NHS TAYSIDE – AGENDA FOR CHANGE

JOB DESCRIPTION

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| 1. **JOB DEFINITION** | Job Title |  Porter - NHS Tayside  |
| Department(s)/Location | Perth Royal Infirmary, Murray Royal Hospital and Drumhar Health Centre |
| Number of job holders |  |
| 2 JOB PURPOSE To provide a general portering service to wards, departments and respond to the needs of patients, visitors  and general public. |
|  ORGANISATIONAL POSITIONSite & Soft FM Services Manager (1)Senior Soft FM Services Supervisor (1)Porter Supervisor (4)PortersAssistant Site & Soft FM Services Manager (1) |
| SCOPE AND RANGENHS Tayside serves a population of approximately 387,000 covering regions including Tayside, Perth and Kinross and Angus. The Porter works as part of a multi disciplinary team, delivering a high standard of Portering in areas of high activity with frequent change. Staff must be flexible, adaptable and work to support other staffs that have clinical responsibility to patients. Delivery of a general portering service to all hospital wards, departments, and clinics within Murray Royal Hospital as appropriate to services needs.A clean driving licence is required for this position. |
| 1. **MAIN DUTIES/RESPONSIBILITIES**
* To undertake the transportation of patients (occasionally visitors) to and from wards/departments by bed/trolley/wheelchair/ambulance or by foot according to the demands of the service.
* To escort cashiering staff during the collection of telephone box takings and banking processes.
* To undertake the collection, transportation and safe delivery of routine and emergency specimens to the laboratory e.g. blood, urine, faeces, sputum, biopsies, body parts etc in line with Departmental Procedures.
* To deliver / uplift clean, dirty, foul linen to and from wards and departments throughout the hospital and transport to the appropriate area for storage prior to uplift for laundering.
* To collect clinical/domestic/confidential waste/cardboard/glass etc from wards/departments and transport to the appropriate designated Disposal Area.
* To collect meal trolleys, milk, bread, late meals from the Catering Dept and transport to wards/departments and return same to Catering Dept.
* To undertake the collection, transportation, delivery and connection of medical gases from storage area to appropriate wards/departments out with normal hours and weekends, returning empties to storage Area.
* To collect, transport, deliver and return boxes of medical notes/x-rays to and from wards/departments and Outpatient Clinics.
* To undertake the delivery of stores such as general, surgical, stationery etc. to all wards/departments.
* To undertake the delivery of pharmacy boxes/drug bags to all wards/departments.
* To collect, sort and deliver internal/external mail including packages and transport to and from wards and departments including franking of mail deemed to be external for uplift/delivery by the Royal Mail.
* To uplift and transport deceased bodies/body parts from wards/departments to the onsite Mortuary with dignity and respect.
* Undertake mortuary duties, (which may include the laying out of a body for viewing), and complete appropriate paperwork in respect of the booking in/out of the deceased and release to undertakers/police as appropriate.
* To undertake the movement/transportation of equipment/furniture etc. to wards and departments or to the appropriate area for disposal.
* Undertake washing and cleaning of vehicles on a weekly basis.
* Undertake daily vehicle check to ensure vehicle is roadworthy, to drive vehicles safely when carrying out duties and to undertake any other driving duties on request.
* Undertake on site security duties as requested.
* Ensure and maintain compliance with NHS Tayside Policies / Procedures (e.g.) Control Of Substances Hazardous to Health (COSHH), Health and Safety, Moving and Handling
* Ensure safety requirements are met by the appropriate use of materials and protective clothing to efficiently and safely complete their duties.
* Report and record equipment faults or hazards to Head / Asst Head Porter, Managers, Estates Dept.
* Immediate response to 2222 call for post holder to obtain Cardiac Equipment and transport to the appropriate ward/department.
* Clean patient related equipment used by the Portering Department on a daily basis.
* Undertake personal development and/or refresher training as necessary to maintain up-to-date skills knowledge base.
* Maintain confidentiality.
* Demonstrate courteous behavior**.**
* Demonstrates duties to new starts.
* Post holder will follow all guidance and procedures relating to Healthcare Acquired

