

## Job Description

<b>Job Details</b>	
Job Title:	General Porter/Security
Business Unit:	NHFM
Department/Ward:	Estates and Facilities
Location:	Trustwide
Pay Band:	2
CAJE No:	NFM0009
<b>Main Purpose of the Job</b>	
<ul style="list-style-type: none"> <li>• To provide a comprehensive Security/Porter service to all Wards and Departments on site to be flexible in approach to work and undertake other duties that are assigned under the role.</li> <li>• To provide a security service to the hospital and grounds, protecting people and property and detecting and preventing crime. To manage the Trust's car parks, dealing with illegally parked vehicles and ensuring safe access and egress from site.</li> <li>• The provision of a high quality, efficient customer orientated Portering service and compliance with the Trust Patient Confidentiality Policy.</li> <li>• The job role requires that the post holder will either undertake the role of porter or security guard during their shift.</li> </ul>	

### Dimensions

- To assist in the direction of patients and visitors.
- The conveyance and movement of patients by wheelchair, stretcher etc
- The collection and delivery of linen, refuse, clinical waste trolleys, food trolleys, stores, beds, bedding, furniture, equipment and records to designated area.
- The sorting of incoming mail and franking of external mail as required
- Reception and movement of medical gas cylinders within Health and Safety guidelines.
- Removal of refuse from waste bins located outside the hospital entrance, on a daily basis.
- Daily cleaning of external areas situated at hospital entrances.
- The conveyance of deceased patients to the Mortuary.
- To meet and escort the Fire Brigade following fire alarms and to act as a Fire Marshall as required.
- The preparation of deceased patients for mortuary viewing, out of normal hours, to a high standard as specified in exceptional circumstances i.e. road traffic accidents etc. where appropriate.
- The safekeeping of deceased valuables from mortuary to ECC department safe or cashiers office, in accordance with procedures where appropriate.
- To carry a bleep in the absence of the Head or Charge-hand Porter and instruct porters in their daily issues.
- To assist in the training of all new portering staff.
- Provide cover for the telephone operator in the event of breaks, holiday and sickness and to monitor the medical gases display panel and hospital bleep system. (Hexham only)
- To secure areas and operation of CCTV as required
- Changing medical gas cylinders and manifolds.
- Driving, cleaning, refueling and maintaining records of the hospital vehicles and delivery of goods and equipment as required.
- Any other duties as deemed appropriate by the Management.
- Prevention of violence to staff by calming violent or distressed people where possible or by using physical intervention techniques as a last resort.
- Patrolling the car parks to identify illegally parked cars and to ensure vehicles are parked in designated parking areas only.
- To ensure regular patrols are done around the grounds and out buildings
- Responding to fire or intruder alarms on site.
- To switch off lights as necessary, if not in use



<b>Organisational Chart</b>
<p>Head Porter</p> <p>Charge Porter</p> <p><b>Porter / Security (This Post)</b></p>
<b>1. Communications and Relationships</b>
<ul style="list-style-type: none"><li>• Reporting to and liaising with the supervisor and/or line manager on a regular basis.</li><li>• Liaise with other hospital departments. Maintain good working relationships to enable clear channels of communication Liaise with patients, staff, visitors and suppliers.</li><li>• Provide and receive routine information requiring tact or persuasive skills.</li><li>• Provide advice training or instruction to new porters.</li><li>• Must be able to demonstrate the English language proficiency level required for this post</li></ul>
<b>2. Knowledge, Skills, Training and Experience</b>
<ul style="list-style-type: none"><li>• General education.</li><li>• A sound knowledge of Porterage and security procedures, and the ability to follow procedures to ensure effective and efficient security systems. A recognised qualification issued by the Security Industry Authority, will, if not currently held, be expected to be worked towards and gained within 12 months of appointment.</li><li>• The ability to form good working relationships, and to work successfully as part of a team in order to achieve results.</li><li>• The ability to deal calmly with aggressive or violent individuals.</li><li>• Excellent interpersonal and communication skills.</li><li>• Basic knowledge of the law.</li><li>• The post holder should have a basic knowledge of computing.</li><li>• To act in a professional and courteous manner when dealing with all disciplines of staff, suppliers and members of the public.</li><li>• To observe the confidentiality of information acquired in the course of work,</li><li>• Ability to prioritise and organise workload with competing and changing priorities</li><li>• one week induction and statutory training.</li><li>• Manual dexterity in the fitting of Medical gas Cylinders to piped medical gas, testing of equipment, fault finding, reporting and resolving.</li><li>• It is an essential requirement of the role that the post holder has a valid driving licence and is either a car owner and able to use the car for work purposes, or has a Trust personal lease vehicle which may be used for the role. However, the Trust would consider making reasonable adjustment to the role, if necessary, to enable a disabled person to undertake the role.</li></ul>



