

## **Estates and Facilities Division**

### **Job Description**

**Job Title: General Porter**

**Band: 2**

**Hours of Work (p/w): 37.5**

**Service Centre/Directorate:** Estates and Facilities

**Base:** XXX Hospital but the post holder may be required to work at any of the Trust's sites.

**Accountable to: Portering Manager**

**Reports to:** Portering Coordinator

**Responsible for:** Self

**Key working relationships:** Trust Directors, Clinicians, public, internal and external, project leads, heads of department, contractor staff, Estates teams, Capital project team, Assistant Directors, General Manager Facilities, General Manager Community Estates, Director of Estates and Facilities, Deputy Director of Estates and Facilities, Trust solicitors

**Role of the Department:** The Business function unit exists to provide an efficient and timely Portering service to Wards and Departments as required and to meet the needs of Patients, Staff, and visitors.

**Job Summary:** To deliver an efficient, friendly and a timely Portering service to patients, wards and departments.

#### **Trust Vision & Values:**

The postholder is expected to have a clear understanding of how this post contributes to the achievement of the trust strategy of Delivering Excellent Care in All That We Do.

Our strategy is founded on our key priorities: developing strong foundations, closer collaboration, leading the way in specialist care, building community.

We expect all our staff to share the values that are important to the Trust and behave in a way that reflects these.

XXX University Hospitals NHS Foundation Trust is committed to safeguarding children and vulnerable adults and expects that all staff will share in this commitment. The Trust is clear that all staff have a responsibility to be aware of children and adult safeguarding policies and procedures and that each member of staff, clinical and non-clinical, will attend child or adult safeguarding training that is provided at an appropriate level to suit their role. The Trust has the additional

expectation that all staff will be able to identify concerns and know what action to take.

### **Main Duties/Key Results Areas:**

#### **Portering**

1. To convey patients by wheelchair, bed, trolley, etc, between wards and departments on the hospital site and ensure the means of transportation is in a safe, working order and to report any defects in line with current procedures.
2. To collect specimens (units of blood, swabs, glucose tests) from wards and departments and deliver to the Pathology department as required, and to ensure such specimens are transported in accordance with current procedures. They are also required to collect blood from the Blood transfusion centre and deliver to the Trust.
3. Porters are required to deliver pathology stores from pharmacy to locations around the Trust: these items will include fluids, blood bottles, urine pots and buckets.
4. To ensure corridors are kept clear of beds, and dumped items etc, moving such items to the appropriate location. To remove defective beds, trolleys, wheelchairs and take to the appropriate location and provide replacements when required. To return wheelchairs to designated areas when not required, other than those allocated for Portering staff.
5. To convey deceased patients to the mortuary and to do so in a dignified manner, using the appropriate equipment, also on request to place deceased patients within the viewing room (this will include viewings for babies, and young children) in accordance with procedures and return to storage area on request. They are the first point of contact for the undertakers out of hours.
6. To exchange medical gas cylinders as and when required, to assist in delivery of medical gas to store, also obtain information on empty cylinders, etc, to enable orders to be placed for replacement cylinders. Out of hours the porters are required to change oxygen / Entonox cylinders on the main manifold.
7. To respond to fire calls as agreed procedures and attend training courses as required.
8. To collect and deliver patients notes, x-rays, specimens, blood reports, mail etc, in accordance with laid down procedures.
9. Porters will be required to handle patient's valuables during transfers. Transfers are often completed by Portering staff only.
10. Porters will be required to work within the post room, franking post, dealing with specialist post (recorded deliveries etc), cheques, and making sure the franking machine is topped up with money, and reporting the level of money to the Portering

manager.

11. Deliver clean linen to wards and departments as per laid down procedure.

12. To collect wheelchairs from the XX hospital site on a regular basis and return them to the main building.

13. Porters will be expected to report and comment on working practises and trends, to allow policies and procedures to be updated.

14. To undertake any other duties commensurate with the grade as requested by the duty co-ordinator or any other member of the Facilities management team.

15. Porters will be required to have, or to train to level 2 NVQ in support services. It will be expected that all porters will undertake the NVQ as part of their training development.

16. Porters are required to carry bleeps connected to the tele tracking system, this system self-dispatches tasks to the porter in priority order or location.

17. Porters are required to assist the cardiac crash team, they will transfer patients, get equipment, collect blood etc.

18. The porters are required to move furniture and medical equipment throughout the Trust, if required.

### **Security and Fire**

1. Maintain contact with the duty Coordinator, Porter staff and other staff with responsibilities associated with the current Fire Policy and Procedures and providing information and support as appropriate.

2. To take the appropriate action relating to any other alarm systems located in XX NHS Trust and within the remit of the Porter staff department.

3. To ensure information relating to fire calls and security incidents are reported to the Facilities Management team.

4. To ensure any keys are signed on allocation and return.

### **Other Duties:**

1. To deal with telephone calls and other enquiries in an appropriate manner.

2. To attend training courses and meetings as required.

3. To always be up to date with all MAST training.
4. To assist in maintaining the Porterage Lodge in a clean and tidy condition.
5. To undertake any other duties as requested by the duty Co-Ordinator or any other member of the Facilities Management Team.

**General:**

- All members of the department are required to undertake their duties in a courteous way, and to introduce themselves to patients and relatives as required.
- Staff must always wear the designated uniform, together with their Trust identification badge in accordance with Porterage Procedures and reporting of uniform needing to be replaced, etc.
- Porterage staff should report any problems or incidents to the appropriate personnel and complete DATIX forms in accordance with current procedures.
- Staff should be aware of health and safety, risk, moving and handling, etc, requirements before using equipment and have received training in each particular task.
- Staff should familiarise themselves with Policies and Procedures held in the appropriate folder in the porter's lodge, also available on the Trust's intranet.

**Flexibility**

To provide cover for staff within the Porterage department in the event of any absence, if required.

**The following responsibilities are common to all posts in the Trust:**

- To have responsibility for the Health, Safety and Welfare of self and others and to comply at all times with the requirement of the Health and Safety Regulations.
- To ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity in accordance with the provisions of the Data Protection Act and its amendments.
- To work in accordance with the Trust's Equality and Diversity policy to eliminate unlawful discrimination in relation to employment and service delivery.
- To promote at all times equal opportunities for staff and patients in accordance with the Trust's policies to ensure that no person receives less favourable treatment than another on the grounds of age; disability; marriage and civil partnership; pregnancy and maternity; race (ethnicity); religion or belief; sex (gender); gender reassignment or sexual orientation.
- To ensure skills are up-to-date and relevant to the role, to follow relevant Trust policies and professional codes and to maintain registration where this is a requirement of the role.
- To comply with the Trust's No Smoking Policies.

- To undertake such duties as may be required from time to time as are consistent with the responsibilities of the grade and the needs of the service.

**This job description is not an exhaustive document but is a reflection of the current position. Details and emphasis may change in line with service needs after consultation with the postholder.**