(Associated?) Infection to ensure their safety and that of others, to prevent the spread of infection.* + Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers in Scotland 2009” and with the “Code of Conduct for Healthcare Support Workers
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| COMMUNICATIONS AND RELATIONSHIPSRegular communication exists on a daily basis between the post holder and the Head / Assistant Head Porter, ward and departmental staff, patients, visitors, and other NHS staff. Communication can be by telephone, radio, pager, face-to-face interview, letter etc.Out with working hours i.e. 7pm-7am porters are required to answer the telephone and prioritise tasks accordingly in the absence of a supervisor.The post holder is required to use tact and show empathy when dealing directly with patient/carer special requirements and to respect and support people’s equality and diversity.The post holder may be required to communicate with people where there are barriers to understanding, i.e. language difficulties, patients with hearing / speech difficulties.To respect and support people’s equality and diversity. |
| KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOBNo formal educational qualifications are necessary, as the post holder will be given the necessary training to undertake the job.The post holder is required to * Be in possession of a current driving license.
* 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

Training* Manual Handling skills
* Safe use of a wide range of equipment
* Knowledge of Health & Safety Policies and work procedures
* Customer Care Skills
* Infection Control Procedures
* Handling Violence and Aggression
* Training to undertake the safe transportation of blood/specimens in accordance with current guidelines

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##### ESSENTIAL ADDITIONAL INFORMATION

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| 1. SYSTEMS AND EQUIPMENT

 The post holder is required to use various types of equipment, supplied by the Department and Organisation to undertake the day-to-day routine duties, e.g.  Roll pallet cages, goods trolleys, meal trolleys, clinical waste bins, cage barrows, compactors, pressure  washer, electric tugs, vehicles, wheelchairs, patient trolleys, beds, pagers, 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 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, goggles, gloves etc.All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage these records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment |
|  9 DEMANDS OF THE JOB Work is generated on a day-to-day basis by wards and departments. Due to the dimensions of the site, tasks undertaken are physically and mentally taxing. **PHYSICAL EFFORT**The job is physically demanding, requiring the post holder on a daily basisto frequently,* Move and handle light and heavy equipment, beds, and trolleys on a regular basis throughout the shift.
* Perform repetitive tasks that require co-ordination and dexterity, loading and unloading goods from vehicles, cages and trolleys.
* Stand / walk for long periods throughout the shift, i.e. patient movement, stores deliveries, mail deliveries and uplift.
* Lift, pull, and push a variety of pieces of equipment, which can be in excess of 15 kilos as part of a team or individually. Some examples are boxes of medical records, cage barrows full of clinical waste, household waste, confidential waste, patients on a variety of different modes of transport, mail trolleys, medical gases etc.
* The post holder will be required to respond immediately to a Cardiac Arrest call by moving speedily to the appropriate ward/department.

MENTAL EFFORT The post requires concentration, attention and awareness throughout the shift period often coping with frequent interruptions.* The post holder will be required to give their undivided attention when carrying out their duties to enable them to work safely.
* Completion of records/work logs, i.e. mortuary records.
* Due to the demands of the service the post holder may be required to prioritise tasks, changing at short notice, i.e. responding to urgent requests for supplies from clinical areas.

**EMOTIONAL DEMANDS*** The post holder may occasionally be required to deal with complaints from staff, patients and visitors.
* The post holder frequently transports bodies to the mortuary, deals with undertakers and patient’s relatives.
* The post holder is required to attend cardiac arrests and to respond to clinical staff requirements.
* The post holder may come into contact with aggressive patients and patient’s relatives, visitors and members of the public, delivery drivers etc.
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| **ENVIRONMENTAL CONDITIONS**The post holder will occasionally be exposed to unpleasant working conditions. * Contained/uncontained body fluids (including smells).
* Dirty/foul linen, dust, noise.
* Occasional violent and aggressive behaviour.
* The post holder may be required to work out doors in all weathers.
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|  DECISIONS AND JUDGEMENTSThe post holder is required to work to a schedule and follow all guidance and Policies and Procedures of the Department and Organisation. The post holder is normally supervised but is also required to work on their own initiative by prioritising tasks by their level and degree of importance and urgency. |
| MOST CHALLENGING/DIFFICULT PARTS OF THE JOBThe post holder is required to adapt to the ever-changing dimensions of the hospital. The constant demands of changing priorities and maintaining the required high standard of service to wards, departments and clients. Dealing with death and traumatised patient’s relatives. |

