

The State Hospitals Board for Scotland



www.tsh.scot.nhs.uk



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Section 1: NHS Scotland Values

Our values are:

- care and compassion
- dignity and respect
- openness, honesty and responsibility
- quality and teamwork

Embedding these values in everything we do will help to make our vision a reality. In practice, we need to:

- demonstrate our values in the way we work and treat each other
- use our values to guide the decisions we take
- identify and deal with behaviours that don't live up to our expectations
- be responsible for the way we work and not just the work we do

More information can be found at <http://www.mts.scot.nhs.uk/about-us/nhsscotland-values/>.

Section 2: The State Hospital

The State Hospital is the only special security psychiatric hospital covering Scotland and Northern Ireland. Employing around 650 staff, the hospital is located in Lanarkshire in Central Scotland, midway between the cities of Edinburgh and Glasgow.

Patients are treated in accommodation appropriate to their needs and in an environment that supports rehabilitation. There are 140 high-secure beds for male patients requiring maximum secure care: 12 beds specifically for patients with a learning disability. Wards take the form of four units (hubs and clusters) with each unit comprising three 12-bedded areas (i.e. 36 beds per hub).

The State Hospital provides assessment, treatment and care in conditions of special security for individuals with mental disorder who, because of their dangerous, violent or criminal propensities, cannot be cared for in any other setting.

The main aim is to rehabilitate patients, ensuring safe transfer to appropriate lower levels of security. The Forensic Mental Health Services Managed Care Network (Forensic Network) is hosted by The State Hospital, and good partnership working is in place across the Forensic Network to ensure patients are transferred as required.

The State Hospital maintains a safe and secure environment that enables effective patient care and treatment, and support to staff. The most important and effective measure in ensuring the long term safety and health of the patient is relational security (achieved through therapeutic engagement) in combination with both physical security (knowledge of patient and aggregated patient risk) and procedural security (policies and procedures).

The State Hospital has four strategic aims: improving physical health; effective use of resources; pathways for access, treatment and transfer; and improving the quality of patient care. The aims drive forward the quality improvement agenda in line with the Hospital's Clinical Model, Clinical Quality Strategy and Service Strategy as well as the national NHS Scotland Healthcare Quality Strategy (i.e. care and treatment is person-centred, safe and effective).

We are committed to transparency and accountability.

More information can be found at <http://www.tsh.scot.nhs.uk/Information%20Sheets/GI%20-%20CEO%20-%20About%20Us%20-%20Jan%2018.pdf>.

Section 3: Post Details

Please note this post is considered a Healthcare Support Worker post.

Vacancy Reference Number	20815
Job Title	Shift Porter
Grade	Band 2
Salary	£18,600 to £20,606 per annum pro rata plus £1,298.39 pro rata High Secure Environmental Allowance per annum
Hours	32.75 hours per week
Contract Duration	Permanent

Closing Date	Friday 24 April 2020. Please note candidates have until midnight of the closing date to submit their online application.
Interview Date	To be confirmed.

Please note the email address you supply on your online application will be used to make any further correspondence relating to this vacancy therefore please ensure you check your Junk/SPAM folders on a regular basis.

Section 4: Job Description

1. JOB IDENTIFICATION

Job Title: **Porter**

Responsible to: **Estates Co-ordinator**

Department(s): **Facilities**

Directorate: **Security**

Operating Division:

Job Reference:

