/>		Not mapped this one	<input type="checkbox"/>		<input type="checkbox"/>
Control & Restraint Annual		<input type="checkbox"/>		Group 8	<input type="checkbox"/>		<input type="checkbox"/>

