

***“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	Supervisor
Reports to	Assistant Manager for Portering
Band	Band 3
Department/Directorate	Portering, Estates and Facilities

JOB PURPOSE	
<p>To supervise a professional and effective Portering Service tailored to meet the needs of the Royal Devon &amp; Exeter NHS Foundation Trust.</p> <p>The postholder will be expected to undertake the following duties;</p> <ul style="list-style-type: none"> <li>To ensure the service is responsive to the demands placed upon it. Working closely with the Portering Facilities Assistant Managers, Site Practitioners and On-Callteams out of hours, week-ends and normal office hours to prioritize Facilities operational requirements.</li> <li>To assist the Facilities Assistant Managers, along with the Department Managers in managing the portering duties and performance of the Portering staff across the Trust.</li> <li>To undertake a rotary shift pattern covering 24 hours per day 7 days per week.</li> <li>To work alongside the Facilities Assistant Managers to ensure the needs and demands of the portering service are met.</li> <li>To contribute to the on-going development and delivery of the Portering services.</li> <li>To work alongside the Facilities Assistant Managers to assess the requirements of the Portering departments’ operational needs and assign staff accordingly to meet the needs and demands of the service.</li> <li>To contribute to the delivery of a quality service to all patients, staff and visitors in accordance with the Trust’s purpose and values.</li> <li>To provide a flexible, efficient quality service extending care and consideration to patients, staff and visitors.</li> <li>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.</li> <li>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.</li> <li>To undertake a dual role, if required undertaking Dispatching and reception duties whilst working at the Centre for Women’s Health 20:00 – 08:00hrs or as required.</li> <li>To ensure duties carried out by Dispatchers/Porters are completed accurately and in a timely way.</li> </ul>	
KEY WORKING RELATIONSHIPS	
<p>Key Working Relations:</p> <ul style="list-style-type: none"> <li>– Deputy Director of Estates and Facilities</li> <li>– Head of Facilities Management</li> </ul>	

- Service Managers
- Cluster Managers
- Department Managers
- Assistant Managers / Supervisors
- Site Management Team
- On-Call Teams
- Governance Manager
- Clinical / Ward Staff
- Other Facilities staff

**ORGANISATIONAL CHART**



**KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES**

**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 Trust values.
- To promote good communication at all times with all service user groups and colleagues within the Portering departments.
- 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, MyCare.

**ANALYTICAL/JUDGEMENTAL SKILLS**

- To resolve any problems or concerns relating to Portering staff activity and escalate to the Facilities Assistant Managers or Site Management team where appropriate.
- To liaise with the Facilities Assistant Managers 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.

**PLANNING/ORGANISATIONAL SKILLS**

- To record all work requests accurately using the in house My Care or Portering Request System (PRS) as trained.
- 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 sheets 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.
- To ensure all office furniture movement forms are audited and actioned on a daily basis.

### PHYSICAL SKILLS

- There will be a requirement for standard driving and keyboard skills as well as a requirement for the use of equipment such as patient trollies, wheelchairs, and the Air Ambulance trolley. 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.

### 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 Team.
- To recommend changes to the policies and Standard Operating Procedures as requested.
- To carry out emergency procedures in accordance with Trust policies and procedures.

### FINANCIAL/PHYSICAL RESOURCES

- To support the Assistant Manager with the authorization of staff cover as needed. Input to the organization of operational Rota's.

### HUMAN RESOURCES

- To participate in and carry out annual performance reviews 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 ESR 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.

### 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.

- To support the Line Manager in processing timesheets and rotas.

### RESEARCH AND DEVELOPMENT

- Complete Staff Surveys and Audits, as requested.

### 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 Assistant Manager.

### OTHER RESPONSIBILITIES

- 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 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.
- Be of 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.

### 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 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 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.

## 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 RD&E 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.

<b>POST</b>	Supervisor
<b>BAND</b>	3

Requirements	Essential	Desirable
<p><b>QUALIFICATION/ SPECIAL TRAINING</b></p> <p>GCSE Grade A-C in Maths and English or equivalent.            ECDL, CLAIT or equivalent            Courses specific to portering requirements;</p> <ul style="list-style-type: none"> <li>- BOC Trainer</li> <li>- Risk Officer</li> <li>- Control and Restraint training</li> <li>- Manual Handling Key Trainer</li> <li>- Blood Champion</li> <li>- Tug Training</li> </ul>	E	D  D D D D D
<p><b>KNOWLEDGE/SKILLS</b></p> <p>Knowledge of 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 organisation skills            Ability to multi-task            Understanding of the Data Protection Act 1998 (personal data and CCTV)</p>	E E E E E	
<p><b>EXPERIENCE</b></p> <p>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 portering tracking systems</p>	E E E	D
<p><b>PERSONAL ATTRIBUTES</b></p> <p>Ability to work on own initiative and be able to manage a large staff group.            Fitness to undertake the duties of the post.            Willingness to undertake any relevant training.            Adaptable, flexible and reliable approach to work.            Courteous and professional attitude.            Commitment to personal/professional development            Ability to follow instructions            Ability to prioritise workloads            Ability to work under pressure            Ability to work 24/7 shift patterns as required to include weekends and bank holidays</p>	E  E E E E E E E E	
<p><b>OTHER REQUIRMENTS</b></p> <p>The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.            Ability to travel to other locations as required.</p>	E  E	

FREQUENCY

WORKING CONDITIONS/HAZARDS		(Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	Y		X		
Laboratory specimens	Y		X		
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitizers (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	N				
Mental Effort	N				
Emotional Effort	N				
Working in isolation	N				
Challenging behaviour	Y		X		