<b>3. Analytical Skills</b>
<ul style="list-style-type: none"><li>• The ability to make decisions in relation to own duties</li><li>• The ability to analyse and resolve problems during day to day duties</li><li>• The ability to make judgments involving straight forward fact or situations which may need analysis</li></ul>
<b>4. Planning &amp; Organisational Skills</b>
<ul style="list-style-type: none"><li>• Organise own day to day work tasks or activity's.</li><li>• Organise and plan straight forward activities some of which may be ongoing.</li></ul>
<b>5. Physical Skills</b>
<ul style="list-style-type: none"><li>• Manual dexterity is required in the fitting of gas manifolds, testing of equipment, fault finding, reporting and resolving</li><li>• Required to work as a working head porter, this will include pulling, pushing, lifting, and manoeuvring e.g. mail bags, patient trolleys, beds, wheel chairs, equipment, furniture, food trolleys, waste bags, supplies, laundry bags, medical</li><li>• Transferring patients including the deceased.</li><li>• Assisting in Pat sliding patients.</li><li>• Concentration is required when driving van/cars.</li><li>• Standard key board skills are required to use IT equipment and Microsoft word packages.</li><li>• Security</li><li>• Assisting with aggressive, agitated patient</li><li>• Standard driving skills</li></ul>
<b>6. Patient/Client care</b>
<ul style="list-style-type: none"><li>• Communicating with victims of assault.</li><li>• Calming violent or distressed people.</li><li>• Management of the Trust's car parks, dealing with illegally parked cars and ensuring safe access and egress from site for staff, visitors and emergency vehicles.</li><li>• Issuing infringement notices and civil penalty notices for illegal parking on site.</li><li>• To ensure delivery of a reliable and professional service in all support areas</li><li>• To deputise for the portering supervisor as required</li><li>• To deal with verbal enquiries ensuring that they are appropriately and quickly resolved.</li><li>• Assist with disabled persons accessing the hospital when requested to do so.</li><li>• Assist with security incidents within all areas of the hospital when requested to do so.</li><li>• Respond to fire alarm activations and assist in the management of the incident under the direction of the incident manager.</li><li>• To remove and dispose of any large items of rubbish (e.g. damaged parking cones) from the car parks or roads on site.</li><li>• Transportation of patients to and from wards and departments.</li><li>• Provide personal Care to patients and clients</li></ul>



<b>7. Policy &amp; Service Development</b>
<ul style="list-style-type: none"><li>• Full and consistent adherence to all Trust policies in particular those pertaining to Health and Safety, lifting and handling and patient confidentiality.</li><li>• Represent the Hotel Services Department in day to day contact with users in a</li><li>• Friendly and efficient manner.</li><li>• Follow policies in own role may be required to comment on policies for change in working practices.</li></ul>
<b>8. Financial &amp; Physical Resources</b>
<ul style="list-style-type: none"><li>• Consistent demonstration of due care and regard for the fabric, property, fixtures and fittings of all Trust estate, in particular walls and wall coverings when conveying patients/equipment via wheelchair, trolley and stretcher.</li><li>• To demonstrate personal duty of care in relation to equipment and resources</li></ul>
<b>9. Human Resources</b>
<ul style="list-style-type: none"><li>• Assist in the induction of new portering staff.</li><li>• Training will be provided on the job and other specific training as required and as agreed at the annual appraisal or as required to meet the exigencies of the service.</li><li>• There are opportunities for promotion dependent upon performance and skills, which are assessed both on a continuous assessment basis, as well as at the annual appraisal.</li></ul>
<b>10. Information Resources</b>
<ul style="list-style-type: none"><li>• Maintain records i.e. issuing of keys, training and timesheets.</li><li>• Completion of IR1 forms and receipt of goods and services. Record personally generated information.</li><li>• You will be expected to have basic functional skills, including literacy, mathematics and digital skills. Digitally literacy is the ability to locate, organise, understand, evaluate and analyse information using digital sources. This is in line with 'digital readiness indicator for health and social care', which has been developed in the Building a Digital Ready Workforce Programme (BDRW), between Health Education England (HEE) and NHS Digital, and is part of the Government's Digital Transformation Portfolio (DTP) (2019)</li></ul>
<b>11. Research &amp; Development</b>
<ul style="list-style-type: none"><li>• Assist in the completion of audits and surveys as required. Also undertake audits and surveys as necessary to own work.</li></ul>
<b>12. Freedom to Act</b>
<ul style="list-style-type: none"><li>• Work within the Trust and Department policies, guidelines and procedures with someone available for reference.</li></ul>

