



**University Hospitals
of North Midlands**

NHS Trust

Job Description and Person Specification

**PROUD
TO
CARE**



Join the UHNM Family

University Hospitals of North Midlands NHS Trust is one of the largest and most modern in the country. We serve around three million people and we're highly regarded for our facilities, teaching and research.

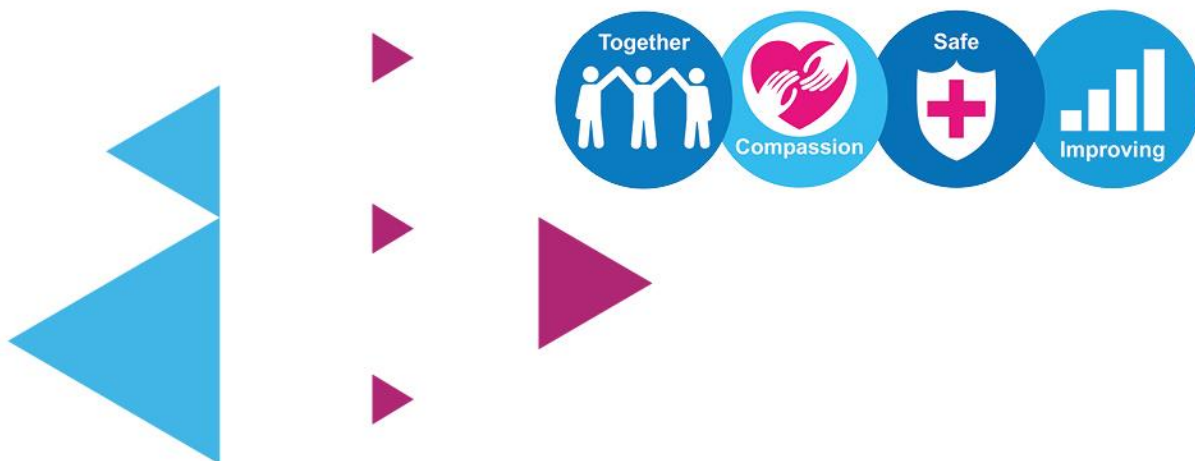
The Trust has around 1,450 inpatient beds across two sites in Stoke-on-Trent and Stafford. Our 11,000 strong workforce provide emergency treatment, planned operations and medical care from Royal Stoke University Hospital and County Hospital in Stafford.

We are a specialist Major Trauma Centre for the North Midlands and North Wales. Happy staff make for happy patients, and with the help of both we have put together a wide range of development and support packages aimed at ensuring that everyone. The Trust has the opportunity to fulfil their potential and meet their aspirations as well as the tools to provide great care.

Our mission to provide the very best health care includes recruiting the best people. Our goal is to be a world-class centre of achievement, where patients receive the highest standards of care and the best people come to learn, work and research.

The Trust also has a vibrant charity arm, UHNM Charity, which provides funds to enable University Hospitals of North Midlands NHS Trust to purchase state-of-the-art medical equipment and to enhance and improve patient experience and comfort.

Many of our staff are passionate about the service they provide and want to be part of something special. You can find out more about how our staff and patients are helping to improve the health, comfort and hospital experience of local people every day at www.uhnmcharity.org.uk



Values & Promises

We have four core values and promises that were co-created by our staff, patients and carers.



Together

- We are a Team – I will be considerate, help others to achieve our goals and support others to make positive changes
- We are Appreciative – I will acknowledge and thank people for their efforts and contributions
- We are Inclusive – I will be open and honest, welcome people's views and opinions and involve people in decisions that affect them



Compassion

- We are Supportive – I will be empathetic and reassuring. I will support and encourage people when they need it
- We are Respectful – I will treat people fairly, with respect and dignity, protect their privacy and help them to feel comfortable
- We are Friendly – I will be welcoming and approachable. I will make eye contact, say hello and introduce myself #hellomyname is



