NHS TAYSIDE – AGENDA FOR CHANGE

JOB DESCRIPTION

SC06- 2128

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| 1. **JOB DEFINITION** | Job Title | Porter NHS Tayside |
| Department(s)/Location |  Dundee Locality |
| Number of Job Holders |  |
| 2 JOB PURPOSETo provide the full range of portering related services to wards, departments and respond to needs of patients, staff, visitors and general public.The post holder will carry out assigned duties to maintain hygiene, order and safety within the environment specified below and includes transportation of patients and equipment associated with their care needs. |
|  ORGANISATIONAL POSITIONHead of Site/Support Services, NHSTLocality Site/Support Services ManagerLocality Portering Services Manager/Professional LeadAsst Locality Portering Services ManagerPorter Team Leader x2/Co-ordinator x2Supervisors x6**This Post** |
| SCOPE AND RANGEThe provision of a full range of tasks and duties associated with the general portering services including the transportation of patients and equipment associated with their care needs.To support the provision of a high quality, safe and supportive environment of care for patients and clients within NHS Tayside.Post holder is required to undertake the role across NHST operated sites/properties as appropriate to the needs of the service. |
| 1. **MAIN DUTIES/RESPONSIBILITIES**

 **Induction Standards and Code of Conduct** 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.* Comply with all relevant National, NHS Tayside and Local policies and procedures, including Infection Control, Health and Safety, Control of Substances Hazardous to Health (COSHH), Moving and Handling, etc.
* Maintain appropriate working relationships and respect the individuality, values, cultural and religious diversity of colleagues and patients by acting in a courteous and professional manner at all times.
* Maintain staff and patient confidentiality and manage all information gained in the course of your work in accordance with National, NHS Tayside and Local Information Governance Policies and Procedures.
* Ensure a high quality, safe and supportive environment in order to care for patients within their environment of care ensuring confidentiality and dignity of patients.
* Participate in own appraisal and contribute to the development of an appropriate personal development plan. Ensuring that mandatory and refresher training is up to date to maintain skills and knowledge base. Respond to changes or developments in Policy or working practice as appropriate.
* Assist with the maintenance of a safe working environment, recording and reporting any faults or hazards to Portering Supervisors/Managers or Estates Department.
* Exercise good personal time management, punctuality and consistent reliable attendance.
* Adhere to the procedures for the safe and effective use of materials, supplies and equipment, utilising appropriate PPE as identified.
* Carry out assigned tasks and duties effectively to deliver and support high quality patient care.
* Report observed changes in the patient’s physical/psychological appearance and ensure effective communication with nursing staff.
* Maintain good relationships and an empathetic approach to patient care; refer patients to clinical staff for any questions they may have or for any suggestions or complaints that they wish to raise.
* Have knowledge of and adhere to the principles of specimen labeling, collection and storage, including bloods etc.
* The post holder will work within recognised boundaries and identify situations which require referral to registered nurse or medical staff.
* Work within NHS Tayside policies and procedures to ensure maintenance of safe working practices for patients, colleagues and self.
* Checking patient related equipment and carrying out H&S checks within department. Adhere to the procedures for the use of supplies and equipment in order to promote the effective and efficient use of resources.
* Undertake general reception duties, dealing with enquiries from members of the public in person or by telephone. Using the computer system to respond to queries relating to patient whereabouts within the hospital.
* 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.
* Distribution and receipt of keys, ordering and documenting taxi requests and courier services for transportation of urgent requests.
* To escort cashiering staff during the collection of telephone box takings and banking processes.
* Patrol all areas of the hospital ensuring that all doors and windows are secure and lights are switched off, recording any untoward circumstances and taking appropriate action where necessary.
* Secure and open up specific areas across the hospital site and attend any alarm activation, documenting each event as it occurs.
* Control access to the hospital during the out of hours periods.
* Undertake on site security duties as requested including responding to Fire Bleep.
* 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 undertake the collection, transportation, delivery and connection of medical gases from storage area to appropriate wards/departments, returning empties to storage area.
* Assist in the unloading and loading of medical gas cylinders.
* 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, catering etc. to all wards/departments.
* To collect, sort and deliver internal/external mail including packages and transport to and from wards, buses and departments including franking of mail deemed to be external for uplift/delivery.
* Respond to Pharmacy requests. Ensure that pharmaceutical waste is transported to the Waste Transfer Station for uplift at appropriate intervals.
* To uplift and transport deceased bodies/body parts from wards/departments to the on-site 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 including scheduled/unscheduled delivery tasks/furniture etc. to wards and departments or to the appropriate area for disposal.
* Undertake washing and cleaning of vehicles on a weekly basis.
* To collect clinical domestic/confidential waste/cardboard/glass etc. from wards/departments and transport to the appropriate designated Disposal Area.
* Accept clinical waste from other hospitals and GP Practices for storage and uplift by contractor. Ensure all relevant documentation has been prepared when contractor arrives for uplift of clinical waste.
* Transport linen and waste safely, using an electric tug, to and from the Waste Transfer Station/Laundry Department.
* To receive/dispose of condemned equipment/furniture from other NHS establishments ensuring that the walk in ship is appropriately packed.
* To uplift condemned equipment/furniture from designated areas in Pipe Street and transport to the Waste Transfer Station for disposal.
* To uplift and transport body parts from wards/departments and designated areas for disposal in the appropriate waste stream (anatomical waste).
* On a daily basis clear and dispose of debris within the waste yard area and keep the area clean and tidy. Undertake to clear the waste yard in inclement weather. Clean any equipment used in line with the local work schedule.
* To collect confidential waste from designated areas and transport to the Waste Transfer Station. Accept confidential waste from GP practices and other hospitals and dispose of appropriately
* Answer telephone and prioritise tasks.
* Immediate response to 2222 call for post holder to obtain Cardiac Equipment and transport to the appropriate ward/department.
* Undertake cleaning of patient related equipment used by the Portering Department in accordance with identified frequencies and procedures.
* To collect blood products such as blood hemoglobin/PLASMA etc. from Blood Transfusion Service and deliver to the designated areas.
* Sterile Services – To deliver clean trolleys – boxes/packages to wards and departments uplift and return dirty.
* Assist with induction training of new employees by demonstrating tasks and procedures.
* Post holder will follow all guidance and procedures relating to Healthcare Acquired Infection to ensure their safety and that of others, to prevent the spread of infection.
* Undertake duties in line with locally defined work schedules.
* Post holder will exercise a degree of flexibility in undertaking any other duties commensurate with the role.
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| COMMUNICATIONS AND RELATIONSHIPSThe post holder will have good communication skills, and will communicate continuously with patients, other clinicians within the department, and other professionals.Communication will be verbal, non-verbal, written or electronic, and may be face-to-face, by telephone, fax or e-mail.Be aware of the communication needs of patients who have language barriers, clinical conditions affecting communication and learning disabilities.Demonstrate care, empathy and understanding in dealing with distressed patients, carers and other staff members, contributing to the effective flow of two-way communication within the organisational structure.Regular communication exists on a daily basis between the post holder, the management team, ward and departmental staff, patients, visitors and other NHS staff.  To respect and support people’s equality and diversity. |
| KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB Ability to develop and maintain good working relationships with a range of people. Ability to work without direct supervision. Effective written and verbal communication skills.Ability to carry out a full range of assigned Portering tasks effectively in a busy environment, managing own workload.Undertakes identified programmes of ongoing training within the workplace in order to gain experience of covering the full range of Portering duties. “Time for familiarisation/training will vary depending on the area of work and previous experience; this will take between 1-4 weeks per area of work, and will be completed by working shadowing as part of the induction”. The post holder is required to:* Be willing and able to travel across the locality.
* Have the ability to follow instructions.
* 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 to include:* 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.
* Interpersonal Skills
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##### ESSENTIAL ADDITIONAL INFORMATION

