

Maidstone and Tunbridge Wells NHS Trust
Job Description

Job title: General Porter

Band: 2

Directorate: Facilities

Site: Tunbridge Wells Hospital

Hours: 37.5 hours per week

Reports to: Portering Supervisor

Accountable to: Facilities Management

Job summary:

The General Porter will be a multi-skilled person working with a team. To be responsible for maintaining a comprehensive professional and responsive high-quality porter service to patients, staff, visitors and all service users. To undertake the movement of patients, equipment, documentation, linen, waste etc in an efficient and safe manner. Maintain a clean and safe environment in accordance with the specification and be responsive to service needs as they arise and constantly seek to improve the productivity and quality of the service. Undertake necessary duties to ensure that an efficient Portering service is maintained. These duties will be carried out both in patient and non-patient environments. All work must be undertaken in line with Health and Safety, Infection Prevention, Security and all Trust Policy and Procedures. The post holder may work in an environment where they could be exposed to sensitive circumstances.

Working relationships:

Internal: Multi-disciplinary Staff Groups, Departmental Colleagues, Patients, all Service Users, Voluntary and Trust Employees

External: General Public, Suppliers and Sub Contractors.

Key result areas:

1. To work as part of a team providing high standards of service in all parts of the hospital following all appropriate policies and procedures. The collection and delivery of patients, furniture, linen, medical gases, x-rays, pharmacy boxes, specimens, post, clinical and non-clinical waste, and any other items using appropriate methods of work as directed and trained, perform Portering duties including:
 - Movement of patients using wheelchairs, stretchers, beds and trolleys.
 - Collection, sorting and delivery of post as required from departments within the hospital, receipt and distribution of internal and external mail to include special/recorded mail.
 - Change medical gas cylinders on wards and departments, using and adhering to appropriate methods of training and methods.
 - Bloods, samples and specimen collection / deliveries
 - Delivery / collection of clean & dirty linen
 - Collect, segregate and dispose of all types of waste, domestic, clinical, hazardous etc in the designated collection points.
 - Moving light equipment i.e. beds, lockers and chairs throughout the hospital.
 - Communicate with colleagues using telephone, radio and via handheld bleep system providing a professional and friendly service at all times.
 - Movement of patients / items using Tele-Tracking system.
2. Respond to standard operation procedures and emergency situations, ensuring policies and procedures are followed.
3. Check and report any faults or potential hazards to the appropriate Helpdesk.
4. Report all accidents and near misses via the Trust Incident reporting Systems (In-Phase).
5. Ensure that a clean/tidy uniform is worn at all times when on duty and use relevant Personal Protective equipment in accordance with the policies of the Trust and Portering Department.
6. Adhere to the Health and Safety Policy following the departments safe systems of work at all times.
7. Attend the Trust's Induction programme on commencement of employment (or when appropriate) and all mandatory training as and when required.
8. Participate in the appraisal and development review process.

Physical Effort

Holder will undertake activities which will require moderate physical effort and skill to optimize and exceed patient safety (for example: manoeuvring equipment, transporting patients via chair, bed or trolleys, lifting equipment and stock items, cages or pallets, assist with the delivery and transportation of medical gas cylinders).

- **Accountability** - allocated workload ensuring delivery of all Facilities services within their remit in line with the relevant standards. Works both independently and under the direction of the Facilities Management to ensure changing service demands are met in a timely manner and to the satisfaction of the users.
- **Communication and relationship** – Maintain highest standard of work while undertaking shadow process of new staff members within Facilities department.
 - Post holder will be able to work under pressure, work as a team member, able to communicate well verbally / non-verbally within all departments and be compassionate when needed.
- **Responsibility for policy/service development** – Adhere and follow Trust and departmental set policies and procedures at all times including compliance and data quality
- **Mental and emotional effort** - Will be exposed to frequent distressing and emotional circumstances around very ill patients and will be required to be sensitive and aware throughout their shift.
- **Working conditions** - Possibility of exposure within the environment, e.g. smells and odours, verbal aggression, bodily fluids, trauma, deceased patients etc.

General

- Work in any part of the Portering department as required by the needs of the service and instructed by the Portering Manager or supervisor
- Respond immediately when beeped to attend helicopter landing/take-off as required. Attend the Helipad to retrieve and transfer patients to the Emergency Department or other location within the Trust.