NHS TAYSIDE OPERATIONAL SERVICES DIVISION

Post of Porter

Department: Soft Facilities, Perth Royal Infirmary

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| Conditions of Service | The terms and conditions of service for this post are those determined by the NHS Staff Council. |
| 1. **Remuneration**
 | The current salary scale for the post is £18`383 - £20`015 per annum (pro rata for part-time staff). Placing on the scale on appointment is normally at the minimum but may be higher subject to verification of previous relevant service. Salary is paid weekly by Bank Credit Transfer. |
| 1. **Hours of Duty**
 | The hours of the post are (37.5) per week shifts as required and weekend working.In accordance with Agenda for Change, phased protection arrangements apply to employees transferring from one post to another within their own NHS organisation and within other NHS organisations in the UK, and to full-time and part-time employees,provided the employee is moving to a post with the same full-time hours under the old pay system during the protection period.  |
| 1. **Annual Leave**
 | On appointment = 27 days (pro rata for part-time Staff) or 5.4 weeks per year.After 5 years aggregated service = 29 days (pro rata for part-time staff) or 5.8 weeks per yearAfter 10 years aggregated service = 33 days (pro rata for part-time staff) or 6.6 weeks per yearPublic Holidays = 8 days (pro rata for part-time staff) or 1.6 weeks per year |
| 1. **Superannuation**
 | Membership of the NHS Superannuation Scheme is not compulsory but is open to all staff between the ages of 16 and 70 (65 in some instances).The contributions paid are a percentage of superannuable pay, which is essentially basic pay excluding, for example, overtime or travelling expenses. The rate is currently 5% for manual workers and 6% for all others.Contributions are subject to tax relief and reduced National Insurance contributions which means that costs are approximately 4% in actual take home pay. NHS Tayside also makes a substantial contribution towards scheme benefits. Currently the rate is 14% of basic pay. |
| 1. **No Smoking Policy**
 | NHS Tayside operates a No Smoking Policy in all its premises. Staffs are not permitted to smoke in the workplace during working hours. |
| 1. **References**

 | All offers of appointment are subject to receipt of satisfactory references |
| 1. **Occupational Health Clearance**
 | All offers of appointment to new entrants to the National Health Service are subject to a medical examination. Medical examinations are arranged and undertaken by the Occupational Health and Safety Advisory Service (OHSAS). |
| 1. **Rehabilitation of Offenders Act 1974 (Exclusions and Exceptions) (Scotland) Order 2003**
 | All current or spent criminal convictions, cautions, warnings or any case pending must be disclosed prior to commencing in employment as detailed on the application form. |
| 1. **Disclosure Scotland**
 | This post is subject to a Standard check by Disclosure Scotland as it involves substantial access to children and/or vulnerable adults. This will contain details of any convictions on record, whether spent or unspent) and may also contain information held locally by police where they feel this is relevant. |
| 1. **Protective Clothing**
 | The undernoted items of protective clothing will be issued and on atermination of employment, these items should be handed in to the Head ofDepartment.2 x Jackets 1 x Waterproof Trousers5 x Trousers 1 x Waterproof Jacket7 x Shirts 1 x Pair Rubber Gloves |
| 1. **Applications**
 | Completed forms to be returned to**Lesley Gallagher, Assistant Site & Soft Facilities Manager , Murray Royal Hospital, Perth**   |

Signature of the Post Holder ­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of the line manager \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_