



Porter (Band 3)
HSE Mid West, Acute Services
HSEMW286-26
Job Specification & Terms and Conditions

Job Title and Grade	Porter (Band 3) (Grade Code – 4197)
Remuneration	The Salary scale for the post is (as at 01/06/2026): €36,407; €38,288; €39,418; €40,192; €40,863; €41,729; €42,258; €43,160; €44,087 New appointees to any grade start at the minimum point of the scale. Incremental credit will be applied for recognised relevant service in Ireland and abroad (Department of Health Circular 2/2011). Incremental credit is normally granted on appointment, in respect of previous experience in the Civil Service, Local Authorities, Health Service and other Public Service Bodies and Statutory Agencies.
Campaign Reference	HSEMW286-26
Closing Date	Friday 6 th November 2026 @ 5pm
Proposed Interview Date (s)	Proposed interview dates will be indicated at a later stage. Please note you may be called forward to an in person interview at short notice.
Taking up Appointment	A start date will be indicated at job offer stage.
Location of Post	HSE Mid West, Acute Services There are a number of permanent, whole time vacancies in University Hospital Limerick. A panel may be formed as a result of this campaign for HSE Mid West, Acute Services from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled.
Informal Enquiries	<u>We welcome queries about the role:</u> Name: Mr. Danny Downes – Porter Services Manager, HSE Mid West, Acute Services Email: Danny.Downes@hse.ie Please email UHLRecruitment@hse.ie with any Recruitment queries
Reasonable Accommodation	Candidates who require a Reasonable Accommodation/s to support their participation, at any stage, in the recruitment and selection process, should email Sarah Relihan, Campaign Lead sarah.relihan@hse.ie
Details of Service	HSE Mid West The newly established HSE Mid West Health Region will manage and deliver all public health and social care services for Limerick, Clare and North Tipperary serving a population of over 400,000 people. The redesign of services will allow new pathways to be developed between acute hospitals, community services, primary care, health and wellbeing and voluntary sectors to develop more integrated, patient-centred care. HSE Mid-West includes all hospital, community healthcare and public health services in the region. This includes: HSE Mid West Acute Services consisting of: • University Hospital Limerick

	• University Maternity Hospital Limerick • Ennis Hospital • Nenagh Hospital • Croom Hospital • St John's Hospital (voluntary)
Reporting Relationship	Report to and work under supervision and direction of the nominated Supervisor(s), as appropriate.
Purpose of the Post	The provision of high-quality porter service to all patients and service users in line with hospital service needs, national standards, national and local policies, procedures and guidelines and cleaning standards. Support the provision of a high quality, safe and professional customer focussed service.
Principal Duties and Responsibilities	• The person holding this post is required to support the principle that the care of the patient comes first at all times and will approach their work with the flexibility and enthusiasm necessary to make this principle a reality for every patient to the greatest possible degree. • Maintain throughout the Group's awareness of the primacy of the patient in relation to all hospital activities. • Performance management systems are part of role and you will be required to participate in the Group's performance management programme. • The person holding this post is required to work in Support Services, which includes porter services. • Adhere to HIQA, DGSA and HSE regulations. • To be aware of, and comply, with statutory occupational obligations under the Safety, Health and Welfare at Work Act 2005 and associated regulations, and to carry out duties in accordance with the responsibilities set out therein. • Ensure responsible, efficient, and economical use of materials and equipment. • Ensure proper use of cleaning materials, and equipment, including Personal Protective Equipment, reporting any defects for repair to the Supervisor and/or Head(s) of Department. • Carry assigned communications device, maintain responsible and professional communication, and be contactable at all times. • Ensure that duties are carried out as specified, and/or directed. • Be responsible for the general cleaning of equipment used within the service area as per cleaning specification and schedules including the completion of relevant checklists. • Ensure accurate completion and maintenance of relevant documentation and records i.e. signing off on work completed. • To work as part of a team and be responsible for porter services to our patients in line with best practice including transporting of patients / pharmacy / stores / clinical waste / general waste / laundry / charts / products / equipment / specimens / samples and other deliveries and collections as required or directed by the relevant line managers. • Be responsible for checking oxygen / medical gas supplies and associated equipment, and ensuring that oxygen / medical gas supplies are always maintained to meet requirements. • Assist with patient care as required, within the scope of the porter role and relevant training, including working with multidisciplinary staff in all areas of HSE Mid West Acute Services. • To participate in service developments and adapt to evolving operational

requirements as may be required from time to time to meet the needs of the service.