Job description agreement:

Signature of post holder: _____ Date: _____

Name: _____

Signature of manager: _____ Date: _____

Name: _____

Statement:

1. This job description is a broad reflection of the current duties. It is not necessarily exhaustive and changes will be made at the discretion of the manager in conjunction with the post holder.
2. Time scales for achievement and standards of performance relating to the duties and responsibilities identified in this job description will be agreed via the annual appraisal process with the post holder.
3. As an employee of Maidstone and Tunbridge Wells NHS Trust, the post holder will have access to confidential information. Under no circumstances should this be disclosed to an unauthorised person within or outside the Trust. The post holder must ensure compliance with the requirements of the Data Protection Act.
4. As an employee of the Trust, the post holder will be required to adhere to all Trust policies including Equal Opportunities where all employees are expected to accept individual responsibility for the practical implications of these policies.
5. The post holder is required to take reasonable care for the health and safety of themselves and others that may be affected by what they do while at work.
6. This post may require the post holder to travel across the Trust sites in the course of fulfilment of their duties.
7. The Maidstone and Tunbridge Wells NHS Trust has a no smoking policy
8. Clinical Governance: You will be expected to take part in the processes for monitoring and improving the quality of care provided to patients. This includes risk management and clinical audit. If you engage in clinical research you must follow Trust protocols and ensure that the research has had ethical approval. You will be expected to ensure that patients receive the information they need and are treated with dignity and respect for their privacy.
9. All staff should be aware of their responsibilities and role in relation to the Trust's Major Incident Plan.
10. **INFECTION CONTROL AND HAND HYGIENE** - All Trust employees are required to be familiar with, and comply with, Trust policies for infection control and hand hygiene in order to reduce the spread of healthcare-associated infections. For clinical staff with direct patient contact, this will include compliance with Trust clinical procedures and protocols, including uniform and dress code, the use of personal protective equipment policy, safe procedures for using aseptic techniques, and safe disposal of sharps. All staff are required to attend mandatory training in Infection Control and be compliant with all measures known to be effective in reducing healthcare-associated infections.
11. All staff are required to fully participate in learning and development opportunities and ensure they remain compliant with statutory and mandatory training requirements throughout their employment with the Trust
12. All staff are required to fully comply with the NHS Code of Conduct.

13. **SAFEGUARDING CHILDREN** - Everyone employed by the Trust regardless of the work they do has a statutory duty to safeguard and promote the welfare of children. When children and/or their carers use our services it is essential that all child protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow the child protection procedures and the Trust's supplementary child protection guidance which is accessed electronically on the Trust's Intranet site. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend child protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's child protection training guidance.
14. **SAFEGUARDING ADULTS** - Everyone employed by the Trust regardless of the work they do has a duty to safeguard and promote the welfare of vulnerable adults. When patients and/or their carers use our services it is essential that all protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow Trust policies in relation to safeguarding vulnerable adults. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend vulnerable adult protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's vulnerable adult protection training guidance.
15. All staff are required to provide the highest levels of service in their work and to adopt the highest standards of behaviour as stated and implied in the Trust Values of PRIDE.

Maidstone and Tunbridge Wells NHS Trust

Title of post
Person specification

AREA	ESSENTIAL	DESIRABLE (for grading purposes this information is not taken into account)
Qualifications	<ul style="list-style-type: none"> • Good level of general education (basic English & maths) education • Willing to undertake further study to enhance ability to carry out job role more efficiently 	
Experience/ Knowledge	<ul style="list-style-type: none"> • Ability to effectively communicate / interact with others (both verbal and written) • Good customer service skills. • 2 years' experience in a customer focussed environment. • Ability to apply and maintain standards consistently. 	<ul style="list-style-type: none"> • Customer care. • Dealing with challenging behaviour. • Understanding of medical gases • Manual handling. • Health and safety and Infection control principles. • Previous experience in Healthcare environment. • Previous experience of using Computer. • Knowledge of handling waste
Skills	<ul style="list-style-type: none"> • Ability to lift, push, carry heavy loads • To be able to carry out basic tasks on a computer or hand-held device • Ability to work well with others • Patience and the ability to remain calm in stressful situations 	<ul style="list-style-type: none"> • Excellent verbal communication skills • Sensitivity and understanding

Attributes	<ul style="list-style-type: none"> • Excellent communication • Quick thinker • Ability to work as part of a team • Ability to adapt to changes in working practice • Self-starter with ability to follow direction • Occupational Health cleared to fulfil duties of the role (some manual / moving and handling required) • Remain calm under pressure 	<ul style="list-style-type: none"> • Ability to use initiative • Work under pressure
Additional requirements	<ul style="list-style-type: none"> • Ability to work across sites when needed 	

Date written

Maidstone and Tunbridge Wells NHS Trust TWH Facilities Organisational chart

