

JOB DESCRIPTION

1. Job Details	
Job Title:	Imaging Assistant
Band:	Band 2
Reports to (Title):	Support Staff Team Leader
Trust Website	www.royalwolverhampton.nhs.uk
Directorate:	Radiology
Department/Ward:	Radiology
JD Number:	3955
DBS Check Required:	Enhanced DBS – Adult and Child

Our Vision

To deliver exceptional care together to improve the health and wellbeing of our communities

Our Values

Safe & Effective	Kind & Caring	Exceeding Expectation
We will work collaboratively to prioritise the safety of all within our care environment	We will act in the best interest of others at all times	We will grow a reputation for excellence at our norm

Joint Strategic Objectives



Care	Excel in the delivery of Care	
Colleagues	Support our Colleagues	
Collaboration	Effective Collaboration	
Communities	Improve the health and wellbeing of our Communities	

2. Job Summary

To provide a support role within the Radiology Department by carrying out:

- Non-radiographic tasks within all areas / departments of the Radiology Directorate.

3. Main Duties & Responsibilities

To ensure safe and effective clinical practice

To enhance the patient's experience

To manage and develop the performance of the team

To ensure effective contribution to the delivery of the organisation's objectives

1. To undertake various clerical and administration duties in connection with the custody and use of patient's X-rays (electronic and hard copy) and reports. This includes all administrative procedures and documentation associated with a patient's attendance in the Radiology Department for various scans and procedures including ultrasound, barium studies, CT scans, MRI scans and all routine X-rays directed from GPs, A&E, clinics and wards.
2. To provide an efficient, welcoming and helpful reception service for patients attending the department, always adhering to the Identification Policy for patients to comply with the Ionising Radiation regulations.
3. To be responsible for the making and distribution of basic appointments and instructions and putting requests on hold on the Radiology system.
4. To make more complex appointments including for those procedures requiring the distribution of preparation. The post-holder should be mindful of the booking rules governing each specific area (e.g. Ultrasound, CT, MRI, bariums etc) and adhere to them at all times. Liaison with the

	Superintendent Radiographer or Senior Radiographer concerned maybe required. Special needs of particular patients should also be noted, and appropriate action taken.
5.	To be responsible for taking into account information on request forms, e.g. that may affect the allotted time of appointment.
6.	To undertake administrative duties to ensure the smooth running of the Appointments Office, making sure that all preparation, patient information leaflets and maps are available for patients.
7.	To liaise with Consultant/Medical staff and Senior Radiographers with regard to the urgency of some patients.
8.	To carry out general office duties, including the answering of telephone queries and taking appropriate action as required.
9.	Liaison with porters and internal and external ambulance personnel regarding transport of the patients to and from the wards/ departments.
10.	To provide first line assistance in the event of a patient's query or complaint and passing the matter to a more senior member of staff where appropriate. This will at times require a high level of communication skills to diffuse confrontational situations. The post holder is required to have knowledge of the Trust's Complaints Procedure.
11.	To be courteous and helpful towards patients, visitors, staff and referring clinicians/GPs and to offer a high-quality service at all times.
12.	Under the direction of the Support Team Leader and team Coordinators, adopt procedural changes which may result from the development of computerised or manual systems.
13.	To assist patients getting changed for examination and answer any queries they may have regarding the procedure.
14.	To provide general patient observation and care for confused or disabled patients including toileting.
15.	To assist in the Manual Handling of patients as required, including using a Hoist.
16.	To prepare beverages and obtain meals for patients as requested by the Radiographers or Nurses.
17.	To assist the Radiographers, Radiologists and Nurses in maintaining an efficient throughput of patients through the department, assessing patients' needs to ensure their well-being.
18.	To chaperone and provide general assistance to the Radiographers, Radiologists and Nurses.
19.	To prepare special equipment, trolleys and rooms for sterile and/or non-sterile examinations.
20.	To assist Radiologists and Radiographers with special procedures.
21.	To change the linen in the department and assist in keeping it generally tidy, ensuring that the changing cubicles and x-ray rooms are supplied with clean linen and that the dirty linen is taken away.

