

**JOB DESCRIPTION**

<b>POST TITLE</b>	Logistics Services Assistant
<b>BAND</b>	2
<b>DIVISION</b>	Estates and Facilities
<b>BASE</b>	East Lancashire Hospital Trust Sites
<b>REPORTS TO</b>	Logistics Services Team Leader

**ORGANISATION CHART****JOB SUMMARY**

The Logistics Services Assistant (LSA) is a new role within the Trust which has been developed to offer more flexibility within the system. The main focus of this role is to co-ordinate, move and transport post, goods, deliveries, waste, linen, pharmacy drugs and equipment within and to and from each of the different hospital sites which make up East Lancashire Hospitals Trust. The LSA team will also be responsible for some patient transport between East Lancashire Hospitals NHS Trust, Lancashire Care Trust and any other health related business under Service Level Agreements.

Each LSA will be expected to be fully trained and competent to cover all duties within Logistics Services. This flexible working arrangement will ensure the departments are best able to meet the needs of the service users and be responsive to changing demands arising within the Trust.

The main duties and responsibilities of the LSA will include:-

1. Work as part of a LSA team carrying out the duties as laid down for the transport contract operated by the Trust and to be able to rotate onto all duties as required. Collect and deliver specimens blood, urine, bodily fluids or body parts and blood units, case notes, mail, pulp items, HSDU, food and various items of equipment and furniture including items that are heavy to hospitals, health centres, clinics Dr`s residences and private addresses.
2. Daily collection and distribution of items in excess of 15 Kilos, which will also include collection and delivery of retinal screening cameras to and from base to health centres and hospitals. These cameras are also of high value and must to be handled with care.
3. Collect sign for and deliver drugs some of which must comply with legislation related to delivery of controlled drugs, prescription books, to and from wards, hospitals, health centres, clinics and private addresses and obtain signature for safe delivery.
4. Collect and deliver patients private belongings including items of value, cash, and obtain signatures, to hospitals, nursing homes and private addresses.
5. Collect and deliver radioactive isotopes containers as per set guidance for Type A radioactive packages and departmental procedures.
6. Collect and deliver laundry (including soiled linen) from wards & departments, hospitals, health centres clinics and various residences.
7. Collect and deliver stores and HSDU items clean and soiled along with other medical equipment as required.
8. Collection of all waste streams and delivery to the local site waste compound for both clinical and non-clinical waste types. Responsible for ensuring correct segregation, labelling and correct consignment to the road in line with any carriage regulations for that particular waste type.
9. To be trained as per regulations to collect and deliver medical gases for delivery to wards departments, hospitals, clinics and private addresses.
10. Convey all grades of staff on authorised journeys as directed, to and from hospitals, clinics and their home addresses of essential staff during severe weather conditions or other essential reasons.
11. Provide transport for patients, to and from hospitals clinics private addresses, using trust cars or mini bus for transporting adults or children and escorts including those who have some special needs or behavioural issues ensuring that all appropriate child seating is in place and secure.
12. Collect patients and nurses from hospital (mainly elderly patients with mobility issues) taking them to their home address for a home assessment and then returning them back to the hospital.
13. When required prepare trailer, fuel for on board generator, hitch to appropriate vehicle and tow to various public places including town centres; ensuring that all health & safety guidelines and legal requirements are adhered to with regarding the towing of vehicles in

line with the Driver & Vehicle Standards Agency ensure trailer when at destination set up and the unit is ready for use. This will also be required out of normal working hours on occasions.

14. Carry out daily vehicle inspections which will include oil water tyre pressures vehicle condition, tyres, lights indicators in line with trust policy and the Highway Code.
15. Be responsible for the timely delivery and collection of meal trolleys throughout the Hospital sites.
16. Undertake any ad-hoc duties as requested by the logistic help desk, supervisors or managers within the appropriate skill set and pay band.
17. Respond to Fire bleeps and take instruction from the lead of that area in supporting evacuation and marshalling of the area and directing the Fire Brigade to the seat of the fire. If and when instructed to do so follow set procedure to silence the Fire Alarm.

## **COMMUNICATION**

1. Communicate appropriately and professionally with all logistics staff, all other professionals in hospital wards/departments, health centres, clinics, patients, visitors or other staff members that come into contact with the logistics department on a daily basis.
2. Cover In the absence of help desk operator, taking and logging messages, ensuring that all relevant messages and requests are passed on or dealt with, using the telephone, the two way radio system and face to face. Log and record all details onto daily ad-hoc sheets and onto the computer using the road base system. Making the decision as to who is the most appropriate person to allocate that particular task to.
3. Completion of daily vehicle logs books ensuring correct mileage is recorded.
4. Completion of vehicle defect reports as well as verbally reporting all defects, incidents or near misses immediately to a supervisor.
5. When using the two way radio system to convey and receive information, ensure that correct Trust Protocol is followed and legislation in relation to hand held equipment whilst driving.
6. Attend and participate in team meetings.

