

JOB DESCRIPTION

JOB DETAILS:

Job Title	Stores Operative/Driver Bank Worker
Pay Band	2
Hours of Work and Nature of Contract	As and when required
Division/Directorate	Procurement Services
Department	Supply Chain
Base	Sites across Wales

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Clerical Bank Co-Ordinator
Reports to:	Departmental Team Leader

JOB SUMMARY/ PURPOSE:

The post holder will primarily be responsible for the transport/replenishment of NHS Pathology, Blood, secure and non-secure stationery and other stock items, e.g. medical consumables and mail distributed to primary health care sites (Hospitals, GPs, pharmacies, opticians, dental surgeries) and its subsequent Delivery to their healthcare premises across Wales.

The postholder will be required to respond efficiently and effectively to instructions from HCS supervisory staff or an appropriate Control Centre, and carry out the safe, secure collection, transportation and delivery of a range of blood products, pathology, goods and items between GP surgeries, patients' homes, hospitals and other NHS establishments, as required. The work undertaken involves daily scheduled and non-scheduled work, and the duties are carried out in accordance with the HCS operating procedures and planned schedules.

DUTIES/RESPONSIBILITIES:

Collection and Delivery Services

1. Receive daily work instructions from HCS Manager or Supervisor or from relevant Control Centre for pre-set, scheduled and non-scheduled collection and delivery of a range of goods and items, including blood products, laboratory/pathology samples, mail, Payroll bags, pharmacy items, patient notes, Clinical Sterile Services Department (CSSD/HSDU) goods, and other general goods between GP surgeries, patients' homes, hospitals and other NHS establishments,
2. Carry out transfer of items such as medical equipment, patient aids and hospital furniture, from patients' homes and between NHS sites, as required,
3. Work according to the pre-planned journey route for scheduled work and adjust the routine as necessary for the non-scheduled work allocated during the shift,
4. Collect goods and items for delivery from Pathology, Blood Bank, Wards and relevant Departments, Mail Rooms (sorting mail where necessary) , Central & Local Stores, GP surgeries, , etc., liaising with relevant contacts and signing for receipt and handover as necessary, and transfer them to the vehicle, using appropriate packaging, moving and handling techniques and equipment such as trolleys, hoists, and sack trucks, where available,
5. Sign for the receipt of and delivery of controlled drugs, pharmacy items and where applicable radioactive isotopes, and other items, to ensure secure storage during transport and delivery,
6. Load items onto vehicle and ensure they are stored safely and securely for transport to relevant locations,
7. Deliver items to correct destinations efficiently and in accordance with relevant instructions, liaising with contacts and obtaining appropriate signature of addressee or authorised person for receipt as confirmation of delivery,
8. Collect Clinical waste from designated registered sites i.e. General Practitioners and Dental surgeries. Patient homes etc, and transport to the designated site for disposal, filling in correctly all associated paper work, in accordance with NWSSP policy and the Hazardous Waste Regulations.
9. Carry out transferring and moving items by undertaking portering duties as required including medical equipment, furniture and any other item as required between NHS sites
10. Maintain contact with Control as necessary and in accordance with current communication procedures to receive non-scheduled work and to report problems, such as breakdowns, accidents, untoward incidents and any problems associated with the collection and delivery work,
11. Liaise with all internal and external contacts in a courteous manner and treat them with respect and dignity at all times,
12. Complete all necessary documentation in relation to the collection and delivery of the goods and items, such as environmental agency sheets, clinical waste forms, specialist pathology handover forms and other documents,

13. Maintain high standards of personal cleanliness and appearance, wearing NWSSP uniform at all times during shift,
14. Undertake any training deemed necessary by NWSSP for the satisfactory performance of the duties and responsibilities of the post.
15. Undertake Training of new personnel in collection, delivery and stores duties

Rotational Stores Work

1. Receive orders from GPs, pharmacies dental practices and opticians via post fax or telephone make up the orders from stock, package label and stack ready for delivery (to include for example Needle Exchange/Pathology Consumables/Prescriptions/ Hospital Supplies)
2. Receive and record all deliveries of secure items such as prescriptions, blank Fit Notes etc to GP/Health Board Practice
3. Maintain a high level of security to the stores area.
4. Maintain records to audit standard for internal and external sources
5. Carry out periodical stock checks investigating and correcting any short falls, reporting any deficiencies to HCS Supervisor or Manager

