

# JOB DESCRIPTION

## Estates, Facilities & Development Directorate

**JOB TITLE:** Portering Officer

**BAND:** 5

**ACCOUNTABLE TO:** Estates Facilities and Development Directorate

**REPORTS TO:** Porter, Postal & Switchboard Service Manager

### OUR VALUES

#### CARE

We are polite and courteous, welcoming and friendly. We smile and we make time to listen to our patients and staff. We consider the impact our actions have on patients and colleagues. We take pride in our appearance and our hospitals and we try to remain positive.

We do not treat anyone unfairly. We do not let our mood affect the way we treat people. We don't talk negatively about colleagues or other teams. Offensive language, shouting, bullying and spreading rumours are unacceptable.

#### HONESTY

We tell the truth compassionately. We involve patients in decisions about their care and we are honest when things go wrong. We always report errors and raise concerns we have about care. Our decisions and actions are based on facts not stories and opinions.

We do not withhold information from colleagues or patients. We never discourage staff from reporting concerns. We are not careless with confidential information. We do not present myths as facts.

#### ACCOUNTABILITY

We are all responsible for our decisions and actions and the impact these have on care. All staff are responsible for maintaining high standards of practice and we take every opportunity to continuously learn. Everyone is encouraged to speak up and contribute their ideas to improve the care we provide.

We do not unfairly blame people. We positively embrace change and we don't discourage people from having opinions. Controlling behaviours and silo working should not be exhibited in our Trust.

### JOB SUMMARY:

To ensure the management and provision of a safe, efficient and effective Portering and Postal service to agreed standards and within financial constraints throughout the Trust. Responsible for assisting the porter, postal, & switchboard service manager with the operational management and delivery of portering and postal services.

## **KNOWLEDGE AND SKILLS**

### **1. Communication and Relationship Skills**

- 1.1 Work with porter, postal & switchboard service manager and directorate in developing a safe and efficient portering & postal service.
- 1.2 Ability to provide up to date advice and information to managers and employees on all aspects of the portering functions, to include policies, procedures and best practice.
- 1.3 Capacity to establish networks, both internal and external to the organisation, to ensure the Trust is consistently able to access best practice and value and offer proactive portering solutions
- 1.4 Capable of developing and maintaining relationships using effective communication and negotiation with staff and their representatives in order to achieve service aims and objectives
- 1.5 Use of effective communication skills when chairing departmental briefing sessions
- 1.6 Delivery of information in such a way that it can be clearly and readily understood by portering, medical and nursing staff and all users of the service.

### **2. Knowledge, Training and Experience**

- 2.1 Utilises professional knowledge to systematically identify and address portering issues in relation to organisational demands and ensure systems are implemented, managed and maintained appropriately at all levels.
- 2.2 Delivery of knowledge and experience to mentor, train and develop other members of staff
- 2.3 Capable of assisting with development of service/business strategy to meet current and future needs of the service
- 2.4 Ensure that yourself and portering staff are fully proficient in the safe handling of patients and other equipment including wheelchairs, beds, barrows etc.
- 2.2 Holds full and valid driving licence to drive in the UK and completes Trust authorised vehicle user assessment.
- 2.3 Drive Trust patient transport and delivery vehicles safely and in accordance with legislation, Trust policy and Department procedures.

### **3. Analytical Skills**

- 3.1 Knowledge and understanding of word-processing, spreadsheets and databases.
- 3.2 Capable of identifying, implementing and using IT systems to enhance service efficiency and provide reports as required.
- 3.3 Understands and uses budgetary information

3.4 Responsible for assisting in the management of portering service budget expenditure and the raising of invoices and recharges for services requested

3.5 Produces data and reports that are analysed to identify changes in activity, trends and potential problematic issues, then forwarding this information on to relevant service users.

#### **4. Planning and Organisational Skills**

4.1 Responsible for the day to day planning and monitoring of Portering Service operations across hospital sites to ensure all areas are fully operational

4.2 Management of working rotas for a large team of staff

4.3 Responsible for ensuring that portering supervisors and teams have adequate staffing levels to provide 24/7 portering services on each site (days, nights, weekends and bank holidays)

4.4 Plan and amend rotas as necessary, allocating cover for annual leave and sickness whilst minimising additional costs incurred.

4.5 Flexible in own working start and finish times to monitor all team members performance, including nights and weekends as required

4.6 Allocate and prioritise work for all staff working in the team

4.7 Able to work flexibly on projects, acting quickly to understand project tasks and objectives in order to meet agreed deadlines

4.8 Ability to identify cost saving initiatives without compromising statutory obligations and requirements.

4.9 Assists in the appropriate recruitment, retention and deployment of personnel, maintaining good communications and working relationships.

