



## GENERAL PORTER

### INFORMATION FOR CANDIDATES

## ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



# OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

## Our Vision:

“To provide excellent care for the communities we serve”

## Our Values:



## OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

## OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

## A MESSAGE FROM OUR CEO

Thank you for your interest in this role.

Our Trust's Vision is to provide excellent care for the communities we serve. We are striving to provide high quality, safe care for our patients in an environment which our colleagues are proud to work in.

We are looking for an inspiring, motivated individual who demonstrates our values, and who can provide clear vision and direction as we continue to move forward.

You will know that our Trust is on an improvement journey. Our recent Care Quality Commission inspection demonstrates that we are making progress towards our aim of Getting to Good, despite the challenges of a pandemic. We also know that we have more to do and that we must sustain the changes if we are to keep on improving. We are wholeheartedly committed to this and have plans in place to support this including our exciting Hospitals Transformation Programme. This will support the reconfiguration of where and how we deliver our services and the modernisation of our facilities and infrastructure, so that we can deliver better quality care for all of our communities.

It is a really exciting time to be a part of our Trust. I hope that you will join us to help steer and support us on our journey.

*Louise Barnett*

Louise Barnett  
CHIEF EXECUTIVE OFFICER

# COLLEAGUE BENEFITS

## GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

## FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

## HEALTH AND WELLBEING

### PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

### PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

### HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

## LEARNING AND DEVELOPMENT

### COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

### LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

### ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

### APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



## JOB DESCRIPTION

<b>Job Title</b>	<b>General Porter</b>
<b>Band</b>	<b>2</b>
<b>Directorate</b>	<b>Facilities</b>
<b>Accountable to</b>	<b>Portering Services Manager</b>
<b>DBS Required?</b>	<b>Enhanced</b>

## JOB PURPOSE

The porter is one of a team providing a wide range of services created by the demands of the hospital which involve the movement of patients, the collection and delivery of mail, movement of waste products, the delivery of clinical and non-clinical support to provide the very best patient care. The post holder will ensure that the Portering service is of the highest quality and efficiency and will work within Trust Values.

## MAIN DUTIES

- 1.1 To carry out duties relating to specialist departments, including outside agencies such as ShropDoc.
- 1.2 To assist the Chargehand Porters with the training and induction of new staff for an initial period until they feel confident to carry out the duties on their own.
- 1.3 To collect and deliver hostess trolleys and crockery trolleys between the wards and the Catering Department.
- 1.4 To collect dirty linen and general refuse from all wards and departments disposal cupboards and the accommodation block and dispose of in the compactor located in the loading bay area. Dirty linen to be loaded into linen cages and placed on the loading bay awaiting collection.
- 1.5 To circulate mail and clerical data to all wards and departments within the hospital and collect and deliver mail off site.
- 1.6 To collect and deliver drugs to wards and departments and return the same to Pharmacy. Responsible for the collection of blood samples and units of blood for patient use to and from all wards and departments and to ensure blood units are tracked electronically via the Trust's system.
- 1.7 To deliver patient test results from Pathology to wards and departments ensuring efficient, safe delivery.
- 1.8 To collect and deliver patients special dietary needs from the Dietitians to all wards.
- 1.9 To be a key holder for the purpose of security and lock/unlock doors within the hospital and mechanical and electrical plant rooms and medical gas storage rooms in an emergency. Responsible for ensuring the hospital is secure out of normal hours and liaise with the Security Team reporting any issues.
- 1.10 To take part in the emergency response team in emergency situations, i.e. attending Cardiac Arrests, medical emergencies and fire alerts when called by the hospital bleep system.
- 1.11 To collect and deliver milk, stores and foods to wards and departments.
- 1.12 To collect and deliver clean linen and bedding from the linen room to all wards and departments and collect empty linen cages from all wards and departments for return to the linen room. .
- 1.13 To maintain a supply of medical gases to all wards and departments and be responsible for the changing of Nitrous Oxide and Oxygen on the hospitals bank (out of hours).
- 1.14 To collect clinical waste from wards and departments and oversee its disposal safely using purpose built containers.
- 1.15 To clean up spillages out of hours, i.e. body fluids, liquids etc, in and around the site and wash down all trolley mattresses in the A&E Department on a rotary basis.
- 1.16 To transport patients to and from wards and departments using either wheelchairs, beds or special trolleys and maintain a supply of wheelchairs for the main entrance.

1.17 To collect and deliver medical supplies and equipment to and from Wards and Departments out of hours only unless in an emergency situation.

1.18 To take part in the hospital's Major Incident Team and be prepared to be called out in case of emergencies.

1.19 To assist visitors and members of the public with general enquiries and directions and to help and assist patients and/or visitors who are in need of assistance.

1.20 To attend and maintain a security presence during all helicopter landings and take-offs including H.M.F. 'Touch and Go' exercises.

## **PHYSICAL DEMANDS**

2.1 The post holder will be required to manoeuvre hospital trolleys and wheelchairs and drive a medium-sized vehicle and a 6-ton electric tow vehicle.

2.2 The post holder will be required to assist patients in and out of vehicles explaining what is happening and where they are going.

2.3 The post holder will be required to assist patients on and off trolleys, beds and hospital furniture.

2.4 The post holder will be required to load and unload dirty linen bags from hospital trailers and transfer general waste from hospital trailers into the waste compactor.

2.5 The post holder will be required to manoeuvre clinical waste containers in and out of an automatic bin tippers.

2.6 The post holder will be required to load and unload general supplies, i.e furniture and equipment, in and out of the hospital vehicle.