Safe

- We Communicate Well – I will explain clearly, share relevant and timely information and keep people updated
- We are Organised – I will plan ahead, manage my time well and be prompt in what I do
- We Speak Up – I will contribute to ensuring healthy and constructive feedback for all so we can feel safe to challenge inappropriate care and behaviour and promote our values



Improving

- We Listen – I will welcome people's views and ideas, invite people to ask questions and share their opinions and respond to what I hear
- We Learn – I will share best practice, celebrate good performance and support others to use their skills, learn and grow
- We Take Responsibility – I will have a positive attitude, act and encourage people to take the initiative and make improvements

Division: Estates, Facilities & PFI

Job Title: Bank Portering & Security Officer

Band: AfC Band 2

Location: County

Hours: Zero Hours

Managerially accountable to: Portering & Security Manager

Professionally accountable to: All Facilities colleagues, Ward staff, patients, visitors, contractors

Role Summary

Under the supervision of the Duty Portering Supervisor, provide a professional, efficient Portering and Security Service, many of the tasks performed are routine or scheduled activities. A team approach is required to deliver the highest level of customer service.

The job requires a flexible approach to achieve the daily routine and ad-hoc workload of the Portering and Security service. Liaising with other departments and provide incident Security Service where requested. Knowledge and ability is required to cover all Portering jobs.

The duty Portering & Security Supervisor may re-prioritise Portering staff duties as work requests come in and in the event of an incident.

In addition to Portering and Security duties, out of hours, a vital support role will be provided to aid the smooth running of the hospital. Attending to all reasonable, non-clinical, requests for support and assisting with admittances to hospital

Staff should adhere to the Dress Policy at all times and use correct Personal Protective Equipment (PPE) & clothing for each task.

Key Areas/Tasks

General Portering Duties

- Move patients between wards, departments and other areas.
- Ensuring they are addressed in line with their wishes, they are informed of the nature and purpose of the transfer or move, support and reassurance is given and the dignity of patients is maintained at all times.
- Any unexpected change in the patient's condition during the transfer or move is reported promptly to the appropriate member of the care team.
- Move the Deceased to the mortuary.
- Move from ward and other areas: equipment and furniture eg beds, lockers etc.
- Locate and deliver or exchange items as requested, liaising with the estates department regarding items in for repair when there are shortages, informing the requesting ward or department of progress.
- Liaise with other Trust sites regarding the transfer of equipment and furniture between sites, ensuring that cross site deliveries are completed.
- Out of hours (not limited to)
- Retrieval of medical records.
- Collection, delivery and return items from the medical equipment library
- Collect and deliver laundry including pillows and curtains
- Keeping records as per standard procedures
- Prepare areas for extra patient capacity and decant after use – locate beds, lockers, over-bed tables, medical gas, curtains, etc – when the items are borrowed from other operational areas ensure they are clearly identifiable and Portering supervisors/shift leaders understand what has been loaned and what the plan is to return these items.
- Preparing rooms for meetings and presentations, ensuring requested equipment is provided and in working order.
- To keep corridors free of clutter, Portering wheelchairs returned to designated areas and general tidiness and presentation of communal areas. When clearing corridors report broken and damaged items to the estates department.
- Equipment and materials are stored safely and securely when not in use.
- Keep Portering equipment, including trolleys and tow trucks clean and in a good state of repair at all times.
- Wipe down trolleys and beds as necessary, making up trolleys and beds to support patient flow particularly in A&E.
- Retrieving and attending to disposed/abandoned items, including but not limited to wheel chairs, suspicious items, flowers and other disposed of items.
- Assisting with such environmental duties as keeping the front of the hospital clean and free from litter and emptying outside rubbish bins.
- Sorting and delivering of mail (sorting classification and delivery of mail, notes, x-rays and lab reports). Receive and sign for recorded and registered mail, query open or damaged mail.
- Collect and deliver Patient medical notes and note boxes
- Delivering and storage of blood products and samples, notifying wards and departments in accordance with standard procedure.
- Receiving orders and collections for items including waste and gasses.
- Assist shift tradesman with emergencies out of hours i.e. broken down lifts.
- Receive, store and record lost property and patients lost valuables.
- Undertakes surveys and audits as necessary.
- Participate in service development and the promotion of best practice to work colleagues.