4.10 Ability to contribute to the implementation, development, maintaining and supporting of systems for portering services to facilitate the requirements of service users

4.11 Able to prepare and deliver formal presentations

4.12 Competent in organising and chairing meetings for areas of responsibility and takes role of nominated representative of porter, postal & switchboard service manager at meetings when necessary

4.13 Assists in the development of performance measurement targets and quality standards through continuous improvement and benchmarking and obtaining support and authority for their introduction

4.14 Produces written reports for both external and internal purposes.

4.15 To assist in facilities related project work as allocated by the porter, postal & switchboard service manager

4.16 Works flexibly to meet the needs of the service

- 4.17 Ability to self-direct in all areas of work and capable of making decisions within remit of the job role

## **5. Physical Skills**

- 5.1 Frequent periods of walking distance to/ from areas around hospital sites
- 5.2 Movement of patients in wheelchairs, beds, trolleys and stretchers
- 5.3 Occasionally moves, pushes and carries heavy objects/equipment requiring a degree of physical strength and fitness
- 5.4 Driving of Trust vehicles on and off hospital sites
- 5.5 Standard keyboard skills

## **RESPONSIBILITIES**

### **6. Responsibilities for Patient/Client Care**

- 6.1 Ensure you are fully conversant with the safe transfer of patients and equipment
- 6.2 Ensure you are fully conversant with the collection and movement of linen
- 6.3 Ensure that staff are trained and fully proficient in the safe handling of patients and equipment including wheelchairs, beds, linen.
- 6.4 Demonstrates empathy and compassion towards patients and respecting confidentiality
- 6.5 Manage the delivery of portering and patient tasks, ensuring a safe, efficient and professional customer service at all times.
- 6.6 Supporting the supervisors and portering staff with ward and departmental liaison where necessary
- 6.7 Informs the porter service manager of any unusual, potentially difficult or sensitive issues and to take action as agreed
- 6.8 Assists in the investigation of serious untoward incidents and implements the agreed actions in own service and advises other services of any remedial action to be taken.
- 6.9 Reviews complaints and develops the necessary action plans to support remedial actions which in turn can be monitored and measured
- 6.10 Undertakes risk assessments for all areas of responsibility and enters relevant data on to DATIX risk register, reviewing on a regular basis
- 6.11 Operational management of portering software system, ensuring its facilities are fully utilised in order to benefit service users from the full potential of the system capabilities

- 6.12 Ensures national and local performance management targets are met and that the department contributes to Trust overall performance targets.

## **7. Responsibilities for Staff/HR/Leadership/Training**

- 7.1 Assists with the day to day operational management of a large number of staff involved in the delivery of portering and postal services throughout the Trust.
- 7.2 Assists in the development and implementation of policies, guidelines and procedures for all areas of responsibility.
- 7.3 Maintains detailed records of all staff training and ensures action taken to ensure training is planned ahead
- 7.4 Able to manage human resource processes including staffing planning, recruitment, selection and disciplinary processes
- 7.5 Ensures staff appraisal process is followed and all staff appraisals are planned and undertaken in line with current policies.
- 7.6 Responsible for ensuring staff are managed in line with Trust Managing Attendance Policy following periods of absence.
- 7.7 Ability to be fair and equitable when dealing with staff at all levels at all sites within the Trust.
- 7.8 Assists porter, postal & switchboard service manager with formulating strategies and plans for changes within the services and those outside which would impact on the service.
- 7.9 Assists in the development of performance measurement targets and quality standards through continuous improvement and benchmarking and obtaining support and authority for their introduction
- 7.10 Produces written reports for both external and internal purposes.
- 7.11 To assist in facilities related project work as allocated by the porter, postal & switchboard service manager
- 7.12 Assists in the processes required to accommodate organisational change and to engage all parties in supporting the required changes including staff side representatives
- 7.13 Provides support for training and development programmes to enable staff to achieve full personal potential and contribution to the organisation's aims and objectives
- 7.14 Understanding Trust policies and procedures and undertaking the necessary training to apply the same in the workplace
- 7.15 Works flexibly to meet the needs of the service

- 7.16 Undertakes training and development as identified by the porter, postal & switchboard service manager.
- 7.17 Take part in own appraisals process
- 7.18 Ability to self-direct in all areas of work and capable of making decisions within remit of the job role
- 7.19 Deputises for porter, postal & switchboard service manager as required

## **EFFORT AND ENVIRONMENT**

### **8 Physical Effort**

- 8.1 Direct patient contact and movement of patients in wheelchairs, beds and stretchers.
- 8.2 Occasionally moves, pushes and carries heavy objects requiring a degree of physical strength and fitness
- 8.3 Driving of Trust vehicles for patient transfers and equipment
- 8.4 There will be a need for sitting, standing and walking for frequent periods.

### **9. Mental Effort**

- 9.1 Ability to prioritise within difficult circumstances with frequent interruptions to meet deadlines and deliver on important and urgent tasks
- 9.2 The nature of work requires ability to respond to frequent changes and unpredictable situations
- 9.3 Ability to provide and maintain a professional approach at all times when dealing with hostile, confrontational situations
- 9.4 Occasionally will need to deal with unpleasant conditions, handling/ exposure to bodily fluids and some highly unpleasant e.g. secretions and odours etc.
- 9.5 Some exposure to hazards and unpleasant working conditions, including outdoor work.
- 9.6 Required to transport and assist with viewing of deceased patients.