2.7 The post holder will be required to administer CPR and attend to first aid situations as and when necessary.

## **SYSTEMS AND EQUIPMENT**

3.1 The post holder is required to hold a full driving licence and undertake driver training to R.T.I.T.B. Standards to gain a licence to be able to operate an electrical tow vehicle.

3.2 The post holder is required to drive the Trust's vehicles and keep simple records relating to the current Road Traffic Act.

3.3 The post holder is required to operate the Mechanical Tippler for transferring clinical waste bags from one container into the compactor.

3.4 The post holder is required to use an electronic scanning machine for booking in and out of medical gas cylinders for patient use and for safe transportation of blood units.

3.5 The post holder is required to use a hydraulic lifting equipment for various tasks including hydraulic pallet truck for moving stores and equipment around the hospital.

3.6 The post holder is required to operate a high pressure washing machine for the cleaning of general waste trailers and vehicles.



3.7 The post holder is required to operate mailing franking machine and be able to process mail through appropriate systems.

3.8 The post holder is required to use firefighting equipment within the hospital and be able to operate automatic doors.

#### **DECISIONS, JUDGEMENTS AND FREEDOM TO ACT**

4.1 The post holder will contribute to production of policies and procedures and be actively involved in the making of changes within the department using lean ideas and lean methodology.

4.2 The post holder will be able to make minor changes when situations occur in the absence of the Manager and Duty Chargehands, however changes should be made with dignity and respect to others opinions.

4.3 The post holder will be required to work using their own initiative and to be able to accept tasks using the Trust's Teletracking system which processes jobs via an iPod.

4.4 The post holder is expected to be familiar with all the departments and locations throughout the hospital and be familiar with the off-site locations serviced by the department.

4.5 The post holder has access to a Manager/Chargehand between the hours of 7.00 a.m. and 10.00 p.m. over a seven day period.

#### **COMMUNICATION AND RELATIONSHIPS**

5.1 The post holder will need to have the ability to liaise and communicate with colleagues within the department, patients, visitors, relatives, other staff members, members of the general public and also members of staff from other outside organisations.

5.2 The post holder will be expected to take accurate messages by telephone, written or verbal communication.

5.3 The post holder will need to be respectful and sympathetic when dealing with patients and their carers/relatives.

5.4 The post holder will be expected to be able to communicate effectively with colleagues during shift changeovers regarding outstanding duties etc.

#### **PHYSICAL, MENTAL AND EMOTIONAL DEMANDS**

6.1 Exposure to emotional and distressing situations when dealing with the patients and relatives and working within a high pressured ED Department.

6.2 Occasional exposure to distressed/verbally aggressive patients and members of the public.

6.3 Frequent concentration is required when recording and checking patient information and using mechanical equipment within the confines of the hospital.

6.4 Concentration is required within the context of dealing with frequent interruptions and unpredictable work patterns when extra effort is required to meet the demands of the hospital.

6.5 Physical exertion to include walking for long distances each day, lifting, pushing and pulling, general moving and handling tasks in line with the Trust’s statutory training.

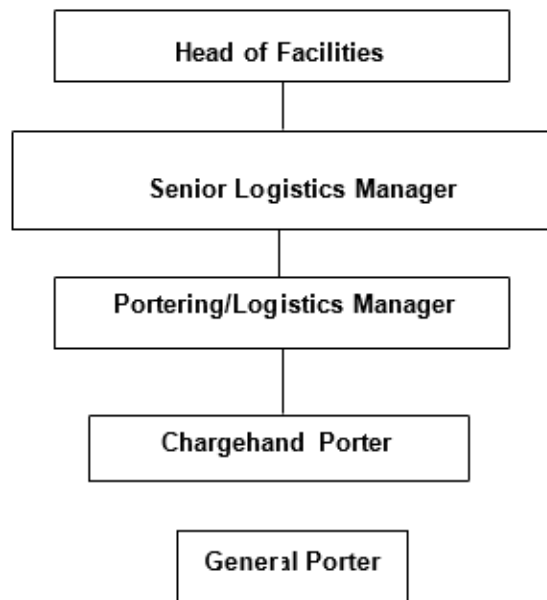
6.6 Occasional exposure to the elements and other hazards when carrying out driving duties when extra concentration is needed.

**WORKING CONDITIONS**

7.1 Primarily working within the confines of the hospital.

7.2 Occasionally required to work outdoors with the potential exposure to inclement weather.

**ORGANISATIONAL POSITION**





## PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

## QUALIFICATIONS

ESSENTIAL	DESIRABLE
	<ul style="list-style-type: none"> <li>• NVQ Level 1</li> <li>• Demonstrates of Health &amp; Safety knowledge e.g. through courses</li> </ul>

## EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Experience of working with the general public or in a similar role</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working within a care service or similar background</li> </ul>

## SKILLS AND QUALITIES

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Ability to work to instruction and follow procedures</li> <li>• Ability to communicate with staff</li> <li>• Ability to follow simple instructions with minimal supervision</li> <li>• Ability to organise work and operate within a system</li> <li>• Ability to work to own initiative</li> </ul>	

# OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"><li>• Can cover all shifts as required (rotating shift including weekend working)</li></ul>	<ul style="list-style-type: none"><li>• Able to work flexibly</li></ul>

## GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

## HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

## INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and

- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

## INFORMATION GOVERNANCE

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

## PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and

- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

## SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

## SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

## CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

# EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

## NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

## MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.







## The Royal Shrewsbury Hospital

Telephone: 01743 261000

Minicom: 01743 261213

Address:

The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

[Getting to The Royal Shrewsbury Hospital](#)

## The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

[Getting to The Princess Royal Hospital](#)