No of Job Holders: **Six**

Last Update: **September 2014**

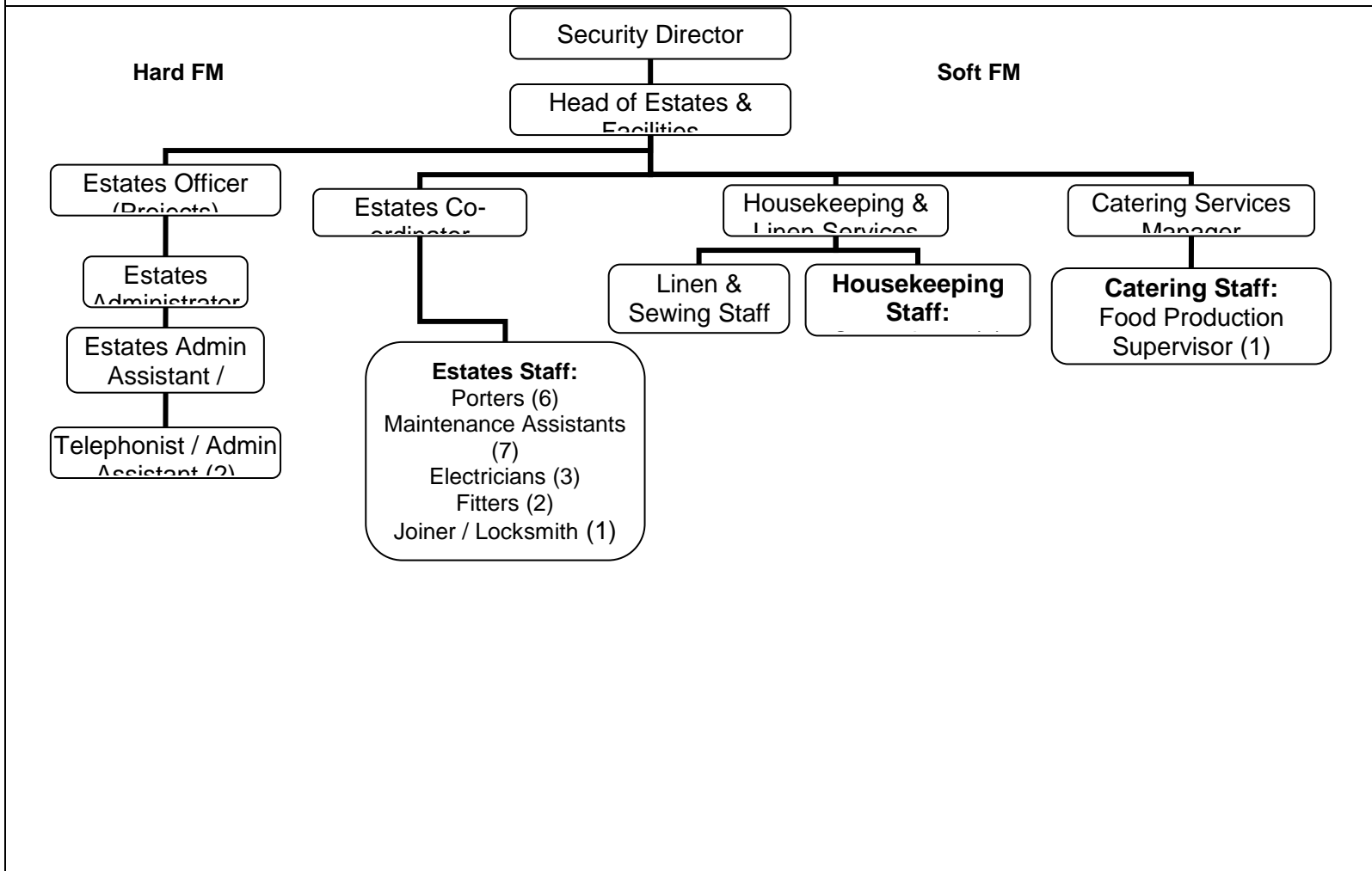
2. JOB PURPOSE

To deliver an effective efficient portering and support service to all wards and departments within the Hospital.

