# JOB DESCRIPTION

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| **1. JOB IDENTIFICATION**    **Job Title:** BGH Porter    **Department(s):** General Services    **Job Holder Reference:**    **No of Job Holders:** circa 40 |
| **2. JOB PURPOSE**    To deliver Portering duties within wards, departments and office areas when required whilst contributing to delivery of patient care in line with Organisational priorities. To deliver car parking attendant duties within BGH car parks if required. Domestic duties or Driving duties may be undertaken on occasion. |
| 1. **ORGANISATIONAL POSITION** |

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| **4. SCOPE AND RANGE**     * Provide a portering service which involves the movement of patients, goods and equipment within NHS premises and to other designated properties. * To understand and comply with Staff Governance Standards and Healthcare Support Worker Code of Conduct. * May include driving of vehicles for transporting goods and equipment between properties as necessary however this is not required for every post holder. * To carry out assigned tasks within the scope of the job description as instructed by the General Services Supervisors/Managers. |
| **5. MAIN DUTIES/RESPONSIBILITIES**    Portering duties   * Transportation and movements of patients to and from all wards and departments working within Moving and Handling guidelines. * Transportation of deceased patients to mortuary and ensuring paperwork is correctly filled out. * The transport of goods cages, waste containers, trolleys, supplies and materials including; pharmacy boxes, lab specimens, mail and parcels, general supplies, furniture, equipment, clinical waste, other waste, linen bags, gas cylinders, liquid nitrogen, and many other items as approved by the Supervisor on shift. * Use of mechanical aids for moving items after training from the Supervisor. * Driving of hospital vehicles following the guidelines issued by the Transport Manager, occasionally driving for other departments as directed by the Supervisor on shift. * Connecting, disconnecting, transporting and storing medical gas cylinders following Health and Safety Guidelines. * BGH 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, correct use of other equipment required for example the BodyWorn VideoCamera. * Carrying out hospital security checks. * Responding to Security incidents in conjunction with other designated staff (BGH) which may involve Police liaison. * Assisting in the restraint of patients under the direction of Clinical Staff (BGH). * Collection of patient medical records * Use of TrakCare software for medical records or the Portering Workbench. * The BGH Porter will take responsibility for holding the departmental pager in the absence of a Supervisor (occasional requirement). * Responding to Major Incidents as directed by the Supervisor, this may include donning of full protective suits for decontamination of patients resulting from a chemical spill (BGH). * Responding to Fire Alarms and Helicopter landings as well as other emergency situations within the hospitals such as Cardiac Arrest, Major Haemorrhage (BGH). * Domestic and Linen duties as required.   General   * To provide excellent Customer Service at all times for example giving directions to members of the public within their place of work. * To work with other staff members appropriately in their place of work. * Participate in staff training, development and service improvement initiatives. * Participate in the training of new staff which includes mentoring and coaching them in tasks further to the initial training by the Supervisor. * Maintain staff/patient confidentiality at all times. * Comply with the Organisation’s values of Dignity and Respect, Quality and Teamwork, Care and Compassion and Openess, Honesty and Responsibility at all times. * Comply with all Organisational and Departmental Policies and Procedures. * Move within the department or to other related departments as the service requires, occasionally at short notice. |
| 1. **SYSTEMS AND EQUIPMENT**      * Each area has a work schedule detailing the portering tasks to be performed within that area which may include paperwork completion at the end of a task. * Knowledge of how to move beds, trolleys, chairs, mortuary trolleys, gas cylinders, liquid nitrogen, waste containers, roll cages, mechanical equipment and many other items. * Knowledge of the hospital paging system and 2-way radio system (BGH). * Computer skills are helpful but not essential for completion of training and appraisals. * Computer skills are required for use of TrakCare. * Vehicles and associated checks where driving is part of the role. |
| **7. DECISIONS AND JUDGEMENTS**     * Individuals must be able to use their own judgement in order to be able to change their work routine to fit in with the ward/departments needs. * The post holder is expected to maintain confidentiality at all times and adopt the concept of customer care. * Supervision will be minimal on occasion, and on occasion the post holder will be expected to take the departmental bleep in the absence of a Supervisor and work together with colleagues to deliver the tasks requested timeously. The postholder will be making decisions and judgements based on staffing levels and work prioritisation. |
| **8. COMMUNICATIONS AND RELATIONSHIPS**     * The postholder will be in contact with all service users and Supervisors/Managers on a regular basis. * Engages in effective communications with patients, relatives, visitors and colleagues, communication with patients with communication or behavioural problems. * Frequent interactions with wandering patients. * Communicates with colleagues in connection with own job. * Postholder will be expected to coach new members of staff further to the initial training carried out by the Supervisor. * The post holder will work with their Supervisor to achieve personal and NHS Borders objectives. |
| **9. PHYSICAL DEMANDS OF THE JOB**   * Moving and handling heavy objects in line with Manual Handling Regulations. Many tasks will involve moving heavy items greater than 15kg, this level of demand is sustained throughout the shift which can be between 6-10hours. * Working heavy and cumbersome equipment in confined spaces. * Concentration is required when operating mechanical equipment for Health and Safety reasons, this may be for 30 minutes or more at a time. * Standing, walking, bending, kneeling, reaching, twisting for whole length of shift. * Dealing with confused and agitated patients and visitors. * Working in environments during emergencies where staff, patients and visitors are anxious and upset. |
| **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 a high quality portering service. * Exposure to physical aggression, exposure to patients with challenging behaviour. * Exposure frequently to emotionally challenging and potentially distressing circumstances, eg working in end of life care wards, Emergency Department, Mortuary. |
| **11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**     * Good communication skills with an emphasis on customer care. * Prevention and management of aggression and violence training required including de-escalation and restraint of patients with the clinical team as required. * Ability to work as part of a team and demonstrate the ability to operate effectively, under pressure and to strict guidelines. * Knowledge of relevant legislation, eg COSHH, Health and Safety Law, Moving and Handling Regulations. * Ability to react to constantly changing and unpredictable behaviours of patients and visitors. * Numeracy and literacy skills. * Demonstrate a high level of discretion and confidentiality and Organisational behavioural values. * Demonstrate competency in all aspects of the job role as described under Section 5 of the job description. |

PERSON SPECIFICATION

For the post of porter/driver

This section is intended to identify the training, qualifications and/or experience required for acceptable performance in the job. Ideally, there should be no more than 10 ‘essentials’ and 5 ‘desirables’.

These includes theoretical and practical knowledge; professional; specialist or technical knowledge; and knowledge of the policies, practices and procedures associated with the job. It takes account of the educational level normally expected as well as equivalent levels of knowledge gained without undertaking formal courses of study; and the practical experience required to fulfil the job responsibilities satisfactorily.

It is important to avoid using generalised statements such as “requires extensive experience”. Rather, such statements should specify the knowledge gained during this experience that is necessary for the role.

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