## Standards

The statements outlined below are the standards of which all employees of Northumbria Healthcare Trust are expected to comply.

Works to the standards expected in the Northumbria Healthcare NHS Foundation Trust statement of values.

**Risk Management** - to deliver the quality standards and targets outlined in the Trust's Risk Management Strategy and local operational policies

### **Infection Control:**

It is your responsibility to adhere to infection control policies and guidelines in order to promote cleanliness and reduce infections. Hand hygiene must be undertaken correctly to prevent the spread of infection. Personal protective equipment must be used in accordance with Trust policy. You must contribute to the cleanliness of the work environment and keep it "clutter free" and tidy. You must also attend mandatory training and updates to ensure you receive training appropriate to your role

### **Health and Safety:**

Managers have a duty to ensure that safe systems of work are used within their area of responsibility; to investigate accidents and incidents; to arrange for risk assessments to be conducted annually, and to ensure staff attend appropriate health and safety training.

All employees have a duty to take reasonable care for their own health and safety, and that of others who may be affected by their activities; to cooperate with the Trust by complying with all health and safety rules and safe systems of work; and to inform their line manager of any work situation, or practice which may be considered a danger to health and safety.

### **Patient, Carer & Public Involvement:**

Managers have a duty to ensure that the principals of patient, carer and public involvement are adhered to throughout all areas of responsibility in line with Section 242 of the NHS Act 2006 (as amended by the Act 2012) which requires the duty to involve and consult users. A 'user' is defined as someone who is using services, or someone who may use them. In addition, this requires NHS organisations to involve and consult patients and the public in; The planning and provision of services and the development and consideration of proposals for changes in the way services are provided.

This ensure that patients are the focus of everything we do, we share good practice in line with Trust policies and procedures, this includes learning from complaints and concerns.

### **Safeguarding:**

The safeguarding of all those who are vulnerable is an enormous obligation for all of us who work in the NHS and partner agencies.

Safeguarding children and adults at risk of abuse or neglect is complex, frequently under review and we must all take responsibility to ensure that it works effectively.

Safeguarding is everyone's responsibility. It remains the responsibility of every NHS organisation and each individual healthcare professional working in the NHS to ensure that the principles and duties of safeguarding adults and children are holistically, consistently and conscientiously applied with the needs of adults at risk or abuse or neglect at the heart of all that we do.

Partnership working is also key and it is vital that local practitioners continue to develop relations and work closely with colleagues across their local safeguarding system to develop ways of working that are collaborative, encourage constructive challenge and enable learning in a sustainable and joined-up way.

NHS England will continue to seek assurance that the safeguarding arrangements across the health system are effective.

### **Environment and Sustainability:**

The trust aims to be an exemplar organisation that embraces sustainability and meet its corporate responsibility. It is the responsibility of all employees to support the Trusts' vision for sustainable development. To undertake their duties in a way that is not wasteful of environment, financial and social resources throughout their daily activities.

