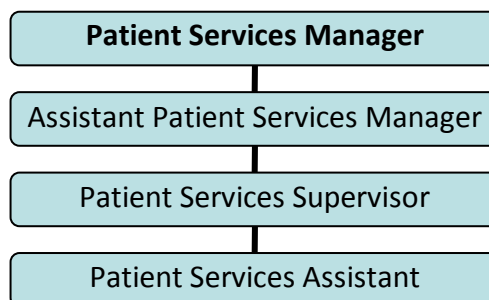


## Recruitment Profile – Patient Services Assistant (Band 2)

This is a summary of the Job Description and Person Specification

### ORGANISATION CHART



### About the Role

At the heart of the hospital, our Patient Services team work hard to ensure that it is safe, clean and infection free and that patients are transported safely to where they need to be thus improving patient flow throughout the hospital.

The Patient Services Assistant (PSA) role combines the traditional role of domestic and porter into one role enabling a more efficient service to the patients on our wards. Working in a hospital environment is not for the faint hearted however it is a worthwhile and rewarding experience.

Reporting to a shift supervisor at the start of the shift you will be given confirmation of your duties for that day. However, as this role is all about reacting to the needs of our patients, your location or required duties may need to change at any time. You may need to use a radio/bleep/phone/computer or other device to maintain contact during your shift.

Typical duties involve

- Undertaking general cleaning duties – including wards, clinics, toilets, offices and public areas within your zone.
- Moving patients around the hospital safely using a wheelchair, bed or trolley as required.
- Undertaking deep cleans in your area which may include
  - Clearing up and removing bodily spillages, urine, vomit, faeces and so on
  - The safe movement and decontamination of beds and other furniture
  - Cleaning at high and low levels eg removal and replacement of curtains, using ladders where necessary
  - Buffing, scrubbing and redressing of floors as well as carpet cleaning using appropriate machinery involving under bed cleaning.
- Movement of deceased patients in an appropriate and sensitive manner.

## **About You**

This section details the personal attributes we require for this role - so not just suitability but also commitment and enthusiasm. You will be assessed against these throughout the recruitment process.

### **Behaviours and Values**

- Customer focused – demonstrate and promote high standards of safe, personal and effective customer service to patients, relatives and staff
- Professional – in matters of confidentiality, security, integrity, honesty, performance, attendance and appearance
- Flexibility - able to cover in the department and provide reasonable flexibility in terms of hours worked, to support a 24/7 service which will include working unsociable hours and bank holidays etc
- Takes pride in their work - consider, suggest and be open to alternative ways of working to make continuous improvements in our service.

### **Skills and Abilities**

- Communicates succinctly, clearly and accurately in plain simple English (both verbally and in writing), whilst being friendly and approachable in order to establish a rapport with patients, relatives and staff from all backgrounds, promoting ELHT positively
- Be an effective team member who is able to relate to colleagues at all levels across our large multi-site organisation with tact and diplomacy
- Follow instructions and ensure the services you provide are in line with standard processes and good practice
- Prioritise own workload and take responsibility for delivering results within agreed timescales and standards with changing priorities and pressures
- Use initiative to look out for issues at work, acting quickly and calmly to focus on finding a solution
- Emotionally resilient and sensitive – when dealing with distressed relatives and the deceased
- Confidential – when transporting patients and their notes
- Attention to detail – checking documents and patients to ensure they are in the right place at the right time.
- Be able to operate electrical machinery and to observe and comply with legislation and Trust Regulations i.e. Health & Safety.

### **Experience and Knowledge**

- Able to organise and prioritise own workload and follow written/verbal instructions
- Previous experience of delivering a quality customer service - working with patients/clients /customers
- Previous cleaning, and/or portering experience
- Able to understand and comply with detailed procedures, understand signs and instructions and retain the information
- Confident at working with information technology such as digital hand-held devices and Microsoft Office packages.

### **Qualifications and Training**

- Level 2 qualification in English and Maths
- Demonstrate ability to undertake the NVQ Level 2 Facilities Services qualification and other training as identified by the Trust.