#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
| Job Title: **PORTER/SECURITY**    Responsible to (insert job title): **Supervisor**  Department(s): **Clinical Support Services Department**  Directorate: **Infrastructure and Support Services**  Job Reference:  No of Job Holders Approx **170**  Last Update (insert date**): October 2021** |

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| 2. JOB PURPOSE |
| To Provide a wide and varied range of Portering, Security and Waste Management Services which support Clinical services throughout NHS Ayrshire and Arran in line with National Standards. |

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| **3. DIMENSIONS** |
| The post holder is one of a team of Porter-Security and Waste Management Operators employed by the Clinical Support Services Department to assist in providing a range of Portering, Security and Waste Management Services efficiently throughout NHS Ayrshire & Arran, in accordance with Operational Procedures, Work Schedules and National Standards.  The Department is operational 24 hours per day, seven days per week, with the post holder working on a shift system as per contract.  **Portering Services** - encompasses transportation/movement of patients/items on foot and using vehicles  **Transport Services** – responsibility in regard to NHS Commercial Vehicles  **Security Services** – ensuring a safe environment for all Patients/Staff/Visitors  **Waste Management Services** – segregation and transportation of all waste streams  The post holder is employed within NHS Ayrshire and Arran and will be based within premises in either North, South or East Sector. There may be a requirement to work flexibly across NHS premises to meet service demands. Work schedules will determine role and area/remit. |
| 4. ORGANISATIONAL POSITION |
| Head of Service  Hotel Services Manager      Head Porter  Supervisor  Porter/Security |
| 5. ROLE OF DEPARTMENT |
| Clinical Support Services include a range of Services including Portering Services, Catering, Domestic, Waste Management, Security, Garden and Grounds, Procurement, Central Decontamination Unit, Estates and Transport services providing the highest possible standard and quality of care to patients.  Clinical Support Services is part of the Infrastructure and Support Services Directorate, which is responsible for delivering additional services as below on an organisation wide basis across NHS Ayrshire and Arran:   * Efficient and effective Digital services, to drive transformational change. * Managing, developing and maintaining NHS Ayrshire and Arran’s health care estate, including energy management, fire safety, health and safety and ensuring compliance with all statutory standards and working practices. * Property services including estates master planning, asset management, disposals, acquisitions, leases and rating valuations. * Delivering safe, effective and efficient facilities to provide the highest possible standards and quality of care to patients. * Delivery of effective and efficient Clinical Support Services including portering, domestic, catering, grounds maintenance, transport, security, waste disposal and decontamination services. * Procurement and supply chain services. * Planning and delivering the Board’s Capital Programmes and Projects and providing support, guidance and professional advice. |
| 6. KEY RESULT AREAS |
| **ALL**   * Ensure provision of high quality, cost-effective services, which work within designated   time-scales to meet a demand-led service and consolidating confidence in the service provided.   * Ensure compliance with Health & Safety Regulations in order to maintain a safe working environment and safe working practices * Demonstrate excellent communication skills with colleagues, patients, visitors,   Heads of Departments/Wards and other members of staff to ensure information is appropriately  disseminated and minimise any opportunity for misinterpretation.   * Demonstrate a flexible approach and understanding of Patients’, Visitors’ and Staff   circumstances, e.g.: Anxieties/Concerns, Confidentiality, Courtesy, Discretion,  Dignity, Fears and Worries resulting in satisfied expectations, harmonious relationships  resulting in best possible patient care.   * Ensure personal appearance, behaviour and cleanliness is exemplary at all times in   order to promote high standards and confidence in the service.   * Participate in the shared responsibility for cleaning of shared equipment (eg, wheelchairs, trolleys as per Control of Infection guidance between patients. * Adhere to relevant local policies and procedures as required.   **PORTERING**   * Collection and delivery of drugs and controlled drugs from the Pharmacy Department to Wards, Departments, between NHS sites and to external addresses. * Driving commercial vehicles on and between sites, transporting Patients and items, in some circumstances transporting Patient and items out with NHS Ayrshire and Arran, e.g. Patients Address, Other NHS boards. * Receive mail, assess and sort appropriately, deliver to addressee where possible, investigate any misaddressed internal mail, appropriate record keeping. * Movement of furniture/equipment (including medical Gas cylinders) as required. * Movement of Patients in a safe and respectful manner, this can include mortuary duties. * Collection/Delivery of Patient Meals to all wards and departments. * Collection/Delivery of case notes/medical records throughout the site. * Required to operate the Portering Request system (Trakcare)   **WASTE**   * Collection/Disposal of all Waste streams as required in accordance with Waste Management Policy * Collection of used linen and delivery of clean linen where appropriate.   **TRANSPORT**   * Facilitate maintenance of vehicles through completion of Log Sheets and other records, reporting any faults or required repairs, ensure vehicles are roadworthy and comply with legal requirements.   **SECURITY**   * Promotion of a safe working environment, ensuring Safety of Staff, Patients and Premises, in accordance with Health and Safety guidance and policy and procedures. * Monitoring of all Security systems e.g. CCTV, Door Access and downloading of CCTV images where formal authorisation has been provided * Highlight issues/concerns with systems * Production of ID Badges, reporting faults with equipment and deletion of badge/access as advised when staff leave. * Providing escort to cashiers during cash transfers. * Assisting with adherence to car parking, eg, monitoring of disabled spaces.   ***All above key results to be carried out in accordance with work schedules and standard operating procedures.*** |
| 7a. EQUIPMENT AND MACHINERY |
| The post holder is required to have knowledge, skills and training to operate the following equipment and machinery.   * Vehicles for driving/transport: Car, Vans, Truck, Trailer, Tractor * Air Compressor, Pressure Washer, Tail Lift, Trolley Jack, Wheel Brace * Manoeuvring equipment: Linen Barrels/Cages, Food Trolleys/Boxes, Oxygen Cylinders, Beds/Mattresses, Ambulance and Patient Trolleys, Bladder Scanner, ECG Machine, Pulse Meter, Patients’ Case Notes Barrow, Mortuary Hoist, Recycle Boxes, CDU Equipment Containers, Waste Containers, Wheelie Bins, Compactors, Weigh Pad, Clothes Rails, X-Ray Machine * Wheelchairs, Trolleys, Beds * Food and other trolleys * Electric Tug * Pagers, Two-way Radios * Mobile telephones * Computer/printer/Email for communications |
| **7b. SYSTEMS** |
| The post holder is required to have knowledge, skills and training to operate the following systems.   * Telephones, Paging system and Radio pager * Computer packages, e.g. Word for Windows for accessing/generating information * Intranet/Internet for sourcing/submitting information/email * Input information to the DATIX computerised incident reporting system * Input information to manual security reporting system and diaries * Porters are required to record all Ad-hoc duties and action requests as per local procedure * Learn pro – MAST training * Turas (PDR) * FM first(Estates) * Trakcare system as per local procedures |
| 8. ASSIGNMENT AND REVIEW OF WORK |
| The post holder works within clearly defined procedures and parameters and is supported by Supervisor/Head Porter  Duties vary between sites and are in accordance with agreed frequencies identified in work schedules  General Work Assignments are carried out after consultation with Department   * Ad-hoc assignments are undertaken by the post holder in response to requests from Departments/Wards to the Portering Department. * Personal performance is reviewed formally on an annual basis through the PDR |
| **9. DECISIONS AND JUDGEMENTS** |
