#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
| Job Title: Porter Supervisor  Responsible to: Porter Manager  Department(s): Support Services  Directorate: Facilities  Operating Division: Acute  Job Reference:  No of Job Holders: 6  Last Update (insert date): April 2023 |

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| 2. JOB PURPOSE |
| Responsible as a supervisor to the Porter & Transport Manager for the day to day coordination and delivery of Portering Services, including the allocation of work to a team of porter’s, ensuring compliance with policies and procedures.  Working as part of a team, the Porter Supervisor will coordinate Portering services including mailroom, between Victoria and Whyteman’s Brae Hospitals and as per the Porter Supervisor Key Result areas. |

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| **3. DIMENSIONS** |
| The Support Services is responsible for providing support across NHS Fife. The Operational functions include, Portering, Transport, Waste, Catering, and Domestic & Laundry. As Support Services cover these functions it is expected all Support Service staff work together to achieve the goals of the Service and in-line with NHS Scotland value’s and standards.  As part of the Portering department, services are provided 365 days per year, 24 hours per day and to meet the needs of the Service. |
| 4. ORGANISATIONAL POSITION |
| Administration Manager +  Administration Assistants  Support Services Manager   |  | | --- | |  |   **Porter Supervisor**  Porter/Driver  Acting Chargehands  Porter Manager |

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| 5. ROLE OF DEPARTMENT |
| * To facilitate the movement of goods and services around the hospital site and between other healthcare sites * To transport patients around the hospital as and when required * To assist in the delivery of ad hoc services as required by the needs of the hospital * To remove waste and dirty linen and deliver clean supplies as required * To respond to emergency situations * To support wards/departments across the VHK site |

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| 6. KEY RESULT AREAS |
| 1. Organise appropriate staff rotas in order to accommodate service delivery to a fixed and relief schedule 2. Arrange cover, make adjustments to staff rota to record absence, extra hour’s worked/o/t - essential for pay purposes and the department is staffed to the applicable levels. 3. Maintain and communicate appropriate records regarding schedules, rotas and any changes conducted to all applicable Porter Supervisors and the Porter Manager when required 4. Maintain through supervision, instruction and practice the efficient delivery of Portering services within the hospitals 5. Check the working order of equipment used for service delivery, reporting to estates and management where necessary regarding malfunctioning equipment. Ensure Tug Check lists completed and filed to ensure compliance within the department. 6. Supervise work practices to meet the divisions Health and Safety policy 7. Report all Health and Safety incidents using the DATIX reporting system 8. Training of new members of staff in procedures and methods whilst conducting refresher training applicable to the Portering department. 9. Member of the Emergency Response Team 10. Approve staff holiday requests and maintain appropriate records 11. Conduct stock levels of Medical Gases, submit stock levels and orders via the Pharmacy Governance Team 12. Monitor allocated staff work performance providing feedback/appraisal as and when required 13. Dealing in first instance with complaints from all users and reporting complaints to the Porter Manager that are irresolvable in the first instance  Counselling and discipline of staff and to inform management of any issues that relate to discipline/performance whilst on shift  1. Ordering of griff and clinisafe bins and other products applicable to waste management 2. Attend all legal and mandatory training and training courses that support the needs of the Portering department 3. Maintain security/key registers that are applicable to the Portering department including ASCOM or mobile phones |

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| 7a. EQUIPMENT AND MACHINERY |
| Compactor Meal Trolleys Linen lockers/trolleys  Baler Electronic scales CSSD trolleys  Oxygen cylinders. Trolleys, beds and wheelchairs Stores Cages  Electric tug NHS Vehicles Bins (various sizes)  Hoists Mortuary trolley IT Equipment/ Follow You Printers  Note: New equipment may be introduced as the organisation/service develops – all new equipment/technology training will be given. |
| **7b. SYSTEMS** |
| COSHH – Control of Substances hazardous to health  Reporting faulty equipment through Estates  Key Registers/phone registers  Any other addition ad-hoc logs cleaning/maintenance or inspection logs  Teletracking – Portering system  Gas Order/stock take sheets.  Shift Handover reports  Time sheets for tracking of budgeted hours and additional work/hours undertaken |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| The Porter Supervisor will work with a degree of autonomy on a daily basis although management will be available for advice / support. The Porter Supervisor’s will have the ability to use their own initiative and prioritise work in accordance with current departmental procedures.  Porter Supervisor’s receive work through a variety of mediums including e-mail, Micad, telephone, pager or teletracking phones.  Porter Supervisors receive non routine ad-hoc work via management or external requests from other VHK wards/departments and other services  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 Fifes PDP processes by the Porter & Transport Manger and Porter Supervisors. |

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| **9. DECISIONS AND JUDGEMENTS** |
| Makes decisions on day to day tasks and problems including:   * Allocation of O/T and rota cover * Prioritising jobs, re-allocation of staff to meet service and patients needs * Day to day supervision of staff * Dealing & managing with first instance complaints from outside the Portering department and within the Portering department staff * Delegating tasks to porters ensuring in order of priority |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| 1. Being able to balance conflicting priorities within the given time 2. Dealing with the expectations of patients, staff and general public 3. Reorganisation of rotas to accommodate staff absence and additional workloads 4. Dealing with Police Cadavers and viewings |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| Internal: Colleagues, hospital staff, transport and portering, patients  External Delivery drivers, members of the public/visitors, police, undertakers, visitors |
| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| Very physically demanding  Occasionally deal with very distressing police cadavers(road traffic accidents, suicides and sudden deaths) and arrangement of viewings  Operation of Equipment  Training of staff  Lifting stocks / supplies  Concentration when completing paperwork.  Frequent changes of task due to service demands  Imparting unwelcome news to staff  Difficult conversations when required |

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| 1. Working knowledge of hospital Portering services – relevant experience preferable 2. Previous experience in a similar role with knowledge and understanding of staff management processes and polices including health & safety 3. Man management skills 4. Communication skills, both verbal/written and telephone manner 5. Good customer care and interpersonal skills 6. Experience of and the ability to plan rotas 7. Track record of working under pressure 8. Ability to be flexible and adaptable 9. Demonstrate a calm and professional manner at all times 10. Knowledge of computerised systems – Microsoft Office/Excel 11. Full driving licence – essential   Your performance must comply with the “Mandatory Inductions Standards for Health Care Support Workers in Scotland” 2009; and with the Code of Conduct for Health Care Support Workers, both as amended from time to time, which will be issued with your contract (further copies can be obtained from Human Resources). Failure to adhere to the Standards or to comply with the code may result in poor performance measures or disciplinary action and could lead to dismissal; or if you are self-employed, such failure will be deemed to be a breach of an essential term of your contract, allowing us to terminate with or without notice. |

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| **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: |