Medical Gases

- Daily oxygen checks on wards, departments and crash trolleys. Monitor bulk liquid oxygen store, calling for emergency transfer if required.
- Receive Gas deliveries.
- Deliver medical gases to wards & departments.
- Fit flow meters and put cylinders into commission.
- Keep the gas store in clean and in good order.

Waste

- Ensuring waste is removal in accordance with Trust Policy and department Standard Procedures including;
- Waste including domestic, clinical, cytotoxic and furniture for disposal
- Sharps
- dirty/soiled linen
- Spillages are dealt with correctly and immediately, and the risk of infection is minimised by complying with the Trusts Infection Control Policy.
- Cleaning of allocated areas of responsibility e.g. refuse area, disposal skips, dirty linen and clinical waste compound.
- When breaches occur or items are abandoned, action is required to identify the cause, rectify the problem and prevent future incidents.
- Respond accordingly to all instances where the Air Ambulance visits any of the Trust's sites.

Security

- Depending on the nature and seriousness of the incident a Supervisor, Duty Manager or Local Security Manager may take control and issue instructions.
- Follow department SOPS in locating misplaced patients. This may include using CCTV, in accordance with the CCTV Policy.
- Issue Photo ID/access control badges and void lost badges in accordance with the Photo ID Policy.
- As far as possible ensure that security of all premises and internal departments is maintained.
- When instructed activate the Lock-Down facility on the access control system.
- Carry out a programme of routine security checks throughout the hospital paying particular attention to doors, windows and when appropriate, check the identity of staff/visitors.
- Liaise with Car Park Security when appropriate. When necessary take joint suitable action in cases of incidents.
- Without delay respond to alarms, security and other incidents, where a suspicious person(s) or where crime (or suspected crime) is being perpetrated in accordance with Trust policy and department standing instructions in Trust property including car parks and grounds.
- Complete incident forms where applicable.
- Recognise potential areas of conflict, use conflict resolution skills when dealing with security incidents, where there may be barriers to understanding.
- Analysis of facts and situation when attending incidents, report incidents and make recommendations as necessary.
- Attend security incidents where control and restraint techniques may be required.
- Supporting with security duties including manning doors & control entry and exit, escorting, on all Trust premises.
- Provide an escort service on request, to and from designated car parks for any authorised person on Trust premises.
- Escort cashiers whilst collecting & depositing monies.

- In certain situations there may be a need to leave the hospital grounds and take reasonable action during times of reported incidents e.g. when searching for absconded or missing patients.
- Fire
- Direct Fire and relevant emergency service vehicles and personnel accordingly to pre-designated areas of Trust premises when required to attend site, as per Trust policy and procedure.
- The role during fire alarms would include acting as fire Marshall.
- Major Incident & Emergencies
- In a Major Incident complete the duties on the Porters action card. Porters must be familiar with the Major Incident Procedure and Security Policies.
- Carry out key roles in relevant emergencies such as fire, lock down or other incident.
- Other key roles will be for first line emergencies as directed by Supervision.

Communication

- Follow standard operational procedures, good practice and established methods of work.
- Demonstrates duties to less experienced members of staff in own work area.
- On a day to day basis, liaise with the Duty Portering & Security Supervisor and complete the routine tasks and activities in line with role duties.
- Supervisors will assess the level of activity and delegate other tasks, reassessing and reschedule the priority of delegated duties to accommodate ad-hoc requests when necessary.
- Liaise with ward team members and other departments appropriately, understanding their requirements and planning work to ensure efficiencies, keeping them informed of progress and delays.
- Supervisors are kept informed of the workers activities to an appropriate level and informed of backlog of work.
- Liaison with external bodies such as refuse collection, courier service, on call engineers as directed.
- During other incidents e.g. theft or breaches of security, police liaison may be required.
- Complete all administrative duties and record keeping for the effective day to day running of the Department.
- Communication at shift handover should include overlapping and ongoing tasks.

