#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION | |
| Job Title: **Portering / Driver Supervisor (Band 3)**  Responsible to: Assistant Logistics Managers  Department(s): Soft Facilities  Directorate: Facilities  Job Reference: **219739**  No of Job Holders: 6 | |
| 2. JOB PURPOSE | |
| Responsible as porter / driver supervisor for the day to day coordination and delivery of a portering and driving service, including allocation of work to a team of porter / drivers.  Responsible for ensuring compliance with policies and procedures with particular emphasis on vehicle management and safety.  Responsible for the management of commercial vehicles, including business continuity planning required to ensure the provision of driving services.  In addition undertake portering duties enabling the effective and efficient delivery of quality services to the organisation. | |
| **3. DIMENSIONS** | |
| The post is employed within NHS Lothian and there may be a requirement to work flexibly across sites to meet service demands.  To include:  Staff supervisory responsibilities, *including numbers and levels within portering team, car parking team and security team.*  Budgetary Responsibilities (supplies ordering, authorise overtime)  The post holder is employed within NHS Lothian and there may be a requirement to work flexibly across Lothian to meet service demands. | |
| **4. ORGANISATIONAL POSITION** | |
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| 5. ROLE OF DEPARTMENT | |
| The department provides a support services function including cleaning, portering, security, traffic management and waste management services to all site users including medical, nursing, AHPs, admin & clerical and ancillary staff. | |
| 6. KEY RESULT AREAS | |
| The following key result areas demonstrate the supervisory duties the post holder will require to undertake as well as examples of portering duties depending on the location and needs of the service. Management of commercial vehicles up to 3.5 tonnes will be a key element of the role, including safe use and compliance with guidance by others. **Supervisory Duties**   1. Responsible for the allocation and prioritisation of work and supervision of staff in their area, including undertaking staff PDPRs, return to work interviews and routine discussions with staff, investigating complaints in line with NHS Policy, providing written file notes of meetings. 2. Complete staff rotas and where agreed authorise overtime shifts as appropriate to cover shortfalls on the rota. 3. Provide induction and skills training to ensure staff use correct methods and working practices in line with Health & Safety and department procedures, including the use of PPE, vehicle and tail lift operation, where appropriate. 4. Responsible for the management of commercial vehicles, including business continuity planning required to ensure the provision of driving services including, e.g. safe use by others, actioning defects, arranging maintenance and tail lift inspections, vehicle fueling. 5. Carry out workplace toolbox talks with staff, risk assessments, site inspections, create action plans and liaise with other services in order to complete required actions. 6. Report and record all accidents, incidents or “risks”, completing all relevant paperwork, reporting to appropriate manager. 7. Report any quality problems or service changes that may affect the provision of the logistics service to the appropriate manager. 8. Responsible for maintaining stock levels of medical gases, including ordering when required from Pharmacy, storage and delivery of these to wards / departments. 9. Follow NHS Lothian policies and department procedures to ensure services are provided safely and effectively, making comments or suggestion to procedures to appropriate manager.   **Portering Duties** Provide a full range of patient movement services including urgent and routine requests using a variety of hospital equipment.Provide support with office and ward moves, including movement of furniture, equipment and ensuring security of patient / staff belongings.Responsible for the collection of waste streams to designated pick-up points, including clinical, domestic, recycling and confidential and operating industrial waste compactor in accordance with manufacturing and local instructions.  1. Responsible for monitoring stock levels and reporting to the supervisor / manager for reordering. Responsible for correct storage of medical gases and delivery of these to wards / departments. 2. Responsible for the mail management, including sorting, franking and delivery, both internal and external, routine or urgent. This can include transfer of medical records and general post. 3. Provide immediate response to all cardiac arrests, fire alerts, panic alerts, major incident, bomb threat and psychiatric/security emergency situations, providing portering services as directed by the incident co-ordinator. 4. Provide an agreed range of mortuary duties, where required, which may include transfer of adult & infant cadavers and out of hours viewing service as defined in local instructions. 5. Undertake urgent and routine specimen transfer, blood pack delivery and return, and ensure that overnight storage requirements for specimens are met. 6. Undertake a range of deliveries e.g. general stores, controlled and discharge drugs. 7. Support the provision of catering services through the delivery and uplift of ward meal trolleys, buffets, ad hoc meals etc. 8. Support the provision of laundry services, including dirty linen uplift, personal laundry boxes and the delivery of soluble bags and canvas bags. 9. Provide an equipment delivery and uplift service, including the transfer of therapeutic and other mattresses, medical devices. 10. Undertake car parking duties e.g. answering intercom and responding to request, dealing with customers. 11. Provide a range of security services including the production of I.D. passes, key issuing, CCTV and door access monitoring/viewing, security alarm response, answering OOH intercom requests, securing external doors and site patrols and report writing. 12. Provide a range of car pool services including the co-ordination of bookings, checking of folders, and logging of faults and / or incidents, reporting lost or missing items and changing of log sheets.   To support NHS Lothian’s values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviours and attitudes. | |
| 7a. EQUIPMENT AND MACHINERY | |
| The following are examples of equipment that may be required to be used to undertake the role:  Vehicles, trolleys, wheelchairs, beds, patslides, sack barrows, electric tugs, trailers, waste compactor, power wash, steamer, franking machine, PC, medical gas cylinders, automatic/roller doors, roll cages, telephone, bleeps, two way radios.  **Note:** New equipment may be introduced as the organisation and technology develops, however training will be provided. | |
