NEW VICTORIA HOSPITAL

**JOB DESCRIPTION**

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| **POSITION INFORMATION** |
| 1. **Job Details** |
| Post/Title: **Porter**  Responsible To: **Head Porter**  Accountable To: **Operations Manager** |
| 1. **Job Summary**   (A brief description of the main purpose of the post) |
| * To provide a general portering service to all departments in the hospital. * To promote a courteous working relationship with all hospital staff, working closely with nursing staff and Heads of Department. |
| 1. **Role of the Department**   (The function of the department in which the post holder works) |
| To facilitate the smooth running of the hospital by providing general portering services to all departments. |
| 1. **Key Working Relationships**   (The range of individuals and organisations the post holder has contact with, how regularly and for what purpose) |
| All members of the Porter team will have daily contact with:   * Patients * Consultants * Clinical staff * Key contacts at other Medical Facilities * All employees |
| 1. **Duties and Responsibilities of the Post** |
| * Maintain a high standard of personal appearance, hygiene and politeness at all times to patients, staff and visitors. * Escort and assist patients with their baggage on their admission and discharge to and from reception/waiting area and the wards. * Convey patients on trolleys to and from the wards, operating department and X-Ray department. * Convey patients in wheelchairs to department for diagnostic examinations and/or treatment. * Sort all incoming consultant mail and file in consultant folders as required * Collect consultant folders from outpatients and file in consultant cabinet as required. * When carrying the “porters bleep” react immediately to the cardiac arrest bleep and undertake the duties assigned. * Sort the incoming post each morning & distribute to the correct pigeon hole or folder for collection * Frank all outgoing post through the on-line Post Office service Monday to Friday * The delivery and collection of pathology containers to other hospitals at certain specified times and other times when directed. * Deliver to the wards flowers, fruit baskets and other gifts deposited at reception for patients. * Assist with the loading and unloading of medical gases to and from the British oxygen lorry to the medical gases store. * Change cylinders from empty to full and supply full cylinders and return empty cylinders to and from the wards, theatre and departments as required. * Collect items of general supplies from the point of delivery and convey to the supplies department when out of hours * Collect items of pharmaceutical supplies from the delivery bay to the Pharmacy or Sister in charge. * Order Patient newspapers daily & distribute each morning. * Move beds, furniture and other items within the hospital as required. * Change light bulbs when necessary. Assist staff by carrying out handyman activities. * Carry out nightly checklists and security checks before handing over to the night security porter. * Keep car park and drives etc, clear of litter and properly swept, particularly around the main entrance. In the event of bad weather, assist in keeping the driveway, car parks and pathways clear of ice and snow. * Convey Theatre waste and general rubbish and deposit in the main rubbish bins daily, or as required. Observe *Infection Control Policy* and comply with the waste disposal colour code system. * Take pride in the appearance of the hospital and take care of the equipment and building fabric. * Undertake any other specific tasks and responsibilities as directed by the Personnel Manager/Chief Executive from time to time. * When carrying out these duties, priority must always be given to the movement of patients to and from the Operating Department, Physiotherapy and X-ray departments. * To ensure that the only duty taking priority over the movement of patients is that of a cardiac arrest call. * Retrieval and delivery of Medical Records to Kingston and St. George’s Hospitals * Delivery of specimens from New Victoria Hospital Theatre to St. George’s Hospital. * To avoid any behaviour which discriminates against patients/relatives, visitors, employees or potential employees on the grounds of their sex, race, ethnic or national origins, colour, disability, religion or belief, sexual orientation or age. |
| **INDIVIDUAL RESPONSIBILITIES** |
| 1. **General** |
| The post holder is expected to:   * Adhere to Hospital policies and procedures and relevant legislation including the requirements of any professional bodies * Understand and incorporate the organisational values into daily working practice:   + Compassionate   + Exceptional   + Ethical   + Evolving * Attend mandatory training as identified by the Hospital * Develop own knowledge, skills and experience through supervision practice and educational opportunities within the spirit of lifelong learning * Work as part of a team and collaborate with colleagues * Ensure good communication links are established with all other departments within the hospital * Maintain a high level of security awareness |
| 1. **Health and Safety** |
| Employees must be aware of the responsibilities placed upon them under the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors. |
| 1. **Risk Management** |
| All staff has a responsibility to report all clinical and non-clinical accidents, incidents or near-misses promptly via Datix and to co-operate with any necessary investigations undertaken. |
| 1. **Confidentiality and Information Governance** |
| The post holder must keep up to date with the requirements of information governance; undertake mandatory training and follow the Hospital policies and procedures to ensure that hospital information is dealt with legally, securely, efficiently and effectively.  It is important that the post holder processes personal identifiable information only in accordance with the Hospital’s Information Security policy.  The post holder must manage the records they create or hold during the course of their employment with the Hospital in an appropriate way, making the records available for sharing in a controlled manner subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines e.g. ISO27001, the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679), Freedom of Information Act 2000, Caldicott Guidelines and professional codes of conduct on confidentiality.  It is likely that the post holder will be in contact at some time with a form of information system, and therefore are responsible for implementing and maintaining data quality. The post holder, when making entries into the records, must ensure that these are legible and attributable and that the record keeping is contemporaneous. It is essential that all information recorded is accurate, complete and relevant. |
| 1. **Equality and Diversity** |
| Employees are responsible for ensuring that they assist in the implementation of this the Hospital’s Equality and Diversity policy by:   * Not discriminating in the course of their employment against fellow employees, customers, suppliers, or members of the public with whom they come into contact. * Not inducing or attempting to induce others to practice unlawful discrimination and reporting any discriminating action to the Hospital management. |
| 1. **Infection Control** |
| It is a requirement of the Department of Health that all Healthcare workers accept personal responsibility for compliance with infection control policies and procedures at any time when working in clinical areas. |
| 1. **Safeguarding Children and Vulnerable Adults** |
| It is the responsibility of the post holder to be familiar with their role and responsibility around safeguarding children and adults at risk. |
| 1. **Disclosure and Barring Service Check** |
| This post requires the disclosure of all criminal record information including details and dates of ‘spent’ convictions, cautions, reprimands, final warnings, police enquiries and pending prosecutions through the Disclosure and Barring Services check. If necessary you will be asked to submit written details in relation to this requirement, as well as any other information that will allow us to make a fair decision as to your suitability. |
| **JOB DESCRIPTION AGREEMENT** |
| Post holder: …………………………………………………………………………………..  Date: …………………………………………………………………………………..  Line Manager: …………………………………………………………………………………..  Date: ………………………………………………………………………………….. |

**PERSON SPECIFICATION**

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| Factor | Essential | Desirable |
| Qualifications | * Standard Educational qualifications | * 5 O’levels/GCSE’s * Basic computer skills |
| Knowledge | * Customer care * Health and safety standards |  |
| Experience | * 6+ months in a similar role and/or environment | * Previous Porter experience |
| Skills and aptitude | * Good communication skills * Literate and numerate * Ability to work in a team * Ability to work with minimal supervision |  |
| Personal circumstances | * Ability to prioritise work * Ability to liaise with people at all levels * Have a flexible and adaptable approach to working patterns |  |