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| 1. JOB DEFINITION | Job Title | Generic Support Service Worker NHS Tayside |
|  | Department(s)/Location | Stracathro |
|  | Number of job holders | 6 |
| **2 JOB PURPOSE**  To provide a general Generic support service to wards, departments, areas, sites, patients, visitors and the general public. To deliver the highest standard of Portering and Domestic Service within the Hospitals to patients, staff and visitors whilst maintaining a clean, safe working environment.  To deliver the highest standard of cleanliness within the Hospitals based on the recommendation of QIS.  HAI Task Force Code of Practice and the NHS Scotland National Cleaning Services Specification. | | |
| **3 ORGANISATIONAL POSITION**  Site/Support Service Manager (Angus)  I  Assistant Site/ Support Service Manager (Angus)  I  Senior Support Service Supervisors  I  Generic Assistants | | |
| **4 SCOPE AND RANGE**  Delivery of a general portering and domestic service to all hospital wards, departments, health centres and clinics within NHS Tayside boundaries as appropriate to service needs.  NHS Tayside serves a population of approximately 387,000 covering regions including Tayside, Perth and Kinross, Angus and North Fife.  Staff must be flexible, adaptable and work to support other staff that has clinical responsibility to patients.  The Generic Assistant works as part of a multi disciplinary team, delivering a high standard of cleaning in areas of high activity with frequent change. | | |
| 5 **MAIN DUTIES/RESPONSIBILITIES**  **PORTERING JOBS**  **PATIENT MOVEMENT**  To undertake the transportation of patients (occasionally visitors) to and from wards/department by bed/trolley/wheelchair/ambulance/minibus or by foot according to the demands of the service  **SPECIMENS**   * To undertake the collection, transportation and safe delivery of routine and emergency specimens to the appropriate Laboratory e.g blood, urine, faeces, sputum, biopsies, body parts etc in line with Departmental Procedures * Responsible for signing out and checking patient details with nursing/theatre staff.   **BLOOD PRODUCTS**   * To collect blood products such as blood, hemoglobin, plasma etc from the Blood Transfusion Service and deliver to designated areas.   **LABORATORY STORES**   * Make up lab stores for all NHS premises in Angus i.e. Specimen bottles blood containers and needles for syringes etc   **LINEN/LAUNDRY**   * To deliver clean/uplift dirty/foul linen to/from wards and departments throughout the hospital and transport to the appropriate areas for laundering.   **CLINICAL WASTE**   * To collect clinical waste from wards/departments and transport to the appropriate designated Clinical Waste Storage Area.   **HOUSEHOLD WASTE**   * To collect household waste/cardboard/glass etc from wards/departments and transport to the appropriate designated Disposal Area.   **CONFIDENTIAL WASTE**   * To collect confidential waste from wards/departments and transport to the appropriate designated Disposal Area.   **CATERING**   * Meal Trolleys - To collect meal trolleys from the kitchen/delivery areas and transport to all wards/departments. Return of same when empty. * Milk - To collect milk from kitchen and deliver to appropriate wards/ departments and uplift Patients menus at same time for delivery back to the Catering Department. * Crockery- Collect clean crockery from kitchen and delivery areas and transport to all wards/departments. Return of same when dirty. * Extras- to deliver adhoc requests that are given to the porter via bleep   **MEDICAL GASES**   * To undertake the collection, transportation/delivery and connection of medical gases from Storage Area to appropriate wards/departments.   **MEDICAL RECORDS/XRAYS**   * Undertake the delivery and uplift of medical notes/x-rays to and from wards/departments and Outpatient Clinics.   **STORES/DELIVERIES**   * To undertake the delivery of stores such as general, surgical, stationery and catering to all wards/departments and Day Hospitals.   **PHARMACY**   * To undertake the delivery of pharmacy boxes/drug bags to all wards/departments and Day Hospitals   **MAIL**   * To collect, sort and deliver internal/external mail including packages and transport to and from wards and departments. Frank mail deemed to be external for delivery by the Royal Mail.   **STERILE SERVICES**   * To deliver clean trolleys/boxes/packages to wards and departments as appropriate. Uplift and return dirty.   **FURNITURE/EQUIPMENT MOVES, STORAGE OR DISPOSAL**   * To undertake moves within the site of offices/ wards when required to do so. * To undertake the emptying/reinstating of offices etc when painters require clear access to carry out duties. * To undertake the uplift and storage of equipment and furniture. * To uplift equipment/furniture from wards/departments/GP practices and other hospitals and transport to the appropriate area.   **VEHICLE MAINTENANCE**   * Undertake washing and cleaning of vehicles on a weekly basis.   **DRIVING DUTIES**   * Undertake daily vehicle check to ensure vehicle is roadworthy. * Undertake to drive vehicles safely when carrying out duties and to undertake any other driving duties on request. * Escort cashier to bank monies from hospital   **SECURITY**   * Undertake on site security duties as requested. In conjunction with site security schedule.   **INFECTION CONTROL ISSUES**   * Patient related equipment used by the Portering Department is cleaned as defined in the work schedule for the appropriate area in which the post holder is working.   **DOMESTIC DUTIES**   * Carry out all cleaning tasks detailed in work schedules and incidental cleaning as necessary to agreed standards. * Carry out specialised cleaning tasks, including isolation rooms, aseptic rooms, theatres, maternity etc. to agreed standards, where appropriate. * Carry out cleaning tasks as requested by Supervisor or Senior Nurse on duty. * Work with colleagues to move furniture and light equipment in line with manual handling guidelines to enable thorough cleaning. * Remove all waste and place at collection points, following organisational and departmental procedures. * Clean uncontained body fluid spillages in public areas and non-clinical areas. * Work in co-operation with colleagues, infection control and other staff in all areas to achieve high standards of cleanliness. * Replenish all supplies of hand soap, toilet paper and hand towels. * Clean and fill water jugs first thing in the morning and wash crockery and glasses, where appropriate. * Assist with patients and beverages, including cleaning of trolleys and tea machines, crockery and any food utensils, as appropriate. * Ensure the correct and economical use of equipment, supplies and energy resources. * Follow all guidance and training on safe working practices to ensure personal health and safety and that of others, exercising a duty of care. * Follow all cleaning procedures to ensure highest standard of cleanliness and hygiene practices in line with Infection Control Policy and Guidance. * Maintain all equipment and Domestic Service Room in a clean and tidy state. * Replace all equipment after use and store securely in Domestic Service Room. * Initial weekly and monthly work sheets as tasks are completed. * Maintain confidentiality at all times. * Comply with all Policies and Procedures of NHS Tayside and the Department. * Remove and replace bed screens and curtains   Changing bed linen in on call rooms   * Tidy clean flat laundry and personal laundry at ward level * Put away staff laundry in carousel room when requested * Remove and wash shower curtains * Staff accommodations clean when vacated clean cookers, cutlery etc. change bed linen. * Key holders for all keys on site   **Induction Standards & Code of Conduct**  Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers 2009” and with the Code of Conduct for Healthcare Support Workers. | | |
| **6 COMMUNICATIONS AND RELATIONSHIPS**  Regular communication exists on a daily basis between the post holder and their Portering Management, ward and departmental staff, patients, visitors, may also include those persons with educational or mental health issues. Communication can be by telephone, radio, bleep, face to face interview, letter etc.  Regular communication exists between the post holder and colleagues, supervisors, ward and departmental staff, patients, visitors, delivery drivers and other staff within the NHS establishments.  Communication with equipment contractors regarding breakdowns etc.  To respect and support people’s equality and diversity. | | |
| **7 KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB’S**  No formal educational qualifications are necessary, as the post holder will be given the necessary training to undertake the tasks concerned.  The postholder is required to   * Be in possession of a current driving licence. * Have the ability to work on own initiative. * Have the ability to follow instructions. * Possess good communication skills, including non-verbal communication skills. * Ability to respond appropriately to unpredictable situations. * Be calm, focused and able to cope with work under pressure. * Carry out their work effectively, efficiently and safely.   **Following departmental training, the post holder is required to:**   * Have a working knowledge of all cleaning skills, procedures and equipment * Operate mechanical and electrical machinery safely and effectively * Have a knowledge of Infection Control Policy, Guidelines and Procedures * Have a knowledge of Health & Safety Policies and work procedures including COSHH, HACCP and Manual Handling * Have a knowledge of QIS Standards, HAI Task Force Code of Practice and NHS Scotland National Cleaning Services Specification * Safe use of a wide range of equipment * Knowledge of Health & Safety Policies and work procedures * Customer Care Skills * Violence and Aggression Skills   **FURTHER TRAINING**  Manual handling trainer which covers all grades of staff and departments.  Risk Assessor | | |
| **ESSENTIAL ADDITIONAL INFORMATION**  **SYSTEMS AND EQUIPMENT**   * To undertake the day-to-day routine duties the post holder is required to use various types of equipment supplied by the Department and Organisation e.g. * Roll pallet cages, goods trolleys, meal trolleys, clinical waste bins, cage barrows, compactors, pressure washer, electric tugs, vehicles, wheelchairs, patient trolleys, beds, bleeps, radios, telephones, computers and any other piece of equipment which is deemed necessary to enable the post holder to carry out their duties. * The post holder will use the appropriate Personal Protective Equipment (PPE) supplied by the Department to carry out their duties in a safe manner. E.g. Uniform, safety shoes, boiler suits, hard hats, goggles, gloves Face visor etc. * IT equipment * Fax machine * Sending and receiving orders * News paper returns * Loading/Manoeuvring patient food service trolleys * Floor Scrubber/Drier / Vacuum Cleaner / Wet Pick-up Machine High pressure hoses / steam cleaner   A work schedule is located in each area for the post holder to follow.  Where a work sheet is located in an area, this should be signed when each task is completed.  Equipment and protective clothing is provided for use, including mechanised cleaning machinery. | | |