### **10. Emotional Effort**

- 10.1 Required to deal with difficult situations in which patients or staff may be distressed, demanding or angry.



## **11. HEALTH AND SAFETY**

- 11.1** Capable of monitoring health & safety standards within areas of responsibility and to initiate remedial actions where necessary.
- 11.2** Competent in the use of health & safety equipment relevant to the area of responsibility.

In addition to the Trust's overall responsibility for your health and safety you have a personal responsibility for your own health and safety. As such you are required to inform your line manager of any safety issues that you identify, that could affect you or others in the workplace. You must co-operate with management and colleagues at all times in achieving safer work processes and work places, particularly where it can impact on others.

As a Trust employee you will be trained in the correct use of any equipment provided to improve safety and health within the Trust. You are required to use the equipment when necessary and as instructed which will include checking the equipment is safe to use, prior to its use and must report any defects immediately to your line manager.

You are responsible for the implementation and adherence to Trust safety policies and procedures for areas within your remit.

You are required to ensure suitable and sufficient risk assessments are completed for all areas within your remit. The controls identified must be evaluated and implemented where necessary.

You are required to review all risk assessments periodically and particularly when staffing and/or equipment changes, monitoring the effectiveness of any control measure implemented.

You are to ensure suitable and sufficient equipment is provided to sustain the health and safety of staff, patients and visitors to areas within your remit.

## **12. INFECTION CONTROL**

In addition to the Trust's overall responsibilities under The Health and Social Care Act 2008, Code of Practice for healthcare, including primary and adult social care on the prevention and control of infections. (revised December 2010) For your safety, you have a personal responsibility to ensure your work adheres to this Code in the delivery of safe patient care within the organisation. This code relates to ALL Trust staff and contractors working within the organisation who are employed to ensure this level of care is provided.

As an employee you will be trained to ensure adherence and compliance to the various Infection Control policies within the Trust

## **13. SUSTAINABILITY**

To actively support the Trust's goals for sustainability by encouraging and adopting sustainable ideas and practices.

#### 14. **SAFEGUARDING**

The Trust has a duty, is committed to safeguarding all service users, and provide additional measures for adults and children who are less able to protect themselves from harm or abuse. As an employee, you have an individual responsibility to contribute to the detection, reporting and prevention of abuse to safeguard those in our care. (Section 11 Children Act, 2004, Human rights Act 1998, Equality Act 2010 Mental Capacity Act 2005 Care Act 2014) You are accountable to ensure that you know how to respond when you are concerned for the safety of a child, young person or adult at risk. The Trust will assist you in this process by providing training, guidance and advice. There are corporate safeguarding teams who can be contacted for advice, support and safeguarding supervision. All concerns must be reported as per Trust Safeguarding Policies which are available on the Trust Intranet. Every member of staff must undertake regular mandatory safeguarding training at a level relevant to the role

***This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the current post. It may be subject to change in the light of developing organisational and service needs, and wherever possible change will follow consultation with the post holder.***



# Person Specification

**JOB TITLE:** Portering Officer

**DEPARTMENT:** Facilities

REQUIREMENTS	ESSENTIAL	DESIRABLE	HOW ASSESSED
Education/Qualifications	<ul style="list-style-type: none"> <li>NVQ Level 3 in Leadership and Management or demonstrable equivalent experience</li> <li>NVQ in customer care or equivalent</li> <li>GCSE English and Maths or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>IOSH Managing Safely</li> <li>Manual Handling Trainer</li> <li>Fire Safety trained</li> <li>Health &amp; Safety trained</li> </ul>	Application/Interview
Knowledge, Training & Experience	<ul style="list-style-type: none"> <li>3 years in an NHS or customer focused environment.</li> <li>Leadership and Management skills</li> <li>Overseeing a large group of staff</li> <li>Report writing</li> <li>Budget/Finance</li> <li>IT Skills including spreadsheets</li> </ul>	<ul style="list-style-type: none"> <li>Experience working in hospital or similar environment</li> <li>Driving passenger transport or delivery vehicles</li> <li>Knowledge of NHS plans, targets and initiatives</li> </ul>	Application/Interview
Communication and Interpersonal Skills	<ul style="list-style-type: none"> <li>Ability to prioritise own workload</li> <li>Proactive</li> <li>Target driven</li> <li>Problem solver</li> <li>Good standard of written and verbal communication skills</li> </ul>		Application/Interview

REQUIREMENTS	ESSENTIAL	DESIRABLE	HOW ASSESSED
Special Attributes and other	<ul style="list-style-type: none"> <li>Physically fit</li> <li>Flexibility towards working arrangements</li> <li>Caring and understanding approach</li> <li>Keeps calm under pressure and in difficult situations</li> <li>Interested in self-development</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge &amp; understanding of NHS Portering Services</li> </ul>	Application/Interview
Other Requirements	<ul style="list-style-type: none"> <li>Clean, full driving license</li> <li>Enhanced DBS will be undertaken following interview for successful candidates</li> </ul>		Application/Interview

## Organisational Chart

**JOB TITLE:** Portering Officer

**DEPARTMENT:** Facilities Department