- Ensure appropriate quality standards and protocols are observed and completed.
- To be aware of and comply with policies, directives, guidelines and recommendations from statutory bodies in relation to Health & Safety, Manual Handling, Infection Control, DGSA, Environmental Health, HACCP, HIQA and Waste Management.
- To observe the hospital's policies and procedures on discretion and confidentiality relating to patients and/or their families
- To present for work, punctually, and in full and proper clean uniform for duration of rostered shifts
- To demonstrate a friendly and co-operative attitude towards visitors/relatives/staff.
- Participate in roster rotation and provide cover across Porter Services as required to meet operational and service needs.
- To undertake all mandatory, statutory and role-specific training and retraining as required, including *but not limited to*:
 - Manual Handling and Patient Handling
 - Infection Prevention and Control
 - Hand Hygiene
 - Fire Safety and Emergency Response
 - Health and Safety
 - Waste Management & Handling
 - Medical Gas Handling
 - Equipment use, cleaning and decontamination
 - Any additional training required to safely and effectively carry out assigned duties.
- To be fully aware & comply with policies, in relation to fire outbreaks, Major Emergency Plan, or other emergencies and participate in emergency response to same.
- Participate in the induction of new staff, as directed.
- To take all necessary steps to ensure the maximum security in the Department (locking doors, windows) in your area of assignment and all equipment and supplies therein.
- Porter Services operates over 7 days per week, working hours will / can include: Night Duty, Evening duty, Public Holidays, Weekend Work, Unsocial Hours and Shift work, as rostered and directed in accordance with service requirements.

General

- Comply with all uniform, hygiene and Personal Protective Equipment requirements appropriate to the duties and area of assignment, in accordance with Infection Prevention & Control, Health and Safety, Environmental Health, HIQA, local procedures and other relevant HSE policies and procedures.
- This post may be subject to restructuring in the future to facilitate the reorganisation of acute services in line with clinical models of acute care and needs of the service.
- The reform programme outlined for the Health Services may impact on this role and as structures change the job description may be reviewed.
- Carry out their daily duties with regard to patient's dignity and privacy, in line with HIQA Standards for Better Safer Healthcare.
- The post holder is expected to carry out his / her duties with compassion, respect and consideration for both patients and other staff
- Be accountable for assigned duties and ensure that work is carried out in a timely, efficient and effective manner. Where a task cannot be completed, this must be appropriately handed over or escalated to the relevant Supervisor.
- The uniform prescribed must be worn at all times and other protective clothing, footwear, gloves etc, must be utilised as required by Hospital Uniform Policy and

as appropriate to area of service.

KPI's

- Participate in the achievement and monitoring of Key Performance Indicators relevant to Porter Services and the post, including task completion, service standards, documentation, compliance, quality and other operational requirements.
- Support actions and service improvements arising from performance, quality, audit or service delivery reviews.
- Ensure accurate completion of records, checklists and other information required to support service performance, quality and accountability.

Risk Management, Infection Control, Hygiene Services and Health & Safety

- The management of Risk, Infection Control, Hygiene Services and Health & Safety is the responsibility of everyone and will be achieved within a progressive, honest and open environment.
- The post holder must be familiar with the necessary education, training and support to enable them to meet this responsibility.
- The post holder has a duty to familiarise themselves with the relevant Organisational Policies, Procedures & Standards and attend training as appropriate in the following areas:
 - Continuous Quality Improvement Initiatives
 - Document Control Information Management Systems
 - Risk Management Strategy and Policies
 - Hygiene Related Policies, Procedures and Standards
 - Decontamination Code of Practice
 - Infection Control Policies
 - Safety Statement, Health & Safety Policies and Fire Procedure
 - Data Protection and confidentiality Policies
- The post holder is responsible for ensuring that they become familiar with the requirements stated within the Risk Management Strategy and that they comply with the Group's Risk Management Incident/Near miss reporting Policies and Procedures.
- The post holder is responsible for ensuring that they comply with hygiene services requirements in your area of responsibility. Hygiene Services incorporates environment and facilities, hand hygiene, catering, cleaning, the management of laundry, waste, sharps and equipment.
- The post holder must support quality improvement initiatives and maintain required hygiene standards within their assigned area and duties.
- The post holders' responsibility for Quality & Risk Management, Hygiene Services and Health & Safety will be clarified to you in the induction process and by your line manager.
- The post holder must take reasonable care for his or her own actions and the effect that these may have upon the safety of others.
- The post holder must cooperate with management, attend Health & Safety related training and not undertake any task for which they have not been authorised and adequately trained.
- The post holder is required to bring to the attention of a responsible person any perceived shortcoming in our safety arrangements or any defects in work equipment.

