



JOB DESCRIPTION

JOB TITLE: Hospital Porter

LOCATION: Highgate Hospital

DEPARTMENT: Hotel Services

RESPONSIBLE TO: Senior Hospital Porter

ACCOUNTABLE TO: Director of Operations

1. JOB PURPOSE

The Hospital Porter will provide porter and cover security services for all hospital departments (Porters). The Hospital Porter will also be part of the Building Services Department, to ensure that there is sufficient cover and support for Building Services as and when required.

2. KEY ACCOUNTABILITIES:

Hospital Porter Responsibilities:

- Working closely with all departments, ensuring the safe movement of goods and equipment throughout the hospital (including Stores).
- Dealing with the internal and external post systems on a daily basis.
- Setting up the meeting room accordingly for various meetings, events, and training.
- Assisting customers with their luggage when required.
- Maintain the hospital car park and gardens, ensuring they are well presented, clean and tidy and ensure the waste storage area is clean, organised and well managed. Reporting any concerns to the Senior Hospital Porter.
- To undertake regular security patrols during the day.
- To maintain the waste compound, ensuring bins are correctly compacted and trolleys are kept to a minimum.
- Ensuring safe movement of medical gas cylinders and to assist with deliveries from suppliers and cylinder changes.
- To ensure that patients are transported around the hospital safely, professionally offering high quality service delivery.
- Respect the patient's dignity, privacy, wishes and beliefs.
- Prepare the appropriate equipment prior to the start of a list, which may include wheel chairs and trolleys undertaking the appropriate checks to ensure the equipment is clean and used safely.
- Assist in the transfer from the theatre to the Recovery area as required.
- Accompany the Registered Practitioner and the patient to and from theatre.
- Communicate appropriately with others involved in the care of the patient, including answering the telephone in a professional manor while taking and relaying accurate messages
- Monitor the level of masks, fluids in the warming cabinet/fridge and theatre blues, replenishing as required and reordering as appropriate
- Assist in the safe and appropriate removal of clinical waste from the department

- Promote and ensure an environment conducive to the continuing prevention and control of infection for all staff, patients and visitors.
- To undertake the cleaning and domestic upkeep of the Theatre Department, ensuring that a high standard of work is maintained throughout.
- Undertake the cleaning of all operating theatres, anaesthetic rooms, scrub rooms, recovery, endoscopy, changing rooms, utility and general areas ensuring that all cleaning is undertaken in accordance with hospital infection control and safety policies.
- Ensuring compliance with the Health and Safety at Work Regulations; ensuring that incidents and accidents are reported to the Head Porter and subsequently recorded accurately and in the correct manner according to hospital policy.
- At all times maintain own working environment in a clean, neat and de-cluttered manner and adhere to Infection Prevention procedures and practices so as to proactively contribute to the protection of patients, visitors and staff from acquiring a healthcare associated infection.

3. SUPPLEMENTARY INFORMATION

Our Values

We are proud to be 'Individually different. Altogether better' and it is only through our people that we will achieve our mission to:

“Provide first-class independent healthcare for the local community in a safe, comfortable and welcoming environment; one in which we would be happy to treat our own families”

We do this by asking you to work within our core values:

- Beyond Compliance – Going above and beyond to improve our business
- Personalised Attention – Taking time to care for others
- Partnership and Teamwork – Inclusive and collaborative
- Investing in Excellence – Working to be the best
- Always with Integrity – Respected, admired and reliable

Code of conduct

- ✓ I will make the CARE and SAFETY of our patients my first concern and will always act to protect them from risk.
- ✓ I will always be respectful to the public, patients, relatives and carers, colleagues and business when representing Aspen Healthcare.
- ✓ I will always be honest and act with integrity.
- ✓ I will accept responsibility for my own work and if appropriate the proper performance of the people I manage.
- ✓ I will show my commitment to working as a team member with all my colleagues and the wider community.
- ✓ I will take responsibility for my own learning and development.
- ✓ If a member of a professional body, I will comply with the relevant professional code of ethics and conduct at all times

Equality & Diversity

Aspen Healthcare Limited is an Equal Opportunity Employer. Its policy is to treat everyone in the same way regardless of their race, religion, marital status, physical/mental disability, gender, sexual orientation, and age, responsibilities for dependents, trade union membership or offending background. The Company values the diversity of its work force as a strength and aims to provide a working environment in which people have the opportunity to contribute and develop according to their individual merits and aspirations.

