



Royal Hospital for Neuro-disability

Job Description

Job title:	Porter
Department:	Portering and Transport Services
Salary grade:	Annual review
Responsible to:	Portering and Transport Supervisor
Behavioural Framework:	Employee

Scope

The RHN is a leading national centre of excellence, providing adult person-centred services that span the entire care pathway from post-acute rehabilitation services to end of life care, for people with complex Neuro-disability and their families, underpinned by a strong research and education programme.

Portering Services plays a vital role in support of the above, by supporting and assisting patients who are able to travel maintain as normal a life as possible.

The department also provides an onsite service to all wards and departments, helping to move everything from small objects to on occasions, whole wards. As a small department that comprises of eight staff plus one working supervisor, all staff in the department are expected to work independently but must be able to also make a positive contribution to the work of the portering team.

Core functions of the service include providing a waste removal service to all wards and departments' and ensuring all waste collected is correctly segregated and stored according to the appropriate waste stream.

Main objectives of the role –

1. To work 39 hours a week on a flexible roster, to work weekends and bank holidays as required.
2. To remove rubbish, clinical waste and recycling material from the hospital and place in the appropriate storage areas for removal by external contractors.
3. To deliver and collect equipment, stores and furniture.
4. To help move patients as instructed.
5. Clean wheelie bins as required.
6. Delivering gas cylinders to patient areas as required.

7. Deliver post to staff accommodation on site when required.

Key responsibilities

1. To collect and remove waste from various parts of the hospital, and place in the appropriate storage areas.
2. To move equipment and set up for functions as required.
3. Work in accordance with the day to day tasks and activities, as delegated.
4. Ensure compliance with mandatory training and attend other relevant training, as directed.
5. Ensure compliance with relevant hospital policies and procedures.
6. Report accidents and near misses or unsafe situations, so appropriate action can be taken.
7. Treat patients, visitors and staff with dignity and respect.
8. Undertake any other duties appropriate to the role / as requested by line management.

Person specification: essential and desirable

1. Able to contribute to the Portering Services department / organisational aims and objectives. **E**
2. Able to engage with the RHN IPR process that identifies own personal and development training needs. **E**
3. Able to conduct one's self in a professional manner towards all service users and management. **E**
4. Understand the importance of ensuring confidentiality at all times in accordance with data protection, Hospital policy and good practice. **E**
5. Be reliable, willing and conscientious and have the ability to work flexibly either individually or as part of a team. **E**
6. Be experienced in or able to demonstrate a good understanding of excellent customer service, together with good verbal communication and interpersonal skills. **D**
7. Be punctual / a good timekeeper. **E**
8. Be able to problem solve with support / use own initiative. **D**
9. Have the ability to be reflective and self-critical; be able to take constructive criticism positively. **D**
10. To be able to read and understand, to the required standard. **E**

Employee Behavioural Framework

Working Collaboratively for RHN

Demonstrating our values and working together to deliver the best possible service for patients and customers.

- I share information within my team.
- I will ask for assistance if I need help.
- I work with my team to resolve problems.
- I am willing to learn new skills.
- I offer help to my team if they need it.

Achieving our Potential

Developing our skills and knowledge, reflecting on successes and set-backs, and demonstrating a commitment to development at RHN.

- I take personal responsibility for my tasks
- I seek opportunities for personal development
- I am willing to carry out new tasks if required
- I suggest improvements and new ideas
- I know what I'm good at and where I need to improve.

Preparing for the Future

Looking forwards, reflecting on current activities, accepting change and being part of a culture of continuous learning and improvement.

- I know what areas I need to improve
- I am willing to learn to broaden my skills and knowledge
- I reflect on my team's successes and challenges
- I speak up in team meetings and express my views

Leading by Example

Acting as a role model and setting an example that motivates and inspires others at RHN.

- I take pride in what I do
- I am punctual
- I try not to let my team down and ask for support when I need it
- I'm a good team player
- I improve my knowledge by learning from others

Committing to our Patients & Customers

Providing high quality patient care and customer service to patients and customers, and treating them with respect, dignity and consideration.

- I demonstrate a positive attitude
- I am proud of the work I do
- I always promote a positive image of the RHN
- I respond in a timely manner
- I share knowledge with my team
- If I cannot answer a question, I'll ask my nearest colleague to help

The job description is not exhaustive and will be reviewed in light of changing needs and organisational development, in consultation with the post holder.

I have read, understood and accepted the responsibilities, expectations and behaviours outlined above.

Signed:

Date: