#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
| Job Title: **Portering Supervisor**    Responsible to: **Head Porter**  Department (s): **Clinical Support Services**  Directorate: **Information and Clinical Support Services**  Job Reference:  No of Job Holders: **1**  Last Update (insert date): **May 2018** |

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| 2. JOB PURPOSE |
| To assist the Head Porter over the full range of operational duties. Portering, Grounds Maintenance, Waste Management, Environmental Management board wide to provide a comprehensive Service to meet the needs of clients and fulfils the objectives of the organisation.  . |

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| **3. DIMENSIONS** |
| The post holder is responsible to the Head Porter and Hotel Services Manager (East) and has delegated responsibility for the provision and supervision of specific services at University Hospital Crosshouse (UHC).  The post holders supervise a team of 86 members of staff employed within the East Locality to carry out efficient Portering, Operational Transport, Security, Gardening/Grounds.  ***Staffing Responsibilities***:  The post holders will assist with interviews for recruitment, sickness absence, grievances investigations etc.  The post holders have direct responsibility for supervision, rotas, training and development of the following members of staff :-   * Portering/Transport and Security Services * Gardens & Grounds Maintenance     Also training and supervision of young persons on Training Schemes, up to two trainees at any one time.  ***Delegated Budget Responsibilities***:  The post holder is based at UHC site but will be required to travel between sites very occasionally and on occasions to other locations within and outwith NHS Ayrshire and Arran.  The above departments operate on a shift system over 24 hours per day, 7 days per week, 52 weeks per year. Transport Services are provided 7 days per week. |
| 4. ORGANISATIONAL POSITION |
| **Assistant Director**  **Information & Clinical Support Services**  **Head of Clinical Support Services (East)**  **Hotel Services**  **Manager (East)**  **Head Porter**  **Portering Supervisor**  **Porter/ Drivers** |

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| 5. ROLE OF DEPARTMENT |
| The Hotel Services Department is an integral part of the ***Infrastructure and Support Services (ISS)/*** East Locality, which is responsible for a comprehensive provision, management and supervision of all facilities and associated services throughout the South area, supporting the delivery of clinical services.  **Services provided are:-**   * Gardens and Grounds maintenance, e.g. leaf uplift, shrub trimming etc to ensure a safe & healthy environment throughout all South Locality premises. * External services to reduce environmental impact adhere to EMS re chemical disposals, training and Greencode * Car parking management. * Gritting/ snow clearing and other cold weather provisions including salt stock management * Engage in project work to enhance areas eg courtyard lighting and gritting access rack * Portering including:- * Competent and calm movement of patients/visitors between wards and departments * Delivery of Patient Meals using food trolleys from kitchens to wards and departments * Departmental Portering Staff, e.g. Pharmacy, Laboratory, X-Ray, Discharge Lounge, Endoscopy, * Fire Response teams * Major Accident teams * Managing external van routes eg Primary Care, CDU, etc * Violence and Aggression Training * Internal & External Mail Services * Security including:- * Banking transfers (external) * Transfer of all cash transactions (internal) * Fire Alarm response to include the provision of fire wardens * Staff Security from Violent & Aggressive Patients and Visitors * Monitoring of CCTV systems * Photography and provision of Identification badges * Transport, including:- * Maintenance of vehicles records * Ensuring vehicles are roadworthy for legal requirements and driver safety * Identifying training needs for drivers * Delivery of Equipment, Medical Records, Specimens, Mail, TSSU Instruments etc. * Provision of Fuel, Tyre and Exhaust Contracts * Provision of Contracts with external contractors, e.g. Caledonian MacBrayne, DEB Haulage, Lowmac specialist uplifts, Lagta (training for drivers) * Contracts for movement of patients and equipment by taxi * Hire and rental of vehicles i.e. additional vehicle requirements, winter snow clearing equipment. * Accident Management |

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| 6. KEY RESULT AREAS | |
| Supervise the delivery of efficient and effective support services to assist the delivery of clinical services.  Deputise for the Head Porter as and when required  Assist in the preparation of duty rosters and allocation of work ensuring necessary levels  of cover are available at all times, input payroll systems (SSTS) to ensure staff salaries/wages are completed  following financial standing instructions.  Responsible for key worker audits indentify issues/training needs, deliver training to staff on moving & handling  requirements.  Assist in the annual performance appraisal of Portering /Grounds staff, assist with the planning development and review process for directly supervised staff identifying training and development needs and facilitate training.  Regular monitoring of the services provided ensuring compliance with the National Portering Standards, investigate and resolve customer complaints in line with organisational complaints procedure.  Introduce and maintain effective systems in respect of - waste management, grounds maintenance, communication, safety & security, recycling initiatives, clinical waste, confidential waste, environmental management in accordance with current data protection & the European Landfill Directive and associated UK legislation.  Provision of training/guidance and supervision of Portering/Grounds Maintenance staff.  Assist with the recruitment process from advert to appointment meeting policy requirements, responsible for meeting targets i.e. ensuring Promoting Attendance Procedures are adhered to and appropriate policies are met.  Point of contact for complaints, accidents, incidents. Assist with appropriate investigative procedures and carrying out investigations.  Train and advise staff in relation of staff grievances and disputes and provide support to line  management in respect of discipline and grievances, carrying out investigations where appropriate  in line with best practice and organisational policy. |
| 7a. EQUIPMENT AND MACHINERY | |
| The Jobholder must be able to operate all pieces of equipment/machinery used by Hotel Services Department staff in the execution of their duties, e.g.:-   * Computer/printer used daily in the execution of duties and use of e-mail * Photocopier for obtaining multiple copies of documents * Car/Van/Truck for transportation between sites * Electric vehicles and trailers * Various Item specific trolleys / barrows/ bed movers * Cold Chain provision for Pharmacy deliveries * Telephones, Mobile phones, Pagers, Two way radio’s * Tractor / gritting equipment * Grounds Equipment e.g. ride-on mowers, hedge trimmers, rotary mowers, strimmers, leaf blowers * Industrial Shredder * Tailifts on vans * Trailer usage e.g. Meals service, Furniture removals * Medical Gases transportation equipment * Power Washers | |
| 7b. SYSTEMS | |
| Computer packages, e.g.   * Word for Windows for accessing/generating information * EManager/Empower for Recruitment * PECOS for Purchasing * Excel for financial and statistical information * Power Point for presentations * Intranet / Internet for sourcing supplies and legislative information / submitting information * E-mail for communications/information * Telephone systems * Paging systems * Mobile phone systems * Datix * Access control systems(Keri and Chubb) * CCTV systems * SSTS, Payroll and expenses system * COSHH (Control of Substances Hazardous to Health) * Fire Alarm Systems * Departmental Alarm Systems * Turas Appraisal | |
| **8. ASSIGNMENT & REVIEW OF WORK**  The Jobholder operates with a degree of autonomy in relation to operational issues and has discretion to prioritise workloads   * Work will generally be planned but there will be a degree of unplanned project, board wide work assigned by the Hotel Services Manager, It may also arise from other management staff   sources, both internally and externally.   * Priority of work objectives may be determined by a combination of:- * Local and National priorities * Guidance relating to Support Services * Project and non-clinical Risk Management issues * Review of work is by regular performance review against Personal Objectives and as part of the   Performance Review process against activity, budgets and quality indicators   * Annual review is undertaken in accordance with the Jobholder’s PDR *(Personal Development Review)* | |
| **9. DECISIONS AND JUDGEMENTS** | |
| * Jobholder is responsible for making decisions at an operational level, using own judgement and initiative to anticipate problems and needs and take steps to resolve them, resulting in high quality service delivery which are accepted and understood by all client groups. * Providing advice, making decisions and judgements and using initiative, resulting in the delivery of   services which are accepted and understood by all Client Groups e.g. when areas close or move  and decisions/interactions on service issues are required to be made to establish the level of service provision.   * Being proactive with regard to problems and taking steps to resolve e.g. Financial Constraints,   Efficiency Savings, Contingencies, Service Developments e.g. arranging winter gritting contingencies,  establishing manpower/equipment resources etc.   * Using initiative and judgement to decide staffing levels/hours of duty, and need for   recruitment of posts to ensure appropriate staffing levels within financial parameters e.g. when there are  staff shortages, considering cost parameters and service changes/developments.   * The jobholder is expected to proactively meet the needs of the service by prioritising workload on a daily basis | |
| MOST CHALLENGING/DIFFICULT PARTS OF THE JOB | |
| * Delivering services within tight financial constraints and accommodating the ever-changing needs of clinical/non clinical services while fielding constant interruptions and requests to re-prioritise workload. * Being proactive, making judgement calls and decisions. * Deputising in absence of Head Porter * Achievement of targets and objectives to assist in delivering cost effective services. * Dealing sensitively with complaints from Patients/Visitors/Staff and General Public e.g. dealing with complaints/allegation from patients, staff redeployment issues, staff personal issues, bereavement. * Contribute to continuous service improvements and developments in line with Divisional / National Policies and customer feedback. * Ensure that the Quality Standards are maintained in hospitals to reflect National recommendations / HEI agenda and all NHS Quality Improvement Scotland Standards for Portering/Grounds Maintenance and Waste Management Services. * Communicating information in a sometimes hostile and antagonistic atmosphere e.g. communicating service/hospital closure to groups of staff directly affected/Disciplinary & grievance hearings etc. * Re-prioritising workload on a day to day basis to meet conflicting demands on the services while trying to contain cost implications. | |
| **11. COMMUNICATIONS AND RELATIONSHIPS** | |
| The Jobholder requires to establish and maintain strong communication links, using tact and diplomacy and sensitivity when dealing with staff issues.  ***Internal****:*   * Heads of Departments, staff and staff-side representatives for dealing with service requirements, complaints, requests etc. * Colleagues, Managers and staff within CSS Department * CDU * Primary Care * Health and Safety * Occupational Health * SSTS * Bed Managers * Pharmacy * Laboratories * Human Resources * Training Centre Staff * Fire Safety Officer * Estates Services * Finance Department Managers and staff * I.T. Department Manager and staff * Internal Auditors * Managers / Senior Nurses and all non-Clinical support staff * Nursing, Medical, Paramedical and Clinical Support Staff * Patients / relatives / carers when appropriate * Project Groups including Health & Safety committee * Service users * Voluntary Organisations/Charitable Bodies/Patient Support Groups   ***External****:*   * Strathclyde Police * Scottish Ambulance Service * Strathclyde Fire Brigade * External Auditors * Local Authorities management and staff * Private contractors * Domestic Waste Contactors * Clinical Waste Contractors * Trade Unions * Training Organisations | |
| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** | |
| **PHYSICAL EFFORT/SKILLS:**   * Requirement to attend meetings, both internal and external, involving extensive travel in all weather conditions * High level of mobility/stamina to cope with constant, ongoing, daily walking and standing   **MENTAL EFFORT/SKILLS:**   * Requirement to read/study number of papers for attendance at many meetings, both internal   and external.   * Ability to report back to management in different forms, eg, verbally, e-mail , formal reports and presentations * Ability to cope with multiple demands at same time. * Working within strict timescales and to deadlines * Preparation of reports and audits. * Computing skills * Dealing with staff’s individual needs * Ability to switch effectively and efficiently from one task to another upon demand and deal with continual interruptions * Applying analytical skills * Ability to answer or obtain information on subjects not directly related to Hotel Services * Deal with many interruptions e.g. dealing with continual service requests via telephone calls in the   absence of portering staff within the porters lodges dealing with customer enquiries   * Ensuring Budgets are adhered to i.e. concentration when undertaking audits   **EMOTIONAL EFFORT/SKILLS:**   * Dealing with highly sensitive, complex and/or contentious information * People skills, e.g. good listener/communicator when dealing with staff issues. * Responsive to continual change * Ability to maintain professionalism and not be provoked by displays of abusive or   disrespectful behaviour   * The Jobholder treats staff with empathy and sensitivity particularly during stressful and highly   Emotional circumstances, e.g. counselling, grievance, domestic crisis, and personal problems.  **WORKING CONDITIONS:**   * Required to use road transportation Board Wide, frequently working outdoors * Some Exposure to hazards e.g. clinical waste, special waste, cytotoxic, renal waste, foul linen, laboratory samples in the event of spillages/road traffic accidents. * Exposure to physical and verbal aggression from patients * Ability to maintain professionalism and not be provoked by displays of abusive and disrespectful behaviour | |

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| * Educated to ILM Level 3 Managerial Qualification or equivalent. Waste Management qualifications e.g. Level 4 WAMITAB Certification or equivalent. * Extensive experience at a Supervisory level within a large organisation, involving relevant   disciplines   * Specialist professional knowledge and experience in clinical support services * Knowledge of National Standards and systems * Knowledge of Waste Management Policy Regulations and Environmental Management Systems * Control of Infection Knowledge * Health & Safety and Security Regulations * Knowledge of relative administrative procedures   An understanding of:   * Human Resource Policies and Procedures * Caldicott Regulations *(Confidentiality)* * COSHH Regulations * Knowledge of Security Systems and legal requirements relating to the use of such systems * Knowledge of Risk Assessment * Excellent communication/ negotiating skills * Driving (hold a full Driving Licence plus trailer addendum if licence requirement) * Equipment Manuals * Fire Safety and Evacuation Training/Regulations * Moving & Handling Regulations * Violence and Aggression Training/Policies   ***SKILLS:***   * Highly developed interpersonal skills * Interviewing Skills * Organisational and time management skills * Microsoft computer packages i.e. word, excel, PowerPoint etc * Presentation skills, ability to present training initiatives/packages * Ability to negotiate to reach compromise solutions * Ability to reason and interpret from varied sources of information as well as task related problem solving. |