PLEASE NOTE THE FOLLOWING GENERAL CONDITIONS:

- Employees must attend fire lectures periodically and must observe fire orders.
- All accidents within the Department must be reported immediately.
- Infection Control Policies must be adhered to.
- In line with the Safety, Health and Welfare at Work Act, 2005 all staff must comply with all safety regulations and audits.
- In line with the Public Health (Tobacco) (Amendment) Act 2004, smoking within

	the Hospital Buildings and grounds is not permitted. • Hospital uniform code/practice must be adhered to. • Provide accurate information, records and documentation as required in relation to assigned duties and service requirements. • To support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service. <i>The above Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate/relevant to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.</i>
Eligibility Criteria Qualifications and/ or Experience	<i>Eligible applicants will be those who on the closing date for the competition have the following:</i> (i) Have obtained at least a grade H6/O6 in a minimum of five subjects in the Leaving Certificate Examination or Leaving Certificate Vocational Programme as approved by the Department of Education. (See Note 1 below) <u>OR</u> (ii) Have obtained a pass grade or a minimum of 120 credits in the Leaving Certificate Applied Programme as approved by the Department of Education. (See Note 1 below) <u>OR</u> (iii) Have obtained a Health Skills or Healthcare qualification at not less than QQI Level 5 on the National Framework of Qualifications (NFQ). (See Note 2 below) <u>OR</u> (iv) Hold a comparable qualification to criterion (i), (ii) or (iii) from another jurisdiction. <u>AND</u> (v) Have a minimum of one year's full time (or an aggregate of one year's full time) experience in a relevant health & social care setting within the last five years. <u>OR</u> (vi) Have a minimum of one year's full time (or an aggregate of one year's full time) experience working as a porter within the last five years. <u>AND</u> (b) Candidates must possess the requisite knowledge and ability, including a high standard of suitability for the proper discharge of the role. <u>Health</u> Candidates for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service. <u>Character</u> Candidates for and any person holding the office must be of good character. Note 1: <i>With regard to criterion (i) & (ii), the Leaving Certificate scoring system that applied pre-2017 would still apply and is as follows:</i> • Obtained at least grade D (or pass) in Higher or Ordinary Level in five subjects from the approved list of subjects in the Department of Education established Leaving Certificate Examination or Leaving Certificate Vocational Programme or Leaving Certificate Applied. <u>OR</u> • Passed an examination of at least equivalent standard.

	Note 2: <i>With regard to Criterion (iii), the listing below is considered relevant Health Skills QQI (formerly FETAC) Level 5 qualifications:</i> • QQI Level 5 Healthcare Support • QQI Level 5 Nursing Studies • QQI Level 5 Community Care • QQI Level 5 Health Service Skills • QQI Level 5 Community Health Services A full QQI/FETAC Level 5 Major Award requires a minimum of 120 credits/8 Modules. A Component Certificate will not suffice. With regard to Criterion (iii), a relevant Healthcare qualification at not less than QQI Level 5 on the National Framework of Qualifications (NFQ) is considered to be a qualification with applied patient care modules / placements typically but not limited to qualifications in: Social Care Work, Nursing, Therapy Professions etc. Candidates must meet the eligibility criteria in full on the closing date for the competition and must be in a position to provide satisfactory documentary evidence of the qualifications and experience relied upon.
Post Specific Requirements	• Demonstrate depth and breadth of experience as relevant to the role of Porter • Demonstrate flexibility regarding working hours and rostering to meet the requirements of a 24/7 service. • Willingness to work in any area within Porter Services and to rotate or provide cross-cover between assignments as required, including <i>but not limited to</i> ED, Dialysis, Theatres, Waste, Post Room, General Wards and other service areas. • Willingness to work days, evenings, nights, weekends, Public Holidays, Unsocial Hours and Shift Work, as rostered and directed in accordance with service requirements. • Assignment to a particular work area, shift or roster line may change in accordance with service requirements. • Ability to follow dispatch instructions and use assigned comms devices appropriately, responsively, and responsibly. • Must be capable of independently accessing and completing mandatory e-learning via HSELand or equivalent platforms, when directed. • Commitment to infection control standards, including cleaning equipment and clearing corridors. • Understanding of manual handling and waste protocols. • Demonstrate an understanding of and respect for line management, reporting relationships and appropriate escalation arrangements and follow reasonable instructions relevant to the role. • Demonstrate a flexible and team based approach to the fair allocation and rotation of duties within Porter Services. • Demonstrate willingness to redeploy across sites, willingness to provide cross-cover and flexibility of assignment in accordance with service requirements and applicable HSE policies and arrangements.