3. DIMENSIONS

The Facilities department has a Head of Estates & Facilities, Estates Officer, Estates Co-ordinator, Estates Administrator, 6 x Maintenance Craftsperson's : 3 x Electrical, 2 x Mechanical and 1 x Joiner / Locksmith, 6 x Maintenance Assistants and 7 x Porters. The Head of Estates & Facilities has overall budgetary responsibility for the Facilities department, salaries supplies, utilities and capital works carried out by the department.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

The Estates / Facilities departments are responsible for the co-ordination and delivery of a variety of essential support services, which include:

Hard FM

- Capital investment and strategic planning.
- Implementation and upkeep of Estate Asset Management System.
- Surveys and accommodation reviews.
- Administer capital projects for hospital.
- Operational maintenance for Engineering, Electrical and Buildings.
- Grounds maintenance.
- Utilities.
- Porter services.
- Ensuring safe operating of site which includes HV (High Voltage), LV (Low Voltage), Medium Temperature High Pressure which provides heating and hot water.
- Identify and control risks associated with facilities on site.
- To maximise land utilisation outwith the site (i.e. grazing rights and leases).
- Complete telecoms service for the site.
- Management of hospitals Environmental Management System.
- Management of hospitals waste.
- Maintenance of telephone system.
- Maintenance of security systems - PAA (Personal Attack Alarms), CCTV for site.

Soft FM

- The department's role is to provide Housekeeping, Cleaning, Sewing and Laundry Services for all wards and departments throughout the hospital. This is carried out using a directly managed in-house team to meet the required standards of NSS Scotland National Cleaning Services Specification.
- To ensure that Wards and Departments have continuity of supply (Cleaning / Miscellaneous goods and food / ward provisions) through the weekly "Pack down" system.
- The Catering Department provides essential Support Services to Patients, Staff, Visitors and relatives. The services include Catering for patients & Staff. These services operate on a 7 day 52 week per year and either directly affect patient care or support others staff who provide patient care.
- The Catering Department is responsible for standards in the above areas and to ensure that NHS Scotland and Quality Improvement Scotland Standards are achieved, maintained and developed.
- The Catering Department is also responsible for the provision of a catering service to general hospital staff and the provision of hospitality catering.

Porters

- Carryout daily deliveries.
- Carryout daily uplifts.
- Assist Craftspersons and Maintenance Assistants.

6. KEY RESULT AREAS

- Delivery of meals three times per day.
- Delivery of milk.
- Delivery and uplift of laundry.
- Delivery and uplift of buffets / functions to departments.
- Delivery and uplift of presentation equipment.
- Delivery of patients orders from shop to ward areas.
- Delivery and uplift of equipment.
- Uplift of clinical waste from wards / clinical areas.
- Uplift and delivery of mops.
- Uplift of waste from wards, departments and kitchen.
- Uplift used oil from kitchen.
- Uplift and deliver IT equipment.
- Uplift of furniture / carpet cleaning.
- Laying and uplift of Control and Restraint mats.
- Removal of curtains and high dusting.
- Remove and replace heavy catering equipment.
- Clean and check vehicles.
- Distribution of Pharmacy products.
- Escort contractors.
- Stores distribution / checking.
- Assist Craftspersons and Maintenance Assistants.

7a. EQUIPMENT AND MACHINERY

- Drive and operate vehicle with tail lift.
- Drive vehicle with trailer.
- Steps and ladders to change curtains, high level cleaning.
- Hospital Radio Network use hand held radio when moving about the grounds in vehicles or escorting contractors logging movements with the hospital control room and receiving permission to proceed.

7b. SYSTEMS

- Understand the workings of systems required to work on within NHS buildings.
- Ensure compliance with Hospital Security Policies and Procedures.
- Elementary Food Hygiene Handling training to approved standard.
- Moving and Handling daily, lifting and carrying food boxes & milk cartons loading on of delivery vehicles. Pushing & pulling food trolleys on and off delivery vehicles and delivering into wards.

8. ASSIGNMENT AND REVIEW OF WORK

The assignment and review of work is by the Estates Co-ordinator or Head of Estates & Facilities. Work is generated by wards, departments via estates help desk, planned preventative maintenance.

Reports are generated via the Shire Frontline Maintenance Management System to aid review of all work undertaken.