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| 1. SYSTEMS AND EQUIPMENT

The post holder will be competent in the use of, and have the ability to access, all policies, procedures, guidelines and protocols required to fulfil the role of this post.The post holder will have knowledge and expertise of equipment required to carry out duties with which requires a high degree of manual dexterity skills.The post holder is required to use various types of equipment, supplied by the Department and Organisation to undertake the day-to-day routine and will be competent in the use of emergency equipment, wheelchairs, beds, 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.The post holder will be competent to use all IT systems and software associated with the role.**Responsibility for Records Management**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 those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. |
| DEMANDS OF THE JOB Work is generated on a day-to-day basis by wards and departments. Tasks undertaken are physically and mentally taxing. **Physical Skills:**Skills to safely manoeuvre patients in beds, trolleys and other test equipment several times a day on each shift. Stand/walking for the majority of shift. The job is physically demanding, requiring the post holder on a **daily basis** to continuously:* 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 in the event of a 2222 call.

**Mental Demands**Concentration required when undertaking individual personal care for patients several times each shift with frequent interruptions.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.**Working Conditions**Exposure to body fluids, urine, bloods.Occasional exposure to physically aggressive behaviour.Fairly frequent exposure to verbal behaviour.The post holder may be required to work outdoors for long periods in all weather, i.e. while on duty within the waste yard.**Emotional Demands**Regularly communicating with distressed/anxious/worried patients/relatives.Rarely dealing with patients with severely challenging behaviour.Occasionally dealing with patients who are confused or unsure.May occasionally be required to deal with complaints from staff, patients and visitors.Frequently transports bodies to the mortuary, deals with undertakers and patient’s relatives.Attend cardiac arrests and to respond to clinical staff requirements.The post holder may come into contact with aggressive patients and patient’s relatives. |
|  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.Ability to recognise limitation of own ability, and refer patient on to appropriate clinician when patient need falls out with own area of competence.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 both scheduled and unscheduled tasks and duties. |
| MOST CHALLENGING/DIFFICULT PARTS OF THE JOBEnsuring patient safety at all timesPrioritising and time managementMaintain up to date clinical and non-clinical skills and knowledge.Identify and deal sensitively with patients who may be anxious or emotional.The ever-changing dimensions of the hospital which may include the plan of routes throughout the hospital.The constant demands of changing priorities and maintaining the required high standards of service to wards, departments and clients.Deals with bereavement and traumatised patient’s relatives.Deal with violent and aggressive behaviour from clients/visitors/staff. |
| 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.  |