| **9 PHYSICAL DEMANDS OF THE JOB (physical/emotional)**  Work is generated on a day to day basis by wards and departments. Due to the dimensions of sites the tasks undertaken are physically and mentally taxing.  **PHYSICAL EFFORT**  The post holder frequently has a requirement to lift, pull, and push a variety of pieces of equipment which can be in excess of 15 kilos. This physical effort can be on an individual basis or as part of a team depending on the post holder’s duties that shift. Some examples of what is handled are boxes of medical records, cage barrows full of clinical waste, household waste, confidential waste, mail trolleys, medical gases etc.  Patients moved on a variety of different modes of transport  The job is physically demanding, requiring the post holder on a **daily basis** to regularly   * Move and handle light and heavy equipment / trolleys on a regular basis throughout the shift. * Stock store cupboards with supplies. This involves receiving goods e.g. foodstuffs, disposable / Consumables etc. and storing them in appropriate storage areas, in a safe manner. * Perform repetitive tasks that require co-ordination and dexterity. * Stand / walk for long periods throughout the shift when cleaning * Apply frequent intense physical effort, i.e. scrubbing etc.   Lift and transport, moderately heavy containers of hot food items  The job is physically demanding, requiring the post holder on a **daily basis** to   * Moving furniture (chairs/lockers/occupied & unoccupied beds etc.) * Working in restricted areas and confined spaces, such as cleaning under beds, small offices and Treatment rooms. * Using a polishing machine requiring repetitive pivotal pelvic movement. * High dusting, which involves stretching frequently throughout the shift.   **MENTAL EFFORT**  The post holder will require to give their undivided attention when carrying out their duties to enable them to work safely.  Due to the demands of the service the post holder may be required to change tasks at a short notice.  An example of this may be the changing of routes due to road traffic, road closures, urgent stores requirement for a ward/department, etc.  Being in possession of a bleep and jobs constantly being diverted  The post requires frequent concentration and attention to detail throughout the shift period.  Post requires concentration and ability to adapt to working in a hostile environment e.g. where there is exposure to distressed relatives/visitors and aggressive patients / patients under the influence of alcohol or drugs.  **EMOTIONAL DEMANDS**  The post holder can come into contact with aggressive patients and patient’s relatives.  The post holder may occasionally be required to deal with complaints from staff, patients and visitors.  **WORKING CONDITIONS**   * The post holder will be exposed to unpleasant working conditions such as body fluids (Including smells), dirty/foul linen, dust, noise, inclement weather and occasional violent and aggressive behaviour. * The post holder will be required to work out doors for long periods in all weathers. * Exposure to extremes of temperatures, noises and smell. * Occasional exposure to cleaning chemicals.   Awareness of slipping hazard because of nature of floor and condensation | | |
| **10 DECISIONS AND JUDGEMENTS**  The post holder will be expected to follow all guidance and Policies and Procedures of the Department and Organisation. The post holder will work to a schedule according to the site the post holder is based at. The post holder’s work is normally supervised but this is dependent on the location in which the post holder works.  The post holder is required to work on their own initiative by prioritising tasks by their level and degree of importance and urgency. | | |
| **11 MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**  The ever changing dimensions of the hospital which may include the planning of routes throughout the hospital.  The constant demands of changing priorities and maintaining the required high standard of service to wards, departments and clients.  Staff are expected to follow closely all guidance, procedures and policies of the Department and Organisation, whilst using their own initiative to determine the order of work.  The job involves strict timescales for production and service. The post holder may be expected to adapt when faced with unpredictable and ever-changing situations where work plans have been modified, e.g. equipment problems, supplier difficulties etc. The post holder is required to manage their workload in an unpredictable environment, where there are competing demands and a need to achieve and maintain consistent high standards of service and cleanliness with limited resources.  Due to covering three departments shifts vary through rotary, alternating and day shifts with a variety of starting and finishing times ranging from 6am to 9pm | | |
| **12 JOB DESCRIPTION AGREEMENT**  The job description will need to be signed off using the attached sheet by each post holder to whom the job description applies. | | |