Personal/Professional Development

- To take every reasonable opportunity to maintain and improve your professional knowledge and competence

To participate in personal objective setting and review, including the creation of a personal development plan and the Trust's appraisal process.

Health and Safety

- To take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions at work.
- To co-operate with University Hospitals of North Midlands (NHS) Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to.

- To comply and adhere to individual and role specific responsibilities as stated in the Trust Health and Safety Policy (HS01) and all other Health and Safety related policies.

Equality and Diversity

UHNM is committed to the implementation of the Equality, Diversity and Inclusion Policy Which ensures equal opportunities for all. UHNM is also committed to embracing diversity and eliminating discrimination in both its role as an employer and as a provider of services. It aims to create a culture that respects and values each other's differences, promotes dignity, equality and diversity and encourages individuals to develop and maximise their potential. All staff are required to observe this policy in their behaviour to other workers and patients/service users

Infection Prevention

Infection Prevention is the obligation of every employee both clinical and non-clinical at the University Hospitals North Midlands NHS Trust. Driving down healthcare associated infection is everyone's responsibility and all staff are required to adhere to the Trust's Infection Prevention policy

All staff employed by the UHNM Trust have the following responsibilities:

Trust Dress Code

- Trust approved uniform/dress code must be adhered to
- When in clinical areas **all** staff must be bare below the elbow, without wrist watches, stoned rings, wrist jewellery, false nails, nail polish or plaster casts
- No personal bags to be worn during clinical duties

Hand Hygiene

- Decontaminate your hands as the per 'The five moments of hand hygiene'

Own Practice

- Lead by example
- Encourage and praise good practice
- Be prepared to accept advice about your own practice

Decontamination

- Ensure that equipment you have been using or about to use has been decontaminated effectively
- Ensure that you are aware of the Trust approved cleaning products, and follow a safe system of works

Trust Policies

- Ensure that you know and strictly follow relevant Infection Prevention policies for your role and apply standard precautions at all times, which is available in the Infection Prevention Manual on the UHNM intranet

Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality

All staff are responsible for ensuring they are familiar with and adhere to the Trust's policies, procedures and guidelines with regards to the Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality. This includes confidentiality, information security, cyber security, secondary use and management of records.

Staff have a responsibility in protecting the "rights and freedom" of natural persons (i.e. live individuals) and to ensure that personal data is not processed without their knowledge, and, wherever possible, that it is processed with their consent. Processing includes holding, obtaining, recording, using and disclosing of information and applies to all forms of media, including paper and images. It applies to both patient and staff information

Hence staff must ensure confidentiality is maintained at all times, data is recorded accurately and you only access this information as part of your job role

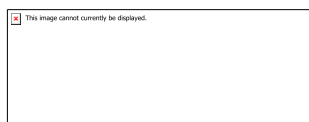
Safeguarding Children, Young People and Adults with care and support needs

All staff are responsible for ensuring that they are familiar with and adhere to the Trusts Safeguarding Children and Adults policies, procedures and guidelines. All health professionals who come into contact with children, parents, adults with care and support needs and carers in the course of their work have a responsibility to safeguard and promote their welfare as directed by the Children Acts 1989/2004 and the Care Act 2014. Health professionals also have a responsibility even when the health professional does not work directly with a child or adult with care and support needs but may be seeing their parent, carer or other significant adult.

All staff are required to attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to their role

This job description is not intended to be an exhaustive list and may be subject to change from time to time. All documents referred to throughout this Job Description can be found on the Trust's intranet, or alternatively copies can be obtained from the Human Resources Directorate