9. DECISIONS AND JUDGEMENTS

- Frequently use own initiative when undertaking tasks or work.
- Supervise outside contractors carrying out maintenance and repair.
- Ensure compliance with hospital security requirements.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Providing a high quality portering service to all wards and departments within the Hospital
- When working in patient areas there is a risk of personal physical violence and verbal abuse.
- Ensure compliance with hospital security requirements.
- The high level of security awareness required when working in patient areas using tools.
- Working to tight timescales whilst complying with the high security & environmental restrictions on a regular basis.

11. COMMUNICATIONS AND RELATIONSHIPS

The post holder is expected to have a good working relationships and communication with members of staff at all levels across the hospital either by telephone or face to face. Communicating usually face to face with ward based staff, ward managers, security managers and staff, department managers and staff, daily with the estates supervisor and maintenance manager keeping all mentioned up to date with progress of repair or what work is being carried out in their respective area.

Assist and communication with external contractors during maintenance and repair of equipment, communicating the need to be vigilant with security requirements of the area they are working in.

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

- High secure Mental Health environment that cares for mentally disordered offenders who are assessed as posing a grave and immediate danger to themselves and the public. This involves being the subject of searching and security procedures, responsibility for keys and working in a restrictive, locked environment. Exposure to physical and verbal aggressive behaviour of patients and carers.
- Requests which can have demanding timescales due to their urgent requirement of wards and departments often in areas where there is involvement with patients.
- A large part of the job requires manual handling of goods and equipment and working in confined spaces often requiring a ladder to gain access to the space and when working in the space restricts body movement and working in a stooped position.
- High level of security awareness when working within patient areas having a requirement to be fully alert and aware of patient movements and ensure no tools are within their reach either personal tools or contractors good observation skills required.

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- Full and clean current driving licence.
- Be physically fit.
- Conscientious showing great care when carrying all work and tasks.
- Previous knowledge of moving and handling techniques an advantage.
- Ability to work with minimal supervision.

Section 5: Person Specification

STATE HOSPITAL'S BOARD FOR SCOTLAND PERSON SPECIFICATION: PORTER		
	Essential	Desirable
Qualifications	No formal qualifications required but application should demonstrate a reasonable level of literacy and comprehension. Full Clean UK driving licence.	
Experience	Must demonstrate a mature outlook with experience in dealing with people, preferably in a facilities or customer focused environment.	Ability to demonstrate good interpersonal skills.
Skills	A high level of interpersonal skills including the ability to be directive and assertive as required. Ability to work unsupervised within directed limits.	
Knowledge	Working knowledge of moving and handling techniques. Basic Health & Safety.	Elementary Food Hygiene Handling training.
Special Aptitudes	Physically fit. Must be able to work outdoors and be able to undertake physical duties. Flexibility in approach to short notice requirements, weekend and shift working and ability to provide cover for colleagues. Ability to work as part of a cohesive team.	

Section 6: How to Apply

All applications should be submitted via our online recruitment system 'JobTrain'.

If this is the first time you have applied for a State Hospital vacancy via our online system, you will be asked to create an account. You can do this via an email address or social media account. Please make sure the email address submitted is correct as this will be our primary method of contact. You will receive automated emails throughout the process, you can reply to these and they will be re-routed to the Recruitment Administrator who is managing the vacancy.

If you are registering as a new candidate you will be able to upload your CV. This is used to help pre-populate some of our application form **only**. NHS Scotland does not accept CV's in addition to / instead of a completed application form. Your CV will not be visible to the panel at any stage.

If you are a returning candidate, you will be asked if you wish to copy your application from a previous post. Simply select the application you wish to copy from and then you can go through and edit/update the information.

Thank you for your interest in this post. We very much look forward to receiving your application.

