

## Job Description Porter

<b>Post Title:</b> Bank Porter	<b>Post Reference:</b>	
<b>Summary of the Role:</b> The role of Porter provides a vital role in the hospital, moving patients as well as patient care related items around the hospital, and providing support during emergency and security incidents. Some work will be of a routine nature, such as Pharmacy runs, but much of the work is ad-hoc. As many of the tasks involve patient contact, members of the Portering team need to have a friendly nature and excellent communications skills and be able to prioritise work according to the needs of the hospital.		<b>Reports to:</b> Facilities Manager  <b>Base / Location:</b> YDH
<b>Key Responsibilities</b>		<b>Working Relationships &amp; Contacts</b>
<ul style="list-style-type: none"> <li>• The movement of patients by wheelchair, stretcher or bed.</li> <li>• The escorting or directing of patients and visitors.</li> <li>• The lifting of fallen patients in Wards or departments (but not to perform nursing duties).</li> <li>• The movement of medical equipment and furniture around the site as directed by the Portering Supervisor or the Security and Logistics Manager.</li> <li>• To provide support to nursing or other staff in relation to difficult situations where patients may have permanent or temporary mental incapacity which could either cause harm to the patient, endanger others or to cause damage. This will be at the direction of clinical staff.</li> <li>• The movement of the deceased to the Mortuary in a respectful manner, ensuring appropriate checks are made prior to removal of deceased from Ward/department and correct details recorded appropriately upon attendance in Mortuary. The cleaning and charging of PM trolley, used for the movement of deceased patients.</li> <li>• To be responsible for the collection of blood and blood components. Ensuring correct patient checks are carried out and the subsequent delivery of those products.</li> <li>• To act as Fire Marshall during fire alarms, ensuring staff, patients and visitors do not move around the hospital whilst the alarm is sounding and thereby putting themselves and fire crews at potential risk of harm. Assisting Fire Brigade when necessary.</li> <li>• The collection and transfer within the Hospital of files, including from Medical Secretary's offices and</li> </ul>		<ul style="list-style-type: none"> <li>• Senior Managers</li> <li>• Supervisors</li> <li>• Senior Clinical Staff.</li> <li>• Ward Staff</li> <li>• Security Staff</li> <li>• Other Portering Staff</li> <li>• Patients</li> <li>• Visitors</li> <li>• Police</li> <li>• External Undertakers</li> </ul>

elsewhere in the Trust, pharmaceuticals, specimens, linen and any other items that are deemed necessary to transfer in the correct manner with the exception of records in bulk.

- To ensure that the correct Pharmaceutical items are picked and delivered to the Wards.  
The changing of medical gas cylinders when required, in accordance with the correct procedures held within the Medical Gas manifold rooms. Delivery of medical gases to Wards/departments as required.
- To report all untoward or suspicious incidents occurring in the Hospital or its grounds to the Portering Supervisor (or Clinical Site Manager in their absence)
- Operate manual handling equipment on receipt of appropriate training.
- To carry radio communication equipment whilst on shift and respond politely in a timely manner when Portering Supervisor or another team member requires assistance. To be aware that confidential information must not be discussed via radio communication devices.
- To perform, when required, as the Portering member on the Crash Resuscitation Team on occasions when a Portering Supervisor is not available. To carry and delivery the correct equipment to the emergency location.
- Logging of all tasks to assist management in identifying where service improvements can be made. To carry out any Portering duties as requested by the Portering Supervisor or Security and Portering Manager.
- The cleaning of all Hospital wheelchairs on a daily basis using alco-wipes or other recognised preparations.
- The attendance to security incidents inside and outside the Trust's properties under the supervision of the Security and Logistics Manager, Portering Supervisor or the Clinical Site Manager.
- To perform duties appropriate to the grade in any department or elsewhere in the hospital at the discretion of management.

<b>Job Dimensions:</b> <b>(problem solving, decision making, impact, resource management including value, working environment, responsible for staff &amp; equipment)</b>	<b>Performance Measures and KPIs</b>
<p>The need to prioritise work according to the immediate needs of the Hospital.</p> <p>To react as necessary in a Fire or Security incident.</p> <p>To use initiative when responding to emergencies: Cardiac; Paediatric; Trauma and Stroke.</p> <p>To be the lead expert when lifting fallen patients using the hover jack.</p> <p>Aware of the necessity of frequent exposure to dirt, dust and smells</p>	<p>Respond to reactive jobs within agreed response times.</p> <p>Complete routine jobs at agreed time.</p>

<b>Person Specification:</b> <b>(Please state Essential (E) or Desirable (D))</b>		
<b>Knowledge &amp; Skills:</b> <ul style="list-style-type: none"> <li>• Ability to work under pressure and remain calm and pleasant</li> <li>• Good communication skills</li> <li>• IT skills to be able to access trust information and log portering jobs</li> <li>• Able to undertake the physical aspects/manual handling of the role, including (for example), operation of equipment, movement of stock, standing for long periods of time (E)</li> <li>• Aware of frequent exposure to verbal or physical aggression.</li> <li>• Aware of the frequent requirement for concentration including mental effort, workload is unpredictable and routinely interrupted.</li> </ul>	<b>Experience</b> <ul style="list-style-type: none"> <li>• Customer care (E)</li> <li>• Previous experience of portering or other hospital work (D)</li> <li>• Previous experience of storage and handling of medical gas (D)</li> <li>• Experience of shift working (D)</li> </ul>	<b>Qualifications</b> <ul style="list-style-type: none"> <li>• General level of education or equivalent experience (E)</li> <li>• Literacy and Numeracy (E)</li> <li>• Customer care training (D)</li> </ul>
<b>Core Behaviours</b>	Commitment and self-motivation. To be able to commit to maintaining high standards of personal hygiene, courteous manner, ability to work under pressure, ability to work unsupervised	
<b>Leadership Behaviours</b>		

# Head of Facilities

Housekeeping  
Manager

Catering  
Manager

Security and Logistics Manager

Accommodation,  
Switchboard and  
Waste Manager

Portering  
Supervisor

Logistics  
Assistants

Porter