Health & Safety at Work

You are reminded that, in accordance with the Management of Health and Safety at Work Regulations 1992 (as amended) and other relevant Health and Safety legislation, you have a duty to take responsible care to avoid injury to yourself and to others by your work activities, and to co-operate with the organisation and others in meeting statutory and mandatory requirements.

Statutory & Mandatory Training

You are required to complete mandatory training as required, and if unable to attend ensure this is rectified with your line manager's support at the earliest opportunity.

Infection Prevention & Control

It is the responsibility of all staff to ensure high quality patient care is based upon principles of best practice in infection prevention and control, either directly through personal contact or indirectly through supervision of practice.

It is the responsibility of all staff to fully co-operate with managers in achieving compliance with Infection Control policies and in adopting safe systems of work when undertaking activities that present a risk of the spread of infection.

Confidentiality

Information about any individual, which includes either some or all details of their identity is personal and is subject to the Data Protection Act (2018), the Human Rights Act (2000) and other Aspen Healthcare requirements such as the Caldicott principles.

- Patient information, in any form is confidential. This means that information should only be shared or accessed by someone with a legitimate reason, related to the care of the patient.
- Information about members of staff or others in relation to sensitive issues, such as appraisals, investigations, complaints or payroll details is also confidential.

All staff must always maintain confidentiality when dealing with sensitive material and information of this nature and immediately report any potential confidentiality issues that may arise.

Information Security

All staff are required to read and comply with all Aspen communications and policies that are issued relating to the electronic security of Aspen and patient information particularly in relation to:

- Saving data and information
- Password management and responsibilities
- Transfer of data and data sharing

Whistleblowing - Raising Concerns

It is the responsibility of all staff to raise any concerns to their line manager or the HR department if they reasonably believe that one or more of the following concerns is either happening, has taken place, or is likely to happen in the future relating to the company's business:

- A criminal offence
- The breach of a legal obligation
- A miscarriage of justice
- A danger to the health and safety of any individual
- Damage to the environment
- Deliberate attempt to conceal any of the above.
- any other legitimate concerns

Data Protection

All staff must be aware of the Caldicott principles, the Data Protection Act 2018 and the Human Rights Act 2000. The protection of data about individuals is a requirement of the law and if any

employee is found to have permitted unauthorised disclosure, Aspen Healthcare and the individual may be prosecuted. Disciplinary action will be taken for any breach.

Mobility/Flexibility

Your normal place of work will be as stated above, but as a term of your employment you may be required to work from any of the companies' facilities.

Safeguarding the Welfare of Children and Vulnerable Adults

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role. The expectation is that the post holder is familiar with the relevant procedures and guidelines relevant to their job role

For all posts requiring professional registration

You are required by law to maintain professional registration for the duration of your employment and cannot be lawfully employed should registration lapse. Lapsing may render you subject to disciplinary action. You are also required to abide by the codes of professional practice as detailed by the professional body (Nursing and Midwifery Council, General Medical Council, Health and Care Professions Council etc.)

Other responsibilities

You will be required to be aware of and adhere to all relevant Company Policies and Guidelines.

This job description is neither exclusive nor exhaustive and the duties and responsibilities may vary from time to time and where possible be in consultation with the post holder.

Review

The post-holder must act in such a way to promote a positive image of Aspen Healthcare UK Ltd at all times. This job description is not conclusive and will be regularly reviewed with the post-holder.



PERSON SPECIFICATION

POST: Hospital Porters

DEPARTMENT: Porters

<u>SELECTION CRITERIA</u>	<u>ESSENTIAL</u>	<u>DESIRABLE</u>
Experience	Experience within hospital/hotel environment.	2 years' experience within a hospital environment. Experience within cleaning theatre environment Portering experience within any other hospitality setting
Knowledge/Skills	Working within a similar environment. Knowledge of various cleaning agents including COSHH. Knowledge of Health & Safety issues and Data Protection. Knowledge of Manual Handling of tasks and LOADs.	PC literate.
General Temperament	Flexible/Adaptable Friendly/Approachable Reliable Enthusiastic Organised Good team player Good communicator	Innovative Assertive

Author:	Andrew Hall	Date:	19-06-2020
Revision:		Date:	
Agreed Post Holder:		Date:	
Agreed Manager:		Date:	