Skills, Competencies and/or Knowledge	The successful candidate must demonstrate: <u>Professional Knowledge & Experience</u> • Demonstrate knowledge of relevant standards, regulations, policies and procedures applicable to the porter role, including DGSA, HIQA, Infection Prevention & Control, Health & Safety, Waste Management and Environmental Health requirements, as applicable. • Demonstrate knowledge to carry out the duties and responsibilities of the role • Demonstrate knowledge in the area of healthcare • Demonstrate an ability to apply knowledge to best practice • Demonstrate a commitment to continuing professional development • Demonstrate a commitment to assuring high standards and strive for a patient centred service <u>Planning and Managing Resources</u> • Demonstrate the ability to prioritise and manage multiple tasks effectively and work well under pressure • Demonstrate proactive initiative and sound judgment in resolving day-to-day logistical issues, as they may arise. • Demonstrate evidence of ability to plan work effectively and efficiently • Demonstrate a flexible approach to working hours, rostering, unsocial hours, shift work, night duty and other rostered service requirements. <u>Building & Maintaining Relationships including Leadership and Team Skills</u> • Demonstrate teamwork skills including the ability to work with multi-disciplinary team members. • Demonstrate the ability to work on own initiative or as part of a team. • Demonstrate commitment to maintaining high work standards and delivering a quality service. • Demonstrate the ability to follow reasonable instructions relevant to the role and understand the importance of providing a safe, timely and quality service to patients. • Demonstrate a willingness to support colleagues and be accountable for fair task-sharing and team outcomes. • Maintain professional conduct in all interactions, particularly under pressure. • Contributes to a respectful and inclusive working environment. <u>Commitment to Providing Quality Care/Customer Focus</u> • Demonstrate a focus on quality. • Demonstrate evidence of ability to empathise with and treat patients, relatives and colleagues with dignity and respect. • Demonstrate motivation to fulfil the role, adapt to service requirements and contribute positively to the ongoing development and improvement of Porter Services.
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	• Demonstrate the ability to maintain confidentiality. • Recognise the porter's role in the overall patient experience and hospital reputation. <u>Communication & Interpersonal Skills</u> • Demonstrate effective communication skills including the ability to present information in a clear and concise manner. • Demonstrate the ability to assess information relevant to assigned duties and respond appropriately. • Demonstrate effective decision-making skills including ability to work within a multi- disciplinary team to resolve problems and implement solutions. • Demonstrate clear and legible writing skills, along with basic competence in using computers, email, internet, printers, and standard applications. • Communicate clearly, respectfully, and professionally with patients, staff, and the public. • Listen attentively, communicate appropriately and follow reasonable instructions relevant to the role. • Maintain composure and courtesy during high-pressure or sensitive situations. • Use radios, bleeps and any assigned communication or dispatch systems/devices responsibly, appropriately and in accordance with operational requirements. • Clearly log all relevant information within checklists, dispatch logs, or assigned documentation. • Escalate key issues promptly and take responsibility for the impact of their communication on team function and patient experience.
Campaign Specific Selection Process Ranking/Short listing / Interview	A ranking and or shortlisting exercise may be carried out on the basis of information supplied in your application form. The criteria for ranking and or shortlisting are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of this job specification. Therefore, it is very important that you think about your experience in light of those requirements. <u>Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process.</u> Those successful at the ranking stage of this process (where applied) will be placed on an order of merit and will be called to interview in 'bands' depending on the service needs of the organisation.
Diversity, Equality and Inclusion	The HSE is an equal opportunities employer. Employees of the HSE bring a range of skills, talents, diverse thinking and experience to the organisation. The HSE believes passionately that employing a diverse workforce is central to its success – we aim to develop the workforce of the HSE so that it reflects the diversity of HSE service users and to strengthen it through accommodating and valuing different perspectives. Ultimately this will result in improved service user and employee experience. The HSE is committed to creating a positive working environment whereby all employees inclusive of age, civil status, disability, ethnicity and race, family status, gender, membership of the Traveller community, religion and sexual orientation are respected, valued and can reach their full potential. The HSE aims to achieve this through development of an organisational culture where injustice, bias and discrimination are not tolerated. The HSE welcomes people with diverse backgrounds and offers a range of supports and resources to staff, such as those who require a reasonable accommodation at work

	because of a disability or long term health condition. For further information on the HSE commitment to Diversity, Equality and Inclusion, please visit the Diversity, Equality and Inclusion web page at https://www.hse.ie/eng/staff/resources/diversity/
Code of Practice	The Health Service Executive will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA). The CPSA is responsible for establishing the principles that should be followed when making an appointment. These are set out in the CPSA Code of Practice. The Code outlines the standards that should be adhered to at each stage of the selection process and sets out the review and appeal mechanisms open to candidates should they be unhappy with a selection process. The CPSA Code of Practice can be accessed via https://www.cpsa.ie/.
The reform programme outlined for the Health Services may impact on this role and as structures change the job description may be reviewed. This job description is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned.	



