

Recruitment Checklist (Health)

Job Title
Support Services Worker (Health)
<p>Hospital Porter</p> <ul style="list-style-type: none"> • Movement of items of furniture and equipment around site • Assist with security arrangements around site • Messenger and delivery duties within the hospital • Collection and delivery of mail, records, specimens and stores • Assist in movement and lifting of patients and deceased • Collection and dispose of refuse/clinical waste • Movement of meals and supplies around hospital site <p>Domestic Assistant</p> <ul style="list-style-type: none"> • Cleaning, dusting and polishing of clinical, public and office areas • Cleaning of sanitary ware and bathrooms • Removal of waste and emptying of bins • Replace and maintain sanitary, bathroom and toilet consumables • Serve beverages and meals to patients under supervision • Use cleaning machinery and equipment • Use chemical cleaning agents <p>Catering Assistant</p> <ul style="list-style-type: none"> • Assist with preparation and cooking of food • Serve food and beverages • Use cleaning products and chemicals • Removal and security of refuse to/in designated areas • Prepare servery counters and display units • Serve meals/snacks/beverages to staff and visitors, and at functions • Maintain cleanliness of service, dining and surrounding areas • Operate a till <p>Laundry Assistant</p> <ul style="list-style-type: none"> • Prepare clean linen for wards and departments • Fold gowns and uniforms • Moving and handling of linen items • Assist with linen count/audits • Deal with soiled linen and clinical items • Use of specialist laundry equipment and machinery • Handling and use of chemical cleaning agents

Functional Skills

- Communicate clearly and effectively on day to day matters (face to face/telephone)
- Listen and ask appropriate questions to clarify understanding
- Reading skills (e.g. read safety signs and notices)
- Writing skills (e.g. complete straight forward forms and records)
- Number skills (e.g. complete a time sheet accurately)
- Perform simple number calculations and measurements within scope of work role (e.g. measure liquids or chemicals)
- Record numeric information accurately (e.g. ordering supplies, log sheets)
- Obtain and use basic information to make decisions or refer to others
- Record and pass-on messages and information accurately

NB: Entry Level 3 or above in Literacy and Numeracy, to be assessed at Selection Event

Teamwork Skills

Work with Others

- Work effectively as part of a team or department
- Respect others thoughts, opinions and contributions
- Accept and give feedback in a constructive and considerate manner

Think and Solve Problems

- Remain calm in stressful situations
- Follow instructions given by team leaders
- Be resourceful and solve minor problems within scope of own job role
- Refer or clarify more complicated decisions before taking action

Participate in Projects and Tasks

- Work to agreed quality standards
- Select and use appropriate tools, equipment and technology for a task
- Carry out tasks following written, spoken or graphical information

Customer Care

- Respond appropriately to customer queries, requests and complaints
- Develop good relationships with customers
- Use discretion, tact and respect for confidentiality when dealing with customers

Health, Fitness and Physical Requirements

- Perform safe lifting and handling tasks in relation to work role
- Sufficient manual dexterity and mobility to perform work tasks safely and effectively
- Meet organisations requirements for reportable diseases or conditions which may adversely affect the safe carrying out of tasks
- Occupational Health assessment in line with organisation's policies

NB: All the above are subject to reasonable adjustment requirements within the DDA. Adjustments may include with or without the use of mechanical aids or other assistive technologies or aids.

Legal Requirements

- Age restrictions may apply on some work activities in the clinical environment, and activities requiring use of cutting equipment/machinery
- Criminal Records Bureau (CRB) check required
- Driving or Operator licence requirements, if required for job as porter

NB: All the above are in context and job requirements of the specific work role, and require employer assessment based on the individual work role.

Other Requirements

- Health and safety awareness related to workplace and role
- Meet organisational health and safety requirements
- Work with minimal supervision
- Good timekeeping and punctuality
- Work effectively under pressure
- Honesty and integrity

These materials have been developed by **Skills for Health** in conjunction with employers from the sector and are available free of charge for use in supporting training programmes.