



# Candidate information

## Porter



## Job Description

<b>Post Title:</b> Porter	<b>Post Reference:</b>	
<b>Summary of the Role:</b> The purpose of the job will be to undertake a comprehensive range of general and departmental portering duties to the required service delivery standards. This will include providing a portering service in accordance with the Service Level Agreement for Portering Services at the Hospital.		<b>Reports to:</b> Central Support Manager <b>Base / Location:</b> TBC
<b>Key Responsibilities</b> <ul style="list-style-type: none"> <li>Sort, document, transport and deliver all patients, goods, records etc. to wards and departments.</li> <li>Ensure that customer complaints are promptly dealt with, and action taken to prevent reoccurrence.</li> <li>Use machinery as shown and taught, ensuring that the equipment is used safely and in accordance with current regulations and company policies.</li> <li>Report all maintenance issues and hazards to your supervisor.</li> <li>Clean all work areas during and after use and remove all waste to the appropriate area.</li> <li>Comply with all Health &amp; Safety legislation which is laid out in the company's Health &amp; Safety Manual.</li> <li>Ensure hygiene levels are maintained in accordance with current legislation and provide a safe environment for customers and staff.</li> <li>Comply with the current dress and personal hygiene regulations.</li> <li>Attend and comply with training.</li> <li>Develop good lines of communications and relationships at all levels within your team and with other colleagues and customers.</li> <li>Manage security processes within your area/duties, in line with the company procedures.</li> <li>Carry out the duties/tasks on specific schedules, once full training has been given.</li> <li>Perform any reasonable and practical instructions as requested by the Supervisor, appropriate to the needs of the hospital.</li> </ul>		<b>Working Relationships &amp; Contacts</b> Internal – Working with colleagues from a wide range of departments.  External – Assisting with patients, visitors and other members of the public.
<b>Job Dimensions:</b> Problem solving, decision making, impact, resource management including value, working environment, responsible for staff & equipment)		<b>Performance measures and KPIs</b>
<ul style="list-style-type: none"> <li>The post holder carries out portering duties including the transportation of patients, deceased patients, medical gas cylinders (including the exchange and checking of flow meters), equipment, stores, furniture, pharmaceutical and pathology items, mail, refuse and linen, case notes, some of which duties can be heavy.</li> </ul>		

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| <ul style="list-style-type: none"><li>• Modes of transport include wheelchairs, beds, stretcher trolleys, trolleys, internal and external electrical vehicles and tugs.</li><li>• The duties require a combination of walking, standing, lifting, pushing and pulling.</li><li>• Duties will involve coming into contact with distressed patients/visitors and deceased patients.</li></ul> |  |
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<b>Person Specification:</b> <b>(Please state Essential (E) or Desirable (D))</b>		
<b>Knowledge &amp; Skills:</b>	<b>Experience</b>	<b>Qualifications</b>
<p>The ability to communicate and work with patients, other members of staff and visitors to the hospital.</p> <p>Understanding of a range of routine work procedures and protocols.</p> <p>Understanding of relevant Manual Handling procedures and protocols.</p> <p>Understanding of basic Infection Control.</p> <p>Awareness of Health &amp; Safety issues.</p> <p>Ability to work on own initiative and prioritise work.</p> <p>Ability to organise own day-to-day work.</p> <p>Ability to use a variety of transportation equipment.</p>	<p>Experience of working within a busy hospital.</p>	<p>Driving licence (D)</p>

## Job Role: Essential Health and Safety information

Does the post involve ?		Y	N
<b>Confined Spaces?</b>	A “confined space” means any enclosed place, such as may need to be accessed by Estates staff for maintenance such as loft spaces, plant rooms or flues.		X
<b>Driving?</b>	This means driving a Trust Vehicle, Passenger Carrying Vehicle or transporting patients in own vehicle for work purposes. It does not include commuting or driving between places of work		X
<b>Exposure to Substances Hazardous to Health?</b>	This is where risk assessments have identified known health hazards. For example designated latex glove user, formalin, PMMA use.		X
<b>Hand Arm Vibration Exposure?</b>	This includes hand held tools such as drills, saws and other power equipment. This is likely to include employees working in the Plaster Room, Mortuary, Estates and Orthopaedic Surgery.		X
<b>Hand Washing?</b>	This means washing hands 20 plus times per working day.	X	
<b>Lone Working?</b>	This means employees who work by themselves without close or direct supervision. Lone working may be found in a wide range of situations, such as home or community visits, working alone outside normal hours, working in remote or confined areas (such as plant rooms).		X
<b>Manual Handling?</b>	This means all job roles where there are specific manual handling / patient handling requirements.	X	
<b>Night working?</b>	This means regular work at least 3 hours during the agreed ‘night period’ (usually includes 11pm to 6am).		X
<b>Noise exposure?</b>	This is where risk assessments have identified noise levels under the Noise at Work Regulations 2005, and is likely to include areas where ear protection is needed or workers regularly have to shout to communicate due to background noise.		X
<b>Work at heights?</b>	A place is ‘at height’ if a person could be injured falling from it. This includes working on ladders, up scaffold or any other apparatus. It may also apply to staff who regularly have to stand on kick-stools or steps for significant periods of time to retrieve items/ notes from high shelving.		X