Use of Vehicles, Equipment, Facilities and Premises

1. Carry out vehicle checks at the start of the shift, complete all necessary vehicle checklist actions, log books, defect reports, and report any damage, defects or malfunctions to the HCS Supervisor.
2. Maintain high standards of cleanliness of vehicle during the shift as necessary, and wash and refuel vehicle at end of shift, as required,
3. Drive a range of light commercial vehicles owned or leased by NWSSP or other NHS NWSSP in a safe and proper manner at all times, having due regard to the health and safety of other road users, the road and weather conditions, prevailing traffic regulations, and where necessary the needs of patients,
4. Comply with all relevant legislation and regulations relating to the carriage of goods, such as clinical waste, i.e the ADR Regulations and Hazardous Waste Regulations (England and Wales) 2005 and where required, radioactive isotopes.
5. Report all accidents, adverse incidents, breakdowns and defects to vehicle and equipment by informing Control or Supervisor immediately, and completing relevant documentation
6. Complete all relevant documentation accurately including vehicle mileage sheets, and where appropriate Tachograph Manual Records and Printouts.
7. Use all NWSSP and non-NWSSP equipment, facilities and premises in a careful and proper manner, with due regard for the security of such items and the safety of self and others,

8. Ensure that such equipment, facilities, and premises are kept tidy, and that high standards of cleanliness are maintained, particularly in relation to shared areas and equipment.

General

1. Undertake any reasonable duties allocated by HCS Manager, Supervisor or Control,
2. Assist in Major Incident situations as directed by Operational management,
3. Comply with all NWSSP policies and procedures with particular reference to those involving Risk/Health and Safety, Dignity at Work/Equal Opportunities, and IT Security.
4. To undertake further training as required

GENERAL REQUIREMENTS

Include those relevant to the post requirements

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organisation's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.

- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection Act 1998:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998 and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/NWSSP Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have * direct / indirect contact with* patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau *Standard / Enhance Disclosure Check as part of the HB/NWSSP's pre-employment check procedure. *Delete as appropriate.
The post holder does not require a DBS Disclosure Check. *Delete as appropriate.
- **Safeguarding Children and Vulnerable Adults:** The organisation is committed to safeguarding children and vulnerable adults. All staff must therefore attend Safeguarding Children training and be aware of their responsibility under the Adult Protection Policy.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections.

All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board Infection Prevention & Control Policies and Procedures.

- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board sites, including buildings and grounds, are smoke free.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<p>Full Driving Licence</p> <p>No specific academic qualification, but a reasonable standard of general education is required, or equivalent relevant experience</p> <p>Sound geographical knowledge of area served and ability to map read</p> <p>Moving and Handling techniques, and general awareness of risk, health and safety issues and responsibilities</p> <p>Basic Knowledge of Highway Code, and relevant legislation and regulation on carriage of goods, including clinical waste, dangerous goods, and, where required, radioactive isotopes</p>	<p>C1 (Driver CPC) Licence holder and LGV 2 may be required where necessary</p> <p>First Aid Certificate</p> <p>Sound knowledge of use of a range of vehicles up to and including 7.5 tonnes plus (where required) and relevant equipment.</p> <p>Basic knowledge of vehicle maintenance</p>	<p>Application form</p> <p>Certificates</p>
Experience	<p>Driving a range of vans/ light commercial vehicles</p> <p>Dealing with customers and liaison with internal and external NHS contacts, patients and public</p>		<p>Application form and interview</p>
Aptitude and Abilities	<p>Ability to work alone with minimum supervision or as a member of a team</p> <p>Good verbal and written communication skills are required to convey information and complete all necessary documentation accurately and legibly</p>		<p>Application Form</p> <p>Interview</p> <p>References</p>

	<p>Logical with common sense approach to problem solving, able to identify appropriate route and make decisions within NWSSP procedures</p> <p>Methodical approach to administration, particularly when working in stores</p>		
Values & Personal Attributes	Good interpersonal skills, able to establish productive working relationships with colleagues, external contacts and, where necessary, with patients and members of the public		<p>Application Form</p> <p>Interview</p> <p>References</p>
Other	Current Driving Licence	Welsh Speaker	Application form and interview

Flexibility Statement: The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

APPENDIX 1

Job Title: Health Courier Services Store Keeper/Driver

APPENDIX 3

HCS PROPOSED STRUCTURE OVERVIEW

