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| **Post Title: Porter / Driver** | **Post Reference:** |  |
| **Summary of the Role:**     * To provide a high quality Portering and Transport service as part of the CDD Services team and ensuring that a continuity of service is maintained whilst adhering to all relevant policies and procedures * Responsible for ensuring the correct application of the Quality Management System where it   interfaces with their daily activities | | **Reports to:**     Portering Supervisor |
| **Working Relationships & Contacts**    Key relationships include:  The post holder is expected to liaise with other members of facilities staff to enable the fulfilment of their duties. Where their duties bring them into contact with other groups e.g., other Trust staff, patients and their visitors / carers, a professional working manner should be adopted. When this contact includes members of the general public, common courtesy should be shown*.* |
| **Key Responsibilities** | |  |
| Adhere to policies and procedures  Observe safe working practices and all Health & Safety rules, regulations and guidelines Participate in training programs  Follow values and behaviors | | |

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| Patient movement  Transport  Clean and maintain Portering/Transport equipment  Waste management/ linen collection deliveries  Collection and delivery of specimens/pharmacy items/notes and other correctly packaged items Postal duties (sort, frank mail etc.)  Mortuary duties  Delivery of supplies  Respond to and participate in emergency procedures (fire, cardiac arrest etc.) Transport and change medical gas cylinders  General Caretaking  Clean entrances, spot clean corridors and lifts and remove graffiti w hen required. Emergency switchboard cover  Keep entrances and paths around entrances free from ice and snow Assist any other staff when required  Security  Move furniture and equipment  Any other appropriate duties as required*.*      General  The above list is not exclusive or exhaustive; the post holder is expected to be co-operative and flexible in line with the needs of the post, department and the needs of the business. | |
| **Job Dimensions:**  (Problem solving, decision making, impact, resource management including value, working environment, responsible for staff & equipment) | **Performance measures and KPIs** |
| Provide a courteous efficient portering / transport service within the trust.    To project a friendly and professional attitude to all patients, staff and visitors and to demonstrate product knowledge when enquires are made.    Ensure that communication channels are maintained between appropriate staff / visitor / patient groups with regard to cleaning hygiene. | KPI target scores |

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| Work in a safe manner so that no other persons are put at risk whilst portering duties are being performed.  Initially deal with any complaints / comments regarding the service in a courteous manner from Trust staff or patients. | |  |
| **Person Specification:**  (Please state Essential (E) or Desirable (D) | | |
| **Knowledge and Skills**  Full UK Driving License **(D)**  Able to take instructions yet at times prioritise and act on own initiative **(E)**  Good verbal and written communication skills **(E)** A detailed understanding of all hospital functions. Proven driving experience **(D)** | **Experience**    Worked within a customer facing environment and experience of working within a fast-paced team. (D)  A proven ability to work without direct supervision (E) | **Qualifications**  Educated to GCSE standard or equivalent  **(E)**  NVQ Level 2 Customer Services  Practitioner **(D)** |
| Core Behaviours | Patients, public and staff have helped develop the Trusts’ Behaviours Framework of Values that inspire passion in the NHS and that should underpin everything it does. The NHS values provide common ground for co-operation to achieve shared aspirations, at all levels of the NHS. The post holder is required to commit to delivering the actions in the Trust’s Behaviours Framework:    **Working together for patients**    Patients come first in everything we do. We fully involve patients, staff, families, carers, communities, and professionals inside and outside the NHS. We speak up when things go wrong.      **Respect and Dignity**. | |

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|  | We value every person – whether patient, their families or carers, or staff – as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits.    **Commitment to quality of care**.    We earn the trust placed in us by insisting on quality and striving to get the basics of quality of care – safety, effectiveness and patient experience – right every time.    **Compassion**.    We ensure that compassion is central to the care we provide and respond with humanity and kindness to each person’s pain, distress, anxiety or need.    **Improving lives**.    We strive to improve health and wellbeing and people’s experiences of the NHS.    **Everyone counts**.    We maximise our resources for the benefit of the whole community, and make sure nobody is discriminated against or left behind.    Behaviours  Framework Jan2015.d    All employees are required to promote high quality care and good health and wellbeing through the enduring values described by the Department of Health: “The 6Cs – care, compassion, competence, communication, courage and commitment.”      **Duty of Candour** |
|  | All employees are required to comply with the Statutory Duty of Candour: The volunteering of all relevant information to persons who have or may have been harmed by the provision of services, whether or not information has been requested and whether or not a complaint or a report of that provision has been made |
| Leadership Behaviours | All managerial and supervisory posts are expected to follow the principles of being a Great Line Manager and specifically be aware of, understand, and apply fair employment policies/practices, and equality and diversity principles and legal obligations. Commit to developing staff preferences, promoting flexible working arrangements, and encouraging change of working practice following major life-changing events.    All managerial and supervisory posts will ensure compliance with Trust policies and procedures and clinical guidelines.    All managerial and supervisory posts must ensure staff have equal access to career progression and are appraised annually and have a PDP. |