

Patient Transport Porter Job Description

JOB TITLE: Patient Transport Porter

ACCOUNTABLE TO: Site Supervisor

LOCATION: Guys Hospital / St Thomas' Hospital

HOURS OF WORK: Monday – Friday 40 per week.

SALARY: £9.50 p/hr plus overtime.

Main Purpose of Role

Reporting to the Site Supervisor, this role requires a customer-facing background. We are seeking an individual who can transport patients with varying mobilities within the hospital wards and discharge lounges to and from their transport.

This role would suit an individual with the ability to work under pressure and can demonstrate good attention to detail whilst maintaining a professional approach to patients. The job role holder will be expected to provide the business with a high standard of service that maximises the professional working relationship between the company and the NHS.

Main Tasks and Responsibilities

- Liaising with drivers and other staff members as appropriate
- Transporting patients to and from the hospital wards when arriving or departing the hospital via SVL transport
- Pro-actively managing patient problems to find solutions
- Assist the Site Supervisor in ensuring the correct standards of presentation and appearance are adhered to by all staff visiting the site. This includes completing regular uniform, vehicle and equipment audits.
- Assist the Site Supervisor in ensuring the company code of conduct is adhered to by all staff visiting the site.
- Support the Site Supervisor in ensuring all drivers carry out their responsibilities and duties to a high standard, i.e. ensuring drivers deliver high levels of patient care and assistance to all patients
- Assist the Ambulance staff where required

Training

The successful candidate will be provided with manual handling and infection control training during your induction program, you will also complete several accredited E-learning courses, relevant to the role.

Person specification

- Experience in a customer-facing role that involves a high degree of pressure
- Experience of a patient transport environment is desirable

- Ability to demonstrate a wide range of excellent communication skills, including both face-to-face and telephone communication skills
- Proven ability to be flexible within an environment where priorities are constantly changing
- Ability to adapt their approach depending on the needs of the patients
- Strong work ethic and willing to go extra mile to deliver good patient care.
- Able to complete a satisfactory enhanced DBS Check
- Must maintain a high level of professionalism at all times
- Must be willing to work flexible shifts, including early starts, late finishes and weekends if necessary

Terms and Conditions

- Overtime is payable for the position
- 28 days holiday per year

Due to the nature of the industry flexibility is crucial therefore the post holder maybe required to work additional hours.

Job Type: Full-time / Permanent