## **TRAINING AND DEVELOPMENT**

1. Participate in annual development review and under take all training required, facilitated by in-house or external training providers.
2. Ensure all mandatory training is fully compliant at all times including the core mandatory training programme.
3. Share and cascade knowledge and training with other members of staff as and when required in particular specific scheduled delivery / collections as set out within the department.

4. Assist with the induction of new staff.
5. Develop skills required for work area.
6. Maintain own development portfolio.

## **ORGANISATIONAL RESPONSIBILITIES**

1. Work towards achieving service and organisational objectives.
2. Able to deal sensitively with complaints following correct procedures and directing them to the appropriate person.
3. Responsible for fuelling or charging of vehicles, ensuring correct amounts of fuel are recorded and all health & safety guidelines are adhered to.
4. Maintain vehicles, garage and work areas in a clean and tidy condition. Be responsible for maintaining and cleaning of vehicles and immediate work environments.
5. Report all accidents and incidents involving personnel, vehicles or equipment, as per Trust and department policies and procedures.
6. Ensure that ignition keys are never left in unattended vehicles and that all unattended vehicles are always left locked and secure.
7. All Drivers will be responsible for the payment of fines in respect of breaches of any Road Traffic Regulations .example: speeding / illegal parking any other motoring offences.
8. All drivers will be responsible for their own vehicle tracking tags and ensure that they are used within the Trust Vehicle Tracking and Department Policies and Procedures.

## **PROFESSIONAL RESPONSIBILITIES**

1. Obtain a driver Certificate of Professional Competence to enable vehicles over 3.5 ton up to 7.5 ton to be legally driven in relation to Trust business.
2. Be aware of and fulfil all responsibilities under the Health & Safety at work Act, Organisational and Department Policies and Procedures around Health & Safety.
3. Understand the need to act in the best interest of all the service users at all times.
4. In adverse weather conditions for example strong winds /snow/ ice and heavy rain. Extra care and vigilance to be used in line with advice given by the Driver & Vehicle Standards Agency, HSE and the Highway Code on driving in bad conditions.

## **EMPLOYMENT ACTS AND CODES OF PRACTICE**

All employees are required to comply with employment legislation and codes of good practice.

## **Equality and Diversity**

We are an Equal Opportunities employer and will do all we can to make sure that job applicants and employees do not receive less favourable treatment because of their age, sex, marital status, faith, race, disability or sexual orientation, or for any other reason that is not justified.

## **Health and Safety**

In accordance with the Health and Safety at Work Act 1974, and other supplementary legislation, all employees are required to follow Trust Health and Safety policies and safe working procedures, take reasonable care to avoid injury during the course of their work, and co-operate with the Trust and others in meeting statutory requirements.

These services will include the carriage of goods that must be packed to comply with the UK law Use of Transportable pressure equipment regulations which is aligned to the latest version of the Carriage of Dangerous Goods Regulations. The service is provided with care and courtesy in a safe and efficient manner and in accordance with legal requirements in line with the Driver & Vehicle Standards Agency and the Highway Code.

This Service is provided by using 7.5 ton vehicles, transit vans, estate cars mini bus or specially adapted mini bus, small vans, 4x4 vehicles, electric vehicles and trailers.

## **Infection Control**

All employees must comply with Prevention and Control of Infection policies and attend any related mandatory training.

## **Sustainability and Corporate Social Responsibility**

The Trust attaches great importance to Sustainability and Corporate Social Responsibility. It is the responsibility of all members of staff to ensure that the Trust's resources are used efficiently with minimum wastage throughout their daily activities

## **Risk Management**

Employees are required to report every incident where the health and safety of self or others has been jeopardised (including near misses) and to carry out or participate in investigations into such incidents as required.

The Trust has a mandatory obligation to check all driving licences of staff required to drive in relation to Trust business, therefore it is necessary to provide details on a regular basis to enable the Trust to carry out these checks.

The Trust has vehicle tracking in its vehicles and this is governed by a Trust Policy and Departmental Procedure.

## **Safeguarding**

All employees have a responsibility for safeguarding and promoting the welfare of children and adults. Further guidance can be sought from your Line Manager.

## **Data Protection Act**

All members of staff are bound by the requirements of the Data Protection Act 1998.

### **Rules, Regulations, Policies, Standing Orders and Financial Instructions**

All employees are required to comply with the rules, regulations, policies, standing orders and financial instructions of the Trust.

### **Research and Development Projects**

Whenever you decide to undertake a piece of research, either as a Principal Investigator or Local Researcher, or Assistant Researcher, you must comply with the principles of Clinical Governance and the Research Governance Framework.

### **Development Review**

Key performance objectives, development needs and compilation of a Personal Development Plan will be discussed and agreed at Annual Development Review meetings.

### **Training**

Post holders are required to attend any relevant and mandatory training for the post.

### **Outside Employment / Outside Interests**

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee of East Lancashire Hospitals Trust. In accordance with legislation on working time, it is a condition of employment that all staff must inform their line manager before taking up any private practice, work for outside agencies or other employers, other work for this Trust (including bank work) and / or voluntary work. This is to ensure there is no conflict of interest with your NHS duties.