Section 7: Key Information	
Terms and Conditions of Service	<p>The terms and conditions of service are those approved and amended from time to time by the National Agenda for Change Terms and Conditions Agreement. They can be found at www.msg.scot.nhs.uk/pay/agenda-for-change.</p>
Healthcare Support Workers	<p>A Healthcare Support Worker is defined as any healthcare worker working within NHS Scotland who is not currently statutorily regulated or in a role that has been recommended for statutory regulation by the government.</p> <p>Your performance must comply with the “Mandatory Induction Standards for Healthcare Support Workers in Scotland” and with the “Code of Conduct for Healthcare Support Workers”, both amended from time to time.</p> <p>These documents can be found at: http://www.hcswtoolkit.nes.scot.nhs.uk/resources/hcsw-standards-and-codes/.</p> <p>Failure to adhere to these standards or to comply with the code of conduct may result in poor performance measures or disciplinary action and could potentially lead to dismissal.</p>
Annual Leave	<p>The annual leave entitlement is 27 working days, rising to 29 working days after 5 years service and 33 days after 10 years service.</p> <p>In addition to this you are entitled to 8 statutory public holidays per annum to be taken between the period 1 April to 31 March each year.</p> <p>These entitlements will be calculated on a pro rata basis for any member of staff who works less than full time.</p> <p>Annual leave is calculated in hours for every member of staff.</p>
Superannuation (Pension) Scheme	<p>All new employees will automatically be enrolled into the NHS (Scotland) Superannuation Scheme, or if you are an existing member then your membership will continue.</p>

	<p>Further information on benefits relating to the scheme, can be found at www.sppa.gov.uk.</p>
<p>Eligibility to work in the United Kingdom</p>	<p>The State Hospitals Board for Scotland has a legal obligation to ensure that it does not employ any worker who has not been granted permission to work in the United Kingdom. This permission is without exception granted by the UK Border Agency.</p> <p>We check the entitlement to work in the United Kingdom of all prospective employees, regardless of nationality or job category.</p> <p>Applications from candidates who require a Tier 2 Certificate of Sponsorship (formerly Work Permits) will only be considered if no suitable UK or EEA national is identified for the post.</p> <p>For more information regarding eligibility to work in the United Kingdom please visit www.bia.homeoffice.gov.uk.</p>
<p>Data Protection Act 2018</p>	<p>The information you provide on your application will be treated in confidence and used in line with the Data Protection Act 2018.</p> <p>Only those involved in the selection process will have access to your application form and recruitment details.</p>
<p>Equal Opportunities</p>	<p>Full disclosure of this information is optional and does not exercise any part of the selection process. It is treated in confidence and only Human Resources staff has access for the purposes of reporting and compliance monitoring.</p>
<p>References</p>	<p>All offers of employment are subject to receipt of two satisfactory written references. At least one reference must be from your current or most recent employer.</p> <p>If you have not been employed or have been out of employment for some time then you may give the name of someone who knows you well enough to confirm information given and to comment on your ability to do the job.</p>

<p>Disclosure Scotland</p>	<p>All employees require a Disclosure before they can uptake duties at the State Hospital. The level of this disclosure is determined by the nature of the post.</p> <p>Please note that the State Hospital reserves the right, following consultation with you to recover from you any payment made in respect of disclosure.</p> <p>Further information can be found at: https://www.mygov.scot/working-jobs/finding-a-job/disclosure/.</p>
<p>Occupational Health</p>	<p>New entrants to the State Hospital are required to pass a pre-employment medical screen. The right is reserved for the successful candidate to undergo a medical examination and/or x-ray at any time if it is considered necessary.</p>
<p>Job Interview Guarantee Scheme</p>	<p>NHS Scotland is “positive about disabled people” and as such we do provide opportunities for disabled people. NHS Scotland operate a Job Interview Guarantee Scheme (JIG), which means that if you have a disability, and meet the essential criteria outlined within the person specification, then you will be guaranteed an interview.</p>
<p>Overseas Qualifications</p>	<p>If you require a qualification for this post but are not regulated by a professional body (i.e. NMC, HCPC etc) then you must provide an official translation, notarised by a solicitor, which will be checked by the recruiting manager.</p> <p>Please ensure this is available before applying for this post.</p>