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D E S C R I P T I O N

“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”

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| **JOB DETAILS** |
| **Job Title** | General Portering Supervisor |
| **Reports to** | Portering Operations Manager |
| **Band** | Band 3 |
| **Department/Directorate** | Portering, Estates and Facilities |

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| **JOB PURPOSE** |
| To supervise a professional and effective Portering Service tailored to meet the needs of the Royal Devon University Healthcare NHS Foundation Trust.The postholder will be expected to undertake the following duties:* To ensure the service is responsive to the demands placed upon it. Working closely with the Portering Operation Manager, Site Practitioners and On-Call teams out of hours, week-ends and normal office hours to prioritize Facilities operational requirements.
* To assist the Facilities Operation Managers, along with the Department Managers in managing the portering duties and performance of the Portering staff across the Trust.
* To undertake a rotary shift pattern covering 24 hours per day 7 days per week.
* To work alongside the Facilities Operation Managers to ensure the needs and demands of the portering service are met.
* To contribute to the on-going development and delivery of the Portering services.
* To work alongside the Facilities Operation Managers to assess the requirements of the Portering departments’ operational needs and assign staff accordingly to meet the needs and demands of the service.
* To contribute to the delivery of a quality service to all patients, staff and visitors in accordance with the Trust’s purpose and values.
* To provide a flexible, efficient quality service extending care and consideration to patients, staff and visitors.
* To receive work requests via Telephone and the Trust My Care computer system and 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 users.
* To Supervise and prioritize work and direct staff accordingly, via 2-way radio, telephone and the My Care system to ensure optimum use of resources.
* To undertake a dual role, if required undertaking Dispatching and CWH reception duties whilst working at the Centre for Women’s Health 20:00 – 08:00hrs or as required.
* To ensure duties carried out by Dispatchers/Porters are completed accurately and in a timely way.
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| **KEY WORKING RELATIONSHIPS** |  |
| Key Working Relations:* Deputy Director of Estates and Facilities
* Head of Facilities Management
* Service Managers
* Cluster Managers
* Department Managers
* Operation Managers / Supervisors
* Site Management Team
* On Call Teams
* Governance Managers
* Clinical / Ward Staff
* Facilities Staff
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| **ORGANISATIONAL CHART** |
| Deputy Director of Estates & FacilitiesDeputy Head of Facilities Service Manager Portering Manager Operations Manager SupervisorPorters / Support Worker  |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
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| **COMMUNICATION/RELATIONSHIP SKILLS** |
| * To receive information on a daily basis from different areas and support the allocation of this work within the team, using diplomacy and tact as required.
* To treat all service users in a friendly and helpful manner, thus promoting and maintaining a good communication network with all service user groups in line with the Trust values.
* To promote good communication at all times with all service user groups and colleagues within the Portering department.
* To ensure a timely response to all requests received via a variety of sources and ensure these are carried out within the permitted timeframe.
* To provide training, support and guidance to staff on using the electronic devices and Portering Management System, - EPIC
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| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * To resolve any problems or concerns relating to Portering staff activity and escalate to the Portering Operations Manager or Site Management team where appropriate.
* To liaise with the Portering Operations Manager and Site Management team to resolve any issues that may arise during their shift and make decisions as appropriate.
* To ensure that emergency procedures e.g. major incidents, are carried out in accordance with the departmental policy using the approved paperwork as logged in the Emergency Preparedness file.
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| **PLANNING/ORGANISATIONAL SKILLS** |

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| * To record all work requests accurately using the in EPIC Portering Command Centre
* Dispatch tasks to the team in a fair and timely manner, providing relevant and adequate information required to carry out the task.
* Use all the information at hand to priorities workload to ensure the department is providing a responsive service.
* To accurately record when all tasks are issued and completed by all Portering staff.
* To accurately record delays ensuring all relevant information is accurately logged for further use.
* To ensure all Facilities staff complete their duties in accordance with Trust procedures and where improvements are necessary complete the appropriate documentation.
* Cover colleagues’ absences due to breaks, sickness or annual leave if required including working other shifts, nights, weekends and Bank Holidays including the Christmas and New Year period if requested.
* To ensure completion of time recording cards and adherence to current clocking in/out procedures in a timely manner.
* To carry out and ensure daily bed and stock counts are completed and actions carried out in a timely way, once these audits have been completed ensure the information is shared correctly with the appropriate stakeholders.
* To ensure all office furniture movement forms are audited and actioned on a daily basis.
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| **PHYSICAL SKILLS** |
| * There will be a requirement for standard driving license, keyboard skills as well as a requirement for the use of equipment such as patient trollies, wheelchairs, Air Ambulance trolley, this will include any equipment used in line with the role requirements

