



Job Code (if applicable):	UK-XXXX – HR Completes
Job Title:	Theatres Porter/Concierge Specialist Patient Escort concierge (SPEC)
Submitting Institute/Division/Hospital:	Cleveland Clinic London
Submitting Department:	Nursing
HR Business Partner/ Generalist:	Guy Pemberton
Date Submitted:	4/5/2020

<i>To be completed by HR Business Partner/HR Generalist or Submitting Manager</i>	
Is this job (check one):	<input checked="" type="checkbox"/> Clinical <input type="checkbox"/> Non-Clinical
Is this job (check one):	<input checked="" type="checkbox"/> Patient Facing <input type="checkbox"/> Non-Patient Facing
Notice Period:	2 months

Job Profile Summary:

The Specialist Patient Escort Concierge at Cleveland Clinic London plays a vital role in the overall patient’s journey and experience in the hospital.

The role provides a high-touch customer service role, effectively mirroring some of the family liaison and customer support functions of the Concierge & Front of House teams.

The Specialist Patient Escort Concierge will contribute to the smooth running, delivering patients in a timely, courteous manner and respect their dignity and confidentiality.

Job Responsibilities

Concierge and Patient Service:

- Transporting patients between theatres and other areas of the hospital
- Work as an active member of the theatre team, maintaining good working relationships across all units and team in the hospital
- Deliver high-quality service and care for the patient, treating patients in a courteous manner and respecting their dignity and confidentiality at all times
- Ensure the patient’s journey is seamless, taking care to pass on their care at the next stage in their patient journey
- Ensure Patient’s physical environment is maintained e.g. warmth, cleanliness
- To transport patients between Wards, ICU and the Theatre Suite with appropriate documentation
- Provide point of contact and service for patient’s families.
- Liaise with Concierge, GPS, Security and similar service support teams to provide a seamless experience

Clinical Support:

- Assist in sterile service, checking and processing equipment.
- Patient monitoring - spend time with patients, ensuring they are continually monitored while in your care and recording changes in patient health.
- 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 theatre caregivers to ensure correct equipment in correct theatre at beginning of list.
- Safe and appropriate manual handling of patients, ensuring they are transferred between beds, trolleys and special tables in a safe manner.
- Support with the safe positioning of patients.
- To prepare and clean patients' trolleys, checking that they are maintained in a safe working condition daily, as well as checking medical gas cylinders.

Education:

- School leaver Certificate required or equivalent

Languages:

- Ability to speak and write in English is required.

Certifications:

- ServSafe certification desirable (if coming from hospitality industry)

Complexity of Work:

- Effective customer service skills
- Demonstrates initiative to proactively problem solve with a solution focus
- Highly refined verbal communication skills – a communicator who can deal with patients and next of kin from all over the world
- Builds excellent relationships resulting in improved service delivery.
- Willingness to perform personal care tasks
- Good organisational skills
- Professional integrity
- Ability to work under pressure, while staying calm and maintaining high service standards

Work Experience:

- A track record over one or more substantial roles in a customer-facing role requiring high-touch, quality customer service
- Previous experience in healthcare highly desirable but not essential – could be Front of House/ Concierge, HCA or similar role
- Previous experience in a private hospital desirable

- Demonstrable experience working within large, complex teams and maintaining high levels of team engagement desirable

Personal Protective Equipment:

- Follows standard precautions using personal protective equipment as required.