## Appendix 1

**NOTE: This appendix is not intended to form part of the 'official' Job Description, but is intended for Job Evaluation purposes only.**

### **Effort and Environment:**

#### **Physical –**

- *Frequent Moderate physical effort for several short periods of the day. Moving patients, collecting general rubbish, clinical and confidential waste, gas bottles, beds, linen and meal distribution trolleys.*
- *Occasional Intense effort for several short periods of the day*

#### **Mental –**

- *Occasional concentration where work pattern patient details, medical records, gas cylinders, pressures with frequent interruptions to deal with emergencies*
- *Evaluating and prioritising own work.*

#### **Emotional –**

- *Direct patient contact – emotional effort when patients are poorly/very ill.*
- *Occasional distressing or emotional circumstances when taking deceased from wards to mortuary (young and old)*

#### **Working Conditions –**

- *Daily exposure to dirt and dust and smells, frequent exposure to verbal aggression and bodily fluids.*



Appendix 2

**Grid**

	<b>DUTIES AND RISK FACTORS OF THE POST</b>	<b>Yes</b>	<b>No</b>
1.	Exposure Prone Procedures (EPP's)*		X
2.	Manual Handling Operations	X	
3.	Dust, Dirt, Smells	X	
4.	Chemicals, Fumes or Gasses (Glutaraldehyde, fixer, anaesthetic gases, reconstitution/handling of cytotoxic drugs)	X	
5.	Patient Contact	X	
6.	Babies/Children Contact	X	
7.	Food handling / Preparation		X
8.	Driving	X	
9.	Fork Lift Truck Driving		X
10.	User of Display Screen Equipment	X	
11.	Noise	X	
12.	Infestation	X	
13.	Blood and Body Fluids/Waste/Samples/Foul Linen	X	
14.	Excessive Cold		X
15.	Excessive Heat		X
16.	Inclement weather		X
17.	Radiation		X
18.	Laser Use		X
19.	Heights over 2 metres		X
20.	Confined Spaces		X
21.	Vibration i.e. Power Tools		X
22.	Using machinery with moving/exposed parts	X	
23.	Shift work	X	
24.	Use of latex products		X
25.	Physical violence / aggression	X	
26.	Employment of young people	X	
27.	Any other hazards please specify		
28.	<b>Other</b>		

If any hazard is identified above please give details below.

\*Definition of Exposure Prone Procedures (EPP's)

Exposure prone procedures are those where there is a risk that injury to the Health Care Worker may result in the exposure of the patient's open tissues to the blood of the HCW. These procedures include those where the HCW's gloved hands may be in contact with sharp instruments, needle tips and sharp tissue (spicules of bones and teeth) inside a patients open body cavity, wound or confined anatomical space where the hands or fingertips may not be completely visible at all times.



### Person Specification

Job Title:	Porter / Security	
Department:	Estates and Facilities	
Location:	Trustwide	
<b>Specification</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications / Professional Registration</b>	<ul style="list-style-type: none"> <li>• General education</li> <li>• A sound knowledge of Portering and security procedures, and the ability to follow procedures to ensure effective and efficient security systems.</li> <li>• A recognised qualification issued by the Security Industry Authority, will, if not currently held, be expected to be worked towards and gained within 12 months of appointment.</li> </ul>	
<b>Experience and knowledge</b>		<ul style="list-style-type: none"> <li>• Previous experience in Conflict resolution/Physical intervention techniques.</li> </ul>
<b>Skills and abilities</b>	<ul style="list-style-type: none"> <li>• Must be able to demonstrate the English language proficiency level required for this post</li> <li>• Manual dexterity</li> <li>• Ability to prioritise and organize own workload</li> <li>• Ability to remain calm when dealing with violent and aggressive people</li> </ul>	<ul style="list-style-type: none"> <li>• Computer literate</li> </ul>
<b>Personal attributes</b>	<ul style="list-style-type: none"> <li>• Ability to communicate with staff at all levels</li> <li>• Ability to work as a member of the team</li> <li>• Act in a professional and courteous manner when dealing with all disciplines of staff and members of the public</li> <li>• Security and confidentiality awareness.</li> </ul>	



<b>Other requirements</b>	<ul style="list-style-type: none"><li>• Must be willing to work flexible hours</li><li>• It is an essential requirement of the role that the post holder has a valid driving licence and is either a car owner and able to use the car for work purposes, or has a Trust personal lease vehicle which may be used for the role. However, the Trust would consider making reasonable adjustments to the role, if necessary, to enable a disabled person to undertake the role.</li></ul>	
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