Tenure	The current vacancies available are permanent and whole time. The posts are pensionable. A panel may be created from which permanent and specified purpose vacancies of full or part time duration may be filled. The tenure of these posts will be indicated at “expression of interest” stage. Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointments) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013.
Working Week	The standard working week applying to the post is 39 hours per week. For rostering purposes, working hours may be distributed over a two-week cycle, providing for an aggregate of 78 contractual hours over the fortnight, in accordance with approved roster arrangements, service requirements and applicable collective agreements/HSE Circulars. Contracted hours that are less than the standard weekly working hours for your grade will be paid pro rata to the full time equivalent. You are required to work agreed roster/on-call arrangements advised by your Reporting Manager(s). Your contracted hours are liable to change between the hours of 8.00am and 8.00pm over seven days to meet the requirements for extended day services in accordance with the terms of collective agreements and HSE Circulars.
Annual Leave	The annual leave associated with the post is 23 days per annum.
Superannuation	This is a pensionable position with the HSE. The successful candidate will upon appointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment. Members of pre-existing pension schemes who transferred to the HSE on the 01st January 2005 pursuant to Section 60 of the Health Act 2004 are entitled to superannuation benefit terms under the HSE Scheme which are no less favourable to those which they were entitled to at 31st December 2004
Age	The Public Service Superannuation (Age of Retirement) Act, 2018* set 70 years as the compulsory retirement age for public servants. <i>* Public Servants not affected by this legislation:</i> Public servants joining the public service or re-joining the public service with a 26 week break in service, between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age. Public servants, joining the public service or re-joining the public service after a 26 week break, after 1 January 2013 are members of the Single Pension Scheme and have a compulsory retirement age of 70.
Probation	Every appointment of a person who is not already a permanent officer of the Health Service Executive or of a Local Authority shall be subject to a probationary period of 12 months as stipulated in the Department of Health Circular No.10/71.
Protection of Persons Reporting Child Abuse Act 1998	As this post is one of those designated under the Protection for Persons Reporting Child Abuse Act 1998, appointment to this post appoints one as a designated officer in accordance with Section 2 of the Act. You will remain a designated officer for the duration of your appointment to your current post or for the duration of your appointment to such other post as is included in the categories specified in the Ministerial Direction. You will receive full information on your responsibilities under the Act on appointment.
Mandated Person Children First Act 2015	As a mandated person under the Children First Act 2015 you will have a legal obligation: • To report child protection concerns at or above a defined threshold to TUSLA. • To assist Tusla, if requested, in assessing a concern which has been the subject of a mandated report. You will remain a mandated person for the duration of your appointment to your current post or for the duration of your appointment to such other post as is included in the categories specified in the Ministerial Direction. You will receive full information on your responsibilities under the Act on appointment.

Infection Control	Have a working knowledge of Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role.
Health & Safety	It is the responsibility of line managers to ensure that the management of safety, health and welfare is successfully integrated into all activities undertaken within their area of responsibility, so far as is reasonably practicable. Line managers are named and roles and responsibilities detailed in the relevant Site Specific Safety Statement (SSSS). Key responsibilities include: • Developing a SSSS for the department/service¹, as applicable, based on the identification of hazards and the assessment of risks, and reviewing/updating same on a regular basis (at least annually) and in the event of any significant change in the work activity or place of work. • Ensuring that Occupational Safety and Health (OSH) is integrated into day-to-day business, providing Systems Of Work (SOW) that are planned, organised, performed, maintained and revised as appropriate, and ensuring that all safety related records are maintained and available for inspection. • Consulting and communicating with staff and safety representatives on OSH matters. • Ensuring a training needs assessment (TNA) is undertaken for employees, facilitating their attendance at statutory OSH training, and ensuring records are maintained for each employee. • Ensuring that all incidents occurring within the relevant department/service are appropriately managed and investigated in accordance with HSE procedures². • Seeking advice from health and safety professionals through the National Health and Safety Function Helpdesk as appropriate. • Reviewing the health and safety performance of the ward/department/service and staff through, respectively, local audit and performance achievement meetings for example. Note: Detailed roles and responsibilities of Line Managers are outlined in local SSSS

¹ A template SSSS and guidelines are available on the National Health and Safety Function, here: <https://www.hse.ie/eng/staff/safetywellbeing/about%20us/>

² See link on health and safety web-pages to latest Incident Management Policy