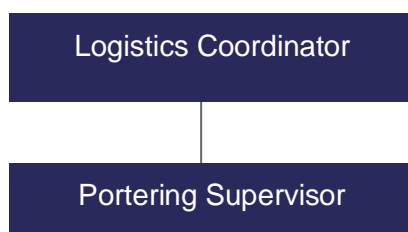


JOB DESCRIPTION

Position Title	Porter	Department	Portering
Generic Job Title	Porter	Segment	Healthcare
		Location	Manchester
Reports to	Logistics Supervisor	Office / Unit name	Central Manchester

ORGANISATION STRUCTURE



Job Purpose

- To provide a transport service to meet the needs of the wards and departments and to ensure that medical records, materials and equipment are safely and appropriately transferred around the hospital.
- To direct patients, staff and visitors to all areas of the hospital.
- To escort patients between departments, wards, buildings

Accountabilities

Patient Related Tasks

- To transfer patients in a safe and appropriate manner to and from the wards and departments via means of walking, wheelchair, stretcher or beds.
- To convey blood specimens in a safe manner from wards/departments to Pathology department.
- Conveyance of patient notes and x-rays to and from wards/departments.
- Removal of deceased bodies from wards/departments to the mortuary in a safe and dignified manner and to assist in viewing in the absence of the mortuary technician.
- To accept coroners cases into the mortuary in the absence of the mortuary technician
- Conveyance of deceased patients from ambulance to the mortuary.
- To replace medical gasses where necessary on wards/departments for the requirements of patients within the contracted hours.
- To assist in the transfer of seriously injured patients from the ambulance/helicopter to the A & E department.
- To use the designated blood tracking system to give a more traceable structure for the benefit of both the patient and the department.

- To help distribute drugs from pharmacy to wards/departments.
- To help transport, where specifically requested, in a safe manner patients from wards to theatres and vice versa.
- Assisting patients to be pat-slid across from trolleys to the bed with assistance from the nursing staff.
- To attend emergency incidents and support clinical staff in the event of cardiac arrests, major haemorrhage activations, fire alarm activations and major incidents.
- To assist staff on the day case unit to transport patients to and from wards.
- To assist new starter induction's on the "buddy" programme.
- Respond to and complete tasks scheduled or by ad hoc request as per company policy within the specified timeframes.
- Sort all incoming mail in preparation for delivery.
- Redirect all incorrectly addressed mail as appropriate.
- Ensure all incoming Special/Recorded delivery items are forwarded to the addressee where appropriate.

Mail Room and Messenger Related Tasks

- Where applicable complete mail / specimens collection delivery rounds within scheduled timeframes.
- Pick up all outgoing mail from collection points within scheduled timeframes
- Identify all outgoing Special/Recorded delivery items and ensure that the appropriate paperwork has been completed to accompany such items.
- Sort all outgoing items into internal & external mail
- Categorise and frank all outgoing external mail ensuring correct postage payment to avoid returned items from Royal Mail
- Ensure that mail is kept secure at all times
- Ensure that mail delivery trolleys are maintained fit for purpose and in line with health and safety legislation

Equipment & Material related Tasks

- Remove medical and none medical equipment from wards/departments as required by the Portering manager or supervisors.
- Removal of clinical and non-clinical waste and laundry from departments as required
- To re-stock oxygen banks as required
- Any other duties as deemed appropriate by the line manager.

Other Tasks

- Use of task management system (CARPS) to enable effective management of activity within the portering service including the use of a two way radio system and Pagers.
- Regularly working in obnoxious smelling environment, e.g. urine, vomit excrement and receiving requests to remove body fluid spillages in public areas where applicable.
- Working in an area with Terminally ill /dying and /or aggressive patients

Contextual Information

Training

The employees will participate in the required company and trust training.

Conduct

Staff must conduct themselves in a professional manner at all times and be aware of patients dignity and privacy when it comes to their personal information. All portering staff will be mindful to give assistance and wherever possible to help with any queries raised by patients and visitors.

Quality

Sodexo is committed to providing patient customer care of the highest quality and promotes this through the customer care training of their staff.

Confidentiality

During the course of his/her duties the post holder may have access to confidential information which must not be divulged to any unauthorised person or any relative at any time.

Health and Safety

Staff must take care of their own safety and others who may be affected by their actions or omissions. Health and Safety in the workplace is a two way thing managers must make sure their employees work in a safe environment and employees have an obligation to report any Health and Safety concerns to management. The workforce must ensure that all equipment or personal protective equipment provided is used in the appropriate manner. They must also report any accidents or near misses to the appropriate manager and must also complete a HIRS report.

- To Assist the Trust in reducing healthcare associated infections you should be familiar with the Trust Hand Decontamination Policy, attend mandatory inductions training and be compliant with all hand hygiene standards at all times.
- Take care of your own safety and safety of others who may be affected by your actions or omissions.
- Adhere to Sodexo and department of health and safety policies and use any equipment of personal protective equipment provided to ensure safety.
- Co-operate with their managers and supervisors to maintain safe systems and safe workplaces.
- Report any near misses and accidents/incidents or ill health, failings in premises equipment or personal protective equipment.
- Not interfere with any equipment provided to ensure Health and Safety.
- Not to attempt to carry out tasks or repairs beyond your competence.

Communication and relationships

- The post holder will be in contact with all service users and management/ supervisory teams on a regular basis face to face or by telephone.
- On a regular basis the post holder will develop a close relationship with long stay patients and relatives. Dealing with Patient deterioration and Bereavement may have an emotional impact on the post holder.
- To respect and support peoples equality and diversity

Governance

The post holder will operate at all times to high standards of probity. This will include: -

- Complying with Health & Safety Regulations and COSHH.
- Complying fully with all policies and procedures in line with Trust Policies and procedures
- Complying with all current Hygiene Regulations.
- Complying with Standard Financial Instructions.
- Complying with the Data Protection Act. (Patient confidentiality)

Version	2	Date	07/03/2019
Document owner	Jan Turner		