



Job Description

Job Title:	Bank Hospital Porter
Grade:	Skill Zone 2 / Pay Band 5
Division:	Operations Division, Noble's Hospital
Responsible to:	Portering Manager

Overview

The organisation's success is dependent on all staff playing an active role to make sure the existing areas of good employment practice are universally embedded within the organisation.

CARE

In Manx Care we pride ourselves on being Committed, Appreciative, Respectful and Excellent. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development is based on our CARE ethos.

Job Purpose

To undertake all portering and security related duties to the highest standards, which include the movement and transportation of patients to and from wards/departments, movement of goods, supplies, waste and linen and security duties as required.

To provide and maintain a professional, efficient, effective and timely service to patients, visitors and wards/departments that contributes to achieving safe, high quality patient care.

To ensure the service supports the clinical care of patients and respects the privacy and dignity of every patient.

To contribute towards the development of best practice within the department and support the management team with the adherence to service standards.

The post holder may be required to work at any Manx Care location.

What does the job involve?

This job description is not exhaustive and will include any other duties as may be deemed appropriate to the function of the post. It may be reviewed on an annual basis with the post holder.

General

- Move and transport patients, including their belongings, on beds, trolleys and chairs to and from



all wards and departments throughout the hospital site and transfer patients, using appropriate lifting and handling techniques

- Provide a 24/7 site security service and a first line response to incidents involving aggression and violence
- Move deceased patients and transport to the mortuary, completing the appropriate documentation
- Lift, carry, handle and transport goods/stores, furniture, health records, parcels, medical gases, general and clinical waste, including confidential waste, dirty linen etc., other items of equipment as required
- Connect and disconnect medical gas cylinders and complete appropriate documentation
- Compact general waste using the onsite waste compactor
- Keep waste compounds, including the compactor area and medical gases areas clean and tidy
- Collect and deliver pharmacy bags, which may include drugs and IVs, as part of the porter courier service
- Collect urgent specimens including blood specimens and transport to Pathology
- Clean wheelchairs and trolleys between patient moves and thoroughly clean designated trolleys and wheelchairs, as per cleaning schedules
- Carry out the necessary vehicle checks before commencing driving duties and to complete all required paperwork to ensure that all concerns or defects are reported following the documented procedure
- Carry out portering of a general nature such as food trolley distribution, furniture removals, hanging curtains in all areas of the hospital as required
- Be prepared to attend for duty at short notice in the event of staff shortages or hospital Major Incident alert and assist as directed.
- Attend induction and mandatory training, including eLearn modules and other role specific training as required.
- Attend Team and 1:1 meetings as required

Communication

- Communicate on a daily basis with the Manager regarding day to day issues such as inappropriate storage of waste and specific issues such as those relating to the transfer of patients around the organisation
- Communicate with ward/department staff relating to all aspects of the role including the safe internal delivery and collection of patients, their belongings and any other accompanying items
- Report any faults with any equipment or items of machinery that are not in good working order e.g. trolleys, wheelchairs to the Manager using the agreed reporting procedure
- Report any incidents via the reporting system ensuring that an accompanying statement is made and provided which supports the report
- Carry and use issued equipment, e.g. pager, radio or phone during the working day ensuring all calls for assistance are responded to in a timely fashion, prioritising as necessary and reporting jobs as complete.

Operational

- Ensure equipment and machinery used is kept in good clean working order, including, but not limited to, tugs, trolleys, vehicles and hand held devices, which may include phones and radios
- Identify any environmental issues and to report these through the appropriate channels i.e. Estates helpdesk/FACTS system
- At all times, wear the uniform as issued by Noble's Hospital and maintain appearance at a standard commensurate with the duties and role of the post. Ensure that the hospital ID badge as issued is worn at all times and clearly visible, in the interests of security and in accordance with

the hospital policy

- Attend any fire/emergency call via the bleep and remain at the scene until informed you can be released
- Be aware of hospital policies and departmental procedures and ensure compliance at all times
- Ensure that appropriate risk assessments are adhered to and that all of the control measures are complied with at all times
- Comply with infection control requirements and the 'bare below the elbows' policy, wearing PPE for all tasks that require it to be worn
- Contribute/make suggestions to the Manager to identify any areas where improvements can be considered.

Competencies

All staff of Manx Care are expected to recognise that the everyday business of the Department requires the highest level of personal integrity. Every colleague has a personal responsibility to maintain the confidentiality of all business and to uphold such confidences both internally and externally

The role holder may represent the Department in a wide range of settings, forums, committees and working groups. It is expected that they will be a committed ambassador of the Division and the work that it seeks to achieve.

General Scope

This job description is intended to be a guide to the general scope of duties and not a rigid, inflexible specification. The employee shares with the employer the responsibility for suggesting alterations to the scope of duties to improve the work situation. This job description will be reviewed as necessary to reflect future requirements

Health & Safety

The role holder is responsible for his/her own health and safety and the impact of his/her actions on others. The role holder will be responsible for identifying any possible risks or near misses to a responsible manager and or the Hospital's Health & Safety Committee.

Equality and Diversity

The jobholder is required to abide by the hospital's policies and procedures and to actively support the hospital's commitment to equality and diversity, in both employment and the delivery of services. All patients, staff and visitors must be treated equitably, with dignity and respect taking into account their race, gender, ethnic origin, age, disability, sexuality etc.

Training and Personal Development

The jobholder must take responsibility in agreement with his/her line manager for his/her own personal development. The jobholder will undertake all mandatory training required for the role.

Respect for Patient Confidentiality

The jobholder should respect patient confidentiality at all times and not divulge patient information unless sanctioned by the requirements of the role.

Infection Protection and Control

All employees have a personal responsibility to comply with hospital Infection Prevention and Control Policies to protect their own health, the health of patients, visitors and other employees and to prevent health care associated infections. This includes a requirement to maintain a safe, clean and tidy work environment and to complete mandatory infection prevention and control training as provided by the hospital.

Safeguarding Children and Adults

All employees have a responsibility to safeguard and promote the welfare of children and adults. The post holder will be responsible for ensuring they undertake the appropriate level of training in accordance with the safeguarding policy training strategy and ensure they are aware of and work within the safeguarding policies of the hospital.

Person Specification

ATTRIBUTES	Essential or Desirable	Method of Assessment
Experience		
Previous experience of working in a hospital environment or a service that delivers patient care.	D	CV/Interview
Previous experience of delivering excellent customer service.	E	CV/Interview
Knowledge & Skills		
Well-developed interpersonal skills and written and verbal communication skills.	E	Interview
Computer literate with a good knowledge of Microsoft Office.	E	CV/Interview
Reliable with the ability to work as part of a small team, taking responsibility for ensuring work is delivered to a high standard.	E	CV/Interview
Ability to assist in emergencies and support the safe evacuation of patients.	E	CV/Interview
Must show a willingness to expand personal and professional knowledge through attending appropriate training programmes, complete mandatory training and attend local and corporate induction training.	E	Interview
Disposition		
Caring nature with a flexible approach to work.	E	Interview
Resilient – able to deal effectively with difficult situations.	E	Interview
Exhibit discretion during any patient and medical professional interaction.	E	Interview
Other Relevant Requirements		
Isle of Man Worker.	E	Application

Full, valid Driving licence.	E	CV/Pre-employment checks
Satisfactory Police Check.	E	CV/Pre-employment checks
Physically able to carry out the requirements of the role. Please note, the role includes control and restraint, moving and handling, assisting in emergencies and supporting the safe evacuation of patients. Full PMVA training will be provided.	E	Pre-employment checks