| **7b. SYSTEMS** | |
| The following are examples of the systems that may be required to be used to undertake the role:  Call/job logger, Microsoft Office, panic alarm, CCTV, car parking barrier management systems**,** telephone and bleep systems.  Maintaining records of ad-hoc requests  Assisting in maintaining accurate records of all patient movements on a daily basis  Recording of trolley and wheelchair cleaning and maintenance logs  Reporting faulty equipment  HR systems including SSTS  Health and safety systems including Datix  IC/HDU/Exams job allocation printer  ISO-9001:2008  **Note:** New systems may be introduced as the organisation and technology develops, however training will be provided. | |
| 8. ASSIGNMENT AND REVIEW OF WORK | |
| Post holder will work with a degree of autonomy on daily basis although the manager will be available for advice / support. Post holder will be required to use their own initiative when prioritising the day to day work of the porter / drivers and when undertaking vehicle management responsibilities, including ensuring compliance with all procedural and legislative requirements.  Post holder receives work through a variety of mediums including e-mail, telephone, bleep, two way radios and intercoms.  Post holder receives non routine ad-hoc work via manager.  Post holder is responsible for the allocation of duties to the portering team on a day to day basis.  A review of work / performance is carried out on an ongoing basis with a formal review and personal development plan completed annually in line with NHS Lothian PDP processes, by the line manager and the post holder. | |
| **9. DECISIONS AND JUDGEMENT** | |
| The post holder is not directly supervised and uses own initiative to make decisions regarding routine and non routine tasks, staffing issues and problem / complaint solving. Manager is available to provide advice / support in more complex situations.  Decisions and judgements may include the following:  Staffing levels e.g. shift cover, allocation of suitably trained staff  Vehicle management e.g. safe use and defect resolution  Call priority  Fault resolution  Incident reporting and investigation  Responding to urgent and emergency requests without referring to Manager  Assessing tasks considering the safety of patient and staff member | |
| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB | |
| There are a number of challenges within this role, including the following:  Prioritisation and completion of tasks (both routine and adhoc) within a restricted time scale, to a required standard  Completion of tasks in settings where there is a lot of activity, which can change very quickly due to patient needs and/or their unpredictable behaviour, including responding to alert / developing situations / major incidents  Maintaining service provision during periods of limited vehicle availability  Working alone without direct supervision regularly on a daily basis  Dealing with difficult customers/service users and resolving problems  Violent & aggressive behaviour from Patients, staff, relatives  Managing staff, including work priority and attendance  Dealing with expectations of service users | |
| **11. COMMUNICATIONS AND RELATIONSHIPS** | |
| The post holder will require to communicate with all levels of NHS staff, volunteers, patients, relatives, partnership representatives, visitors, suppliers, contractors and police regarding portering services, and to provide local site information.Communication ranges from face to face discussions, telephone conversations and written communication, including emails.The post holder will require to use tact and persuasion when dealing with staff issues, providing advice and training to staff. | |
| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** | |
| **Physical Skills**  Manipulating trolleys, wheelchairs, beds, driving, moving furniture, ability to respond immediately to emergency requests.  **Physical Demands**  The post is physically demanding, therefore, a good level of fitness and manual dexterity is required for manipulating trolleys, wheelchairs, beds, driving, moving clinical / non clinical equipment / furniture and the ability to respond immediately to emergency requests.  Moving patients in trolleys, wheelchairs and beds; heavy furniture and stores, handling medical gas cylinders, fluids for a substantial part / majority of the shift.  **Mental Demands**  Concentration required when planning rotas, allocating tasks and dealing with staff issues whilst responding to urgent / emergency situations / requests.  Concentration when checking patient details e.g. medical records, units of blood. Concentration required to ensure safe selection, handling and transportation of medical gases. Call logging. Concentration when driving vehicles. The post holder may be interrupted at any time to deal with immediate responses.  **Emotional Demands**  Frequent exposure to challenging and unpredictable behaviour from patients and/or visitors, including potential verbal and physical aggression on a regular basis. Working in areas where patients are ill, transferring cadavers to mortuary, setting up cadavers for viewing.  Ability to deal with sensitive staff issues where a decision is required e.g. personal hygiene.  **Working Conditions**  Daily exposure to dirt, dust, smells. Occasional exposure to verbal and physical aggression and body fluids. Undertaking manual duties in areas which are warm. Exposure to all weather conditions whilst undertaking outside duties. | |
| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB | |
| Minimum required to undertake the role:  Full driving licence  Experience in vehicle management including knowledge of ADR awareness (European legislation for the transport of dangerous goods)  Previous experience in a portering or similar role and knowledge and understanding of staff management processes and policies  Ability to plan rotas  Knowledge of a full range of portering equipment  Knowledge of relevant health and safety policies and procedures  Good communication skills, both verbal and written  Interpersonal skills  Good customer care skills  Good numerical and analytical skills  Ability to work unsupervised  Successful completion of corporate and local inductions and HFS Portering Supervisor Workbook within the first year of employment. | |
| **14. JOB DESCRIPTION AGREEMENT** | |
| A separate job description will need to be signed off by each jobholder to whom the job description applies.  Job Holder’s Signature:  Head of Department Signature: | Date:  Date: |