Sustainability



Sustainability and Corporate Social Responsibility are fundamental to the way the University Hospitals of North Midlands NHS Trust (UHNH) work. The Trust has developed a Sustainable Development Management Plan (SDMP): '*Our 2020 Vision: Our Sustainable Future*' with a vision to become the most sustainable NHS Trust by 2020. In order to achieve this, we need the support of all staff. As a member of staff, it is your responsibility to minimise the Trust's environmental impact and to ensure that Trust resources are used

efficiently with minimum wastage throughout daily activities. This will include minimising waste production through printing and photocopying less, reducing water waste and when waste is produced, it is your responsibility to segregate all clinical waste correctly and recycle. Switch off lights and equipment when not in use, report all faults and heating / cooling concerns promptly to the Estates Helpdesk and where possible minimise business travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

SWITCH to a Sustainable UHNM is a campaign that focuses on the sustainability of the Trust and how we can use resources more effectively to provide better patient care, improve our health and work place. SWITCH is looking to recruit as many Champions as possible to help to bring the campaign to colleagues in their departments / wards and bring SWITCH to life. If you are interested in becoming a SWITCH Champion please contact switch@uhns.nhs.uk

Disruptive Incident & Business Continuity

The Trust needs to be able to plan for, and respond to a wide range of incidents and emergencies that could affect health or patient care. These could be anything from severe weather to an infectious disease outbreak or a major transport accident.

All staff are required to have an awareness of the Trust's business continuity arrangements, as a minimum. All staff will be required to;

- To know how to identify a business continuity incident and the method for reporting;
- To have an awareness of local business continuity arrangements;
- To participate in awareness, training and exercises, as required;

In the event of a disruptive incident, all Trust employees will be required to attend work if they are fit and well and able to do so in line with a Trust risk assessment. Those who are clinically qualified will be required to work flexibly across the Trust to meet the service need in clinical areas. This will include front line clinical staff who will be expected to cover alternative duties as and when required in order to ensure that all essential services are maintained.

Signed Employee _____ Print _____ Date _____

Signed Manager _____ Print _____ Date _____

Portering & Security Officer

Person Specification

	Specification	Criteria		Evidence
		Essential	Desirable	
Essential Qualifications	Good basic standard of education (GCSE or Equivalent)	✓		Application Form & Interview
	Basic computer skills	✓		Application Form
	Verbal & Written communication, able to read & write English	✓		Application Form & Interview
	Basic Life Support/ 1st Aid Certificate		✓	Application Form
	NVQ Customer Care Level II (or similar)		✓	Application Form
	Certificate in Manual Handling		✓	Application Form
	Certificate in Control & Restraint / Conflict Resolution		✓	Application Form
	Gas Handling certificate (BOC or equivalent)		✓	Application Form
	Fire Safety Training		✓	Application Form
Knowledge, Skills, Training and Experience	Working knowledge of Health and Safety Regulations	✓		Application form & Interview
	Shift work (able to work unsocial / additional hours)	✓		Application form & Interview

	Dealing with complaints	✓		Application form & Interview
	Customer Care/ Working in a customer led environment.	✓		Application form & Interview
	Working knowledge of Portering Procedure and Policy		✓	Application form & Interview
	Working with Portering operational systems & equipment.		✓	Application form & Interview
	Security in a healthcare setting.		✓	Application form & Interview
	Knowledge of clinical waste procedures		✓	Application form & Interview
	Basic understanding of Portering & Security routines	✓		Interview
	Ability to be flexible and adapt to changing demands	✓		Interview
	Understanding of Security Policy, Law & Legislation		✓	Application form & Interview
	Able to explain what makes an effective Portering & Security Service		✓	Application form & Interview
	Able to explain what makes an effective Healthcare Service		✓	
Personal Qualities	A good level of physical fitness.	✓		Interview
	Team player	✓		Interview
	Good Communicator	✓		Interview

	Well-presented and maintain good personal hygiene	✓		Interview
	Prepared and able to work shifts	✓		Application form & Interview
	Satisfactory attendance and time keeping	✓		Application form & Interview
	Professional manner	✓		Application form & Interview
	Ability to maintain confidentiality, tact and diplomacy	✓		Application form & Interview
	Personal and social manner		✓	Interview
	Self-motivated		✓	Application form & Interview
	Able to act under own initiative/ work alone		✓	Application form & Interview
	Resilient under pressure		✓	Application form & Interview