This includes using the designated trolley to transport deceased patients to the Mortuary facility. |
| **PATIENT/CLIENT CARE** |
| * To assist Facilities Managers in carrying out risk assessments, undertaking analysis of a range of facts and situations with the overall aim of ensuring the safety of staff, patients and visitors affected by Facilities’ staff in the performance of their duties.
* To provide a portering service for the benefit of staff and patients.
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| **POLICY/SERVICE DEVELOPMENT** |
| * To comply with Trust Policies and Procedures and ensure the team are also aware of their responsibilities.
* To implement changes to the portering services as directed by the Management structure.
* To recommend changes to the policies and Standard Operating Procedures as requested, adjust accordingly where possible.
* To carry out emergency procedures in accordance with Trust policies and procedures.
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| **FINANCIAL/PHYSICAL RESOURCES** |
| * To support the Portering Manager / Portering Operations Manager with the authorization of staff cover as needed, to provide Input to the organization of portering operational Rota.
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| **HUMAN RESOURCES** |
| * To participate in and carry out annual appraisals with staff and ensure that they attend mandatory training as required.
* First line ownership of staff performance management, escalating to line managers as required.
* To act as a role model in terms of performance, communication and utilization of core competencies.
* To ensure sickness absence is recorded accurately on the Healthroster system upon receipt of any portering staff absence. Adherence to full absence procedure including ownership of return to work interviews.
* To escalate any staffing concerns to the Line Manager as required.
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| **INFORMATION RESOURCES** |
| * To record all complaints received accurately using the appropriate paperwork in accordance with Departmental Policies and Procedures.
* To report any accidents or incidents in a timely manner in accordance with the correct

Trust procedure; completion of Datix incident forms, escalate as required* To support the Line Manager in processing timesheets and rota’s.
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| **RESEARCH AND DEVELOPMENT** |
| * Complete Staff Surveys and Audits, as requested.
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| **FREEDOM TO ACT** |
| * 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 Portering Manager / Portering Operations Manager.
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| **OTHER RESPONSIBILITIES** |
| * To take part in regular performance appraisal.
* To attend / complete 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 minimize 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.* To maintain a smart, hygienic appearance whilst, wearing full uniform at all times.
* To undertake training as required, maintaining competence and complying with Trust policies.
* This job description is not exhaustive and will be reviewed annually.
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| **APPLICABLE TO MANAGERS ONLY** |
| 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 an Enhanced 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:* **Compassion**
* **Integrity**
* **Inclusion**
* **Empowerment**

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 recognize 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 recognizes and respects this diversity,in line with the appropriate standards. |

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| **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.The RDUH is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462. |

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| **Job Title** | General Portering Supervisor |
| **Band** | Band 3 |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**GSCE Grade: A-C IN Maths and English or equivalent.ECDL, CLAIT or equivalentLevel 3 qualification (e.g. A Levels or NVQ L3 or equivalent) or equivalent demonstrable experience.  Courses specific to the portering requirements.* BOC Trained
* Risk Officer
* Breakaway Trained
* Manual Handling Key Trainer
* Blood Champion
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| **KNOWLEDGE/SKILLS**Knowledge of the Hospital Support Service functions.Computer literate with a good understanding of Microsoft applications, Word, Excel, PowerPoint and Outlook.Good written and verbal communication skills.Good organisational skills.Ability to multitask.Understanding of the Data Protection Act 1998 / GDPR. | EEEEEE |  |
| **EXPERIENCE** Previous experience in a supervisory / management position.Previous experience in an NHS Organisation.Previous experience of working in a support services function.Previous experience of operating and interrogating porteringwork operational systems – EPIC | EEEE | D |
| **PERSONAL ATTRIBUTES** Ability to work on own initiative and be able to manage a large staff group.Adaptable, flexible and reliable approach to work.Excellent interpersonal and communication skills.Commitment to personal/professional development and undertake any relevant training.Ability to prioritise effectively and manage deadlines.Remain calm in stressful situations | EEEEEE |  |
| **OTHER REQUIREMENTS** Full Clean Driving LicenceThe post holder must demonstrate a positive commitment to uphold equality & diversity policies approved by the Trust.Ability to travel to other locations as required

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|  | **(Rare/ Occasional/ Moderate/ Frequent)** |
| **WORKING CONDITIONS/HAZARDS** | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunization Screening** |  |  |  |  |
| Laboratory specimens | Y |  |  |  | X |
| Contact with patients |  Y |  |  |  | X |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | Y |  | X |  |  |
| Laboratory specimens | Y |  | X |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehydeand ethyl acetate) | N |  |  |  |  |
| Respiratory sensitizers (e.g. isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel) | N |  |  |  |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
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| **Risks requiring Other Health Surveillance** |  |  |  |  |
| 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 |  |  |  |  |
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| **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 |  |  |