

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: BGH - Porter/Driver

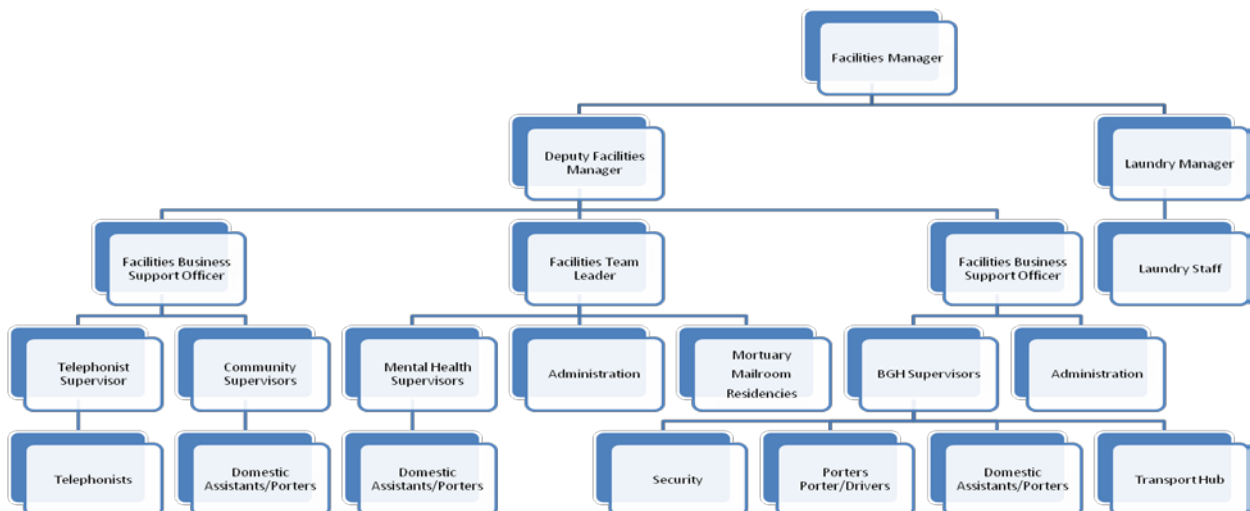
Department(s): General Services

Job Holder Reference: 049784

2. JOB PURPOSE

General porter duties: Transporting a wide variety of items and patients around NHS Borders.

3. ORGANISATIONAL POSITION



4. SCOPE AND RANGE

- To provide a full porter service including the prompt and efficient transporting of a wide variety of items and patients around the hospital site.
- May be required to provide a service within other General Services functions, but training would be provided.
- Occasional requirement to allocate work duties to other porters or domestic assistants for all or part of a shift.

5. MAIN DUTIES / RESPONSIBILITIES

- To transport trolleys, goods, supplies and material including;
 - Pharmacy boxes
 - Specimens
 - Mail and parcels
 - General supplies and furniture and equipment
 - Clinical waste
 - Soiled linen bags
 - Applying the correct moving and handling techniques and using the appropriate moving and handling equipment available.
- Driving of hospital vehicles following the guidelines issued by the Transport Manager.
- Connecting, disconnecting, transporting and storing medical gas cylinders following Health and Safety Guidelines.
- Transportation of deceased patients to mortuary.
- Car Park duties including:
 - Patrolling all car parking areas and advising members of the public on parking related issues.
 - Car parking enforcement through issuing Parking Charge Notices via a hand-held device to vehicles which have contravened the parking regulations and restrictions.
 - Ensuring that vehicles are not causing an obstruction.
 - Ensuring that disabled / car share parking areas are used correctly.
- Giving directions to members of the public.
- Carrying out hospital security checks.

- Cleaning the Emergency Department.
- Collection of patient medical records and use of TrakCare.

6. SYSTEMS AND EQUIPMENT

- A working knowledge of the two-way radio communications system.
- A good working knowledge of all cleaning equipment and processes.
- A working knowledge of the hospital paging system.
- A working knowledge of the equipment used for transporting patients and goods.
- A working knowledge of the car parking hand held device.

7. DECISIONS AND JUDGEMENTS

- Though work is partly supervised individuals must be flexible enough to change work routine to fit in with the ward/departments needs.
- Occasional requirement to allocate work to other staff if Supervisors are not available by carrying and responding to the departmental pager. Ability to resolve staff shortages and plan rotas.
- The post holder is expected to demonstrate a high degree of discretion.
- Adopts the concept of customer care.
- The ability to respond to demanding work situations when required.

8. COMMUNICATIONS AND RELATIONSHIPS

- Engages in effective communications with patients, relatives and visitors.
- Persuasive skills needed when dealing with patients, relatives and visitors.
- Communicates with colleagues in connection with own job.
- The post holder will work with General Services Supervisor, to achieve personal and NHS Borders objectives.

9. PHYSICAL DEMANDS OF THE JOB

- Moving and handling heavy patients and/or objects in line with Manual Handling Regulations.
- Prevention and management of aggression and violence.
- Dealing with confused and agitated patients and visitors, dealing with wandering patients.
- Connecting, disconnecting, transporting and storing medical gas cylinders following Health and Safety Guidelines.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Organising your work around others by reacting to changes in the work area.
- Working with NHS colleagues to provide porter services.
- Frequent interruptions to deal with emergencies.
- Dealing with distressed relatives, exposure to challenging patient or visitor behaviour.

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

- Good communication skills with an emphasis on customer care.
- Ability to work as part of a team.
- Numeracy and literacy skills.
- Demonstrate a high level of discretion and confidentiality.
- Demonstrate the ability to operate effectively, under pressure and to strict guidelines.
- Prevention and management of aggression and violence training to a high level order
to be able to offer security support within the hospital.

PERSON SPECIFICATION

For the post of: **porter/driver**

Below are the essential knowledge, training (including qualifications) and experience required to do this job.

ESSENTIAL

- 1 Good numeracy and literacy
- 2 Good communication skills
- 3 Proven ability to work as part of a team
- 4 Experience in customer service
- 5 Driving license
- 6 Ability to react to constantly changing and unpredictable behaviours of patients and visitors.

DESIRABLE

- 1 Working currently/recently within a porter or driving role or comparable role
- 2 Ability to work flexibly
- 3 Experience with working with patients
- 5 Knowledge of correct Moving and Handling procedures
- 6 Basic Computer skills