| The Jobholder is expected to use own initiative but must seek guidance from the Supervisor /Head Porter with regard to major decisions   * The post holder has to decide the best approach/ level of intervention/compassion to   demonstrate when dealing with patients, staff and visitors taking due account of confidentiality  and discretion eg, when dealing with confused or abusive patients/relatives/visitors/general  public.   * The post holder is required to assess emergency/delicate situations, using persuasive and influencing skills to defuse possible conflict situations and seek assistance as appropriate * The post holder has the discretion to escalate a security situation by calling the appropriate emergency services should the situation be considered to warrant it without delay, they should then escalate to Supervisor / Head Porter * Support job training of new employees i.e. advise supervisor of any concerns when being shadowed by a new start. |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB | |
| * Ensuring the Standards of Services are adhered to, thus meeting the expectations of patients, staff and visitors in sometimes trying circumstances when individuals can be highly emotional or distressed * Ensuring all duties are efficiently carried out within designated time-scales given constant reprioritisation of workload throughout the day. * Dealing with first complaints from staff, patients and general public prior to escalation * Driving at times of high activity/heavy traffic in adverse weather conditions. | |
| **11. COMMUNICATIONS AND RELATIONSHIPS** | |
| * Effective communication and relationships have to be developed: * Colleagues and management within NHS Ayrshire and Arran * Clinical staff, both Medical and Nursing * Catering Department * Estates Department * Patients, Visitors, and General Public * Contractors e.g. Mail, Vehicles/garages/waste management * Suppliers Delivery staff * Fire Service * Police Service * Ambulance Service * Taxi Drivers * Undertakers | |
| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** | |
| **PHYSICAL EFFORT/SKILLS:**   * Driving or walking for long periods during shift in areas of high activity. * Lifting, Handling and manoeuvring heavy equipment and machinery or delicate awkward   loads – knowledge and effort required   * Manual Dexterity (Moving beds - including patients, furniture, trolleys, wheelchairs,   medical gas cylinders**)** throughout the day often in a busy environment.  **MENTAL EFFORT/SKILLS:**  Concentrating required while:-   * Driving all vehicles, manoeuvring trolleys, cages and all other equipment * Checking/changing of Medical Gas cylinders and checking gauges * Undertaking duties within areas of high level of activity * Working within a varied and unpredictable working environment * Working within strict time-scales * Listening communication with patients/staff/visitors/colleagues can require concentration to ensure correct information is given/methodology used * Patient detail checking and clarification, continuous throughout the day   **EMOTIONAL EFFORT/SKILLS:**   * Dealing with distressed/confused/abusive patients/relatives * Transportation of patients where the person is seriously unwell i.e. heart attack   patient to coronary care unit/high dependency unit or to and from the A&E dept   * Mortuary Duties * Working within a varied and unpredictable working environment can cause stress * and anxiety * Possibility of becoming involved with Criminal proceedings relating to incidents on site.   **ENVIRONMENTAL DEMANDS:**   * Working and driving in adverse weather conditions. * Working outdoors, at times in adverse weather conditions. * Exposure to violence and aggression at various levels possibly including verbal or physical actions. | |
| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB | |
| The postholder requires to have knowledge of, be proficient in, or undertake training in the following:-   * COSHH Regulations * Code of Practice * Communication Skills * Complaints Procedures * Control of Infection Manual * Driving (full Driving Licence) * Fire Safety and Training * Health & Safety Regulations * Risk Assessments * Risk investigation * Induction Training * Moving & Handling Regulations * Mandatory and Statutory training * Safety of Medical Gases (Movement, storage and use of) * Security * Transportation of Goods and Equipment * Transportation of Patients and Visitors * Use of PPE (Personal & Protective Equipment) * Violence and Aggression * Waste Management Policy Regulations   It is also desirable for the post holder to undertake specialised training for duties relevant to certain areas   * Laboratories * Pharmacy * X-Ray * Mail * Driving – for certain van runs * Waste Management * Mortuary – deceased patient | |
| **14. JOB DESCRIPTION AGREEMENT** | |
| A separate job description will need to be signed off by each jobholder to whom the job description applies.  Job Holder’s Signature:  Head of Department Signature: | Date:  Date: |