### **Review of Job Description**

This is not intended to be a comprehensive description of the duties of the post. Due to the Trusts commitment to continuous improvement it is likely that the post will develop over time. These duties will be subject to regular review and any amendments to this job description will be made in consultation and agreement with the post holder

### **STANDARDS OF CONDUCT**

Conduct duties with regard to values underpinning the Trust's Vision "*to be widely recognised for providing safe, personal and effective care*":-

Values:-

- Respecting the individual
- Putting patients and customers first
- Promoting positive change
- Acting with integrity
- Serving the community

Underpinning the Trust's vision and values are the following key operating principles that influence the way in which the Trust does business:-

- Understand the world we live in and deal with it
- We are clinically led and management supported
- Support departments support the front line
- Everything is delivered by and through Divisions
- Compliance with standards and targets are a given. They are the things we do to help secure our independence and influence
- Quality is our organising principle – driving quality up and cost down is not mutually exclusive
- We deliver what we say we need to

Post holders are expected to work flexibly within their pay band. They should only be expected to carry out activities for which they are competent. Alternatively they may carry out the additional duties if they are receiving support or training in order to obtain the recognised level of competence.

The Trust operates a Tobacco Control Policy.

## **ACCEPTANCE OF JOB DESCRIPTION**

I confirm I accept the duties contained in the above job description.

**NAME:**

\_\_\_\_\_  
(PRINT)

**SIGNED:**

\_\_\_\_\_

**DATE:**

## PERSON SPECIFICATION

### Logistics Services Assistant

	ESSENTIAL	DESIRABLE	Measured By
<b>ATTAINMENTS</b>			
Experience	<p>Proven knowledge of the local geographical area (East Lancashire area) and have the ability to map read</p> <p>Proven ability of multi deliveries or collections on a commercial or health care basis or similar basis</p>	<p>Previous experience of using a two way radio communication system</p> <p>Experience of towing trailers</p>	All via application form/ interview/ refs
Qualifications	<p>Full, driving licence with no more than 3 points on</p> <p>Ability to understand, absorb, write and comply with detailed procedures in English</p> <p>Must be able to pass an up to date Highway code test</p>	<p>Driving licence with categories C1 &amp; D1</p> <p>Clean driving licence</p> <p>Previous experience of working with members of the public</p> <p>To hold a driver CPC or be willing to work towards gaining this</p>	
Work skills	<p>Proven ability to carry out duties unsupervised for reasonable periods of time</p> <p>High standards of accuracy.</p> <p>Confident at dealing with people over the telephone and face to face.</p> <p>Able to manage more than one task at once.</p>		
<b>SPECIAL APTITUDES</b>			



<b>Communication skills</b>	Clear and accurate written and verbal communication.		Interview & references
	Effective listening skills.		
<b>Flexibility</b>	Able to work extra hours on occasions and provide reasonable flexibility in terms of hours worked, including Christmas, New Year & other Bank Holidays.		
	Willing to adapt to the changing needs of the service		
<b>People skills</b>	Friendly and caring manner - demonstrate ability in dealing sympathetically and sensitively with people.		
	Proven ability to work in a team, be supportive of team members		
<b>Learning ability</b>	Able to take on board new ideas, skills and knowledge. Able to manage priorities under pressures	Actively seeks to develop their own knowledge, skills and ability.	
	Demonstrate ability to undertake an NVQ Level 2 qualification and other training as identified by the Trust.		
<b>Other skills</b>	Able to use own initiative and work without close supervision within agreed protocols		
	Proven ability to keep information confidential.		

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## **EFFORT FACTORS**

### **PHYSICAL EFFORT**

What physical effort is required for the job?	How Often?	For How Long?	What weight is involved?	Any mechanical Aids?
Movement of cages, furniture, HSDU boxes, equipment etc  Loading and unloading of vehicles	Daily	Throughout shift	Variable	Yes Movex / Sack / Flat Bed Trucks

Is the job holder expected to sit / stand in a restricted position?	How Often?	For How Long?	What activity is involved?
Yes	Variable	Variable	Driving

### **MENTAL EFFORT**

Are there any duties requiring particular concentration?	How Often?	For How Long?
Driving on Motorways/Urban areas & Rural areas  Multi Drop collections/deliveries  Route planning when adjustments need to be made to standard route  Fuelling and checking of vehicles & equipment  Training Sessions	Variable	Throughout shift
Are there any duties of an unpredictable nature?	How Often?	For How Long?
Road conditions, traffic accidents, road closures  Responding to urgent changes to duty	Variable	As an incident occurs

### **EMOTIONAL EFFORT**

Does the job involve dealing with any distressing or emotional circumstances?	Direct / Indirect Exposure	How Often?
Road accidents / Aggressive road users  People with challenging behaviour	Both	Variable



**WORKING CONDITIONS**

Does the job involve exposure to unpleasant working conditions?	How Often?
Transportation of soiled linen / waste / specimens & amputated body parts  Driving in inclement weather snow/ice strong winds/heavy rain	Variable throughout shift