

Flexible Job design for a Porter role (Workshop 5)

Ideas from breakout rooms– what flexibility could we enable in this role?

- Team based to support
- Peaks and troughs throughout day – movement of patients
- Consistency, understand the variable volume tasks
- On calls for absence cover
- Creative thinking – E, L, N and Twilight
- Tele-tracking – patients movement tracked
- eRostering – staffing model and duty swapping, unfilled duties
- Part Time could be available if rostered appropriately. Development or training could be completed remotely but core role must be completed onsite.
- Work role is responsive and flexible to need rather than fixed – some tasks will be fixed – deliveries, linens, patient transport – are there known quiet times? training and meetings, responding to urgent situations, covering the unexpected, where is the work done?
- Team based rostering to support individual requests
- Job share, self rostering
- Be in align with other clinical teams
- Cross cover so areas can support in times of high demand - e.g. post room staff
- Good opportunity for part-time or job share
- Look at the whole team to see where flex can be added as the post is not an isolated position
- Breaking down the 24 hour cycle and what is required. Job planning around the individual. Requests for flexible working can increase diversity – consider support opportunities
- Annualised hours would be great if you wanted to look at holidays differently
- Comms and handovers for those on later shifts is key
- Consider roles in the wider team to see if there are other tasks that could "swapped" or undertaken if other aspects were taken on by others
- Identify peak times and fixed volume tasks - link with other services that the porters support
- Time and motion study to determine times of high demand - then self-rostering approach
- We thought a collaborative team approach is key. Seems to be scope for staggered start / finish times with core hours covered. Number of duties daily / peak times but others are not everyday tasks
- We thought there would be most movement around the when element - we'd want to identify fixed task -i.e were tasks associated with particular opening hours other areas. Demand times, who else is in team
- Useful to explore the questions in the accompanying handout to prompt thinking around redesigning the job. Wonder how often JDs are just copied and pasted because "we've always done it this way". All the informal and formal arrangements could apply with the exception of WFH. HRBPs or others could support useful discussion around job design for this role.