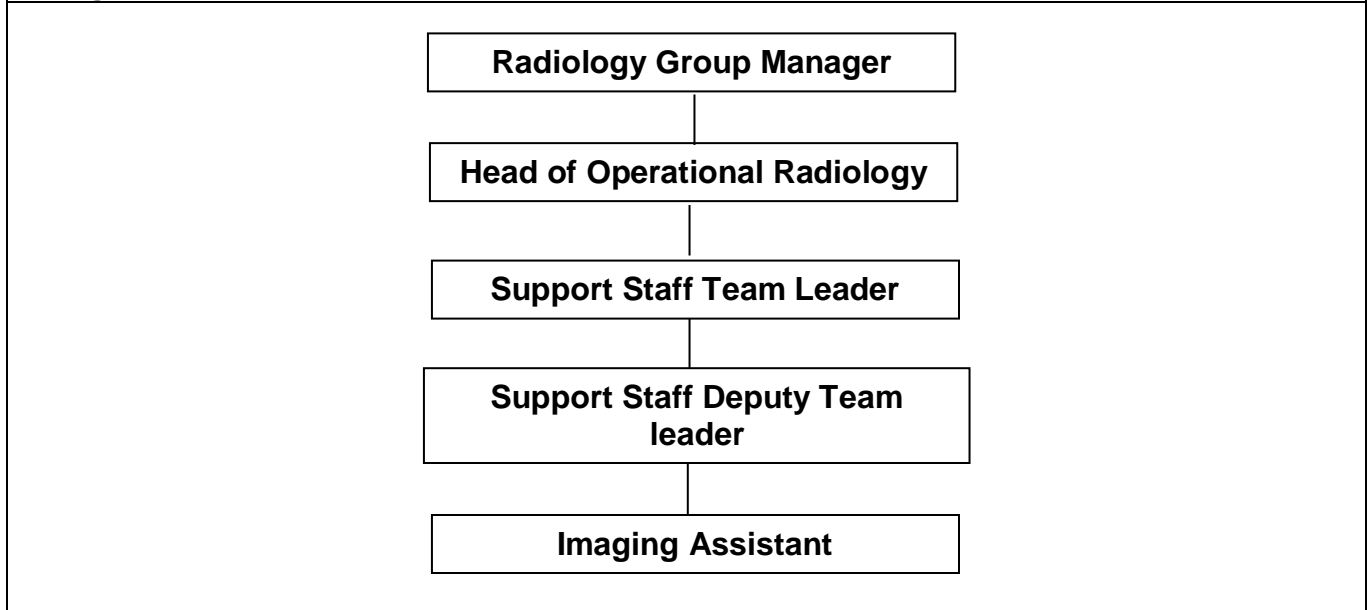
22. To clean accessories, including lead aprons, as required and report any faults or defects as soon as is practicable.
23. To maintain stock levels of certain items designated by the Superintendent Radiographer within a specific area and completing stock record sheets as required.
24. To be familiar with all aspects of infection control when dealing with bodily fluids.
25. Respond efficiently and effectively to all alarms within the department acting appropriately to each given situation.
26. To assist in the training of new members of staff, supporting them through their induction programme.
27. To assist in the collection of any information required for audit purposes.

General Duties/responsibilities:

1. To be familiar with and comply with all appropriate Trust and Radiology Department Policies, Procedures and Practices, making suggestions which could lead to improvements in the service.
2. To attend such courses/lectures/in-service training as required by the needs of the service and of this post.
3. To ensure that Risk Management, Health and Safety Regulations, COSHH Regulations, MRI Local Rules and the Ionising Radiation Regulations are adhered to, and to report accidents/untooward incidents/hazards to the Superintendent or most senior Radiographer on duty as soon as is practicable.
4. To be familiar with and uphold the quality standards of the Trust and Radiology Department, to be pleasant and polite to patients and other members of staff and to ensure a high-quality service to patients at all times.
5. To participate in the Saturday & Sunday and Bank/Statutory Holiday rotas as operated by the Radiology Department.
6. To work flexibly to cover annual leave and sickness absence, working additional sessions as required following appropriate consultation.
7. The post holder will work in any area/department of the Radiology Directorate as required by the needs of the service.

This job description is a guide to the main duties and responsibilities of the post and is not exhaustive. You may be required to undertake any other duties that may be required to meet the needs of the service that are commensurate with the post and grade which have been discussed with you. The post holder will be subject to annual appraisal.

4. Organisational Chart



This job description is not intended to be an exhaustive list of duties and it may be reviewed and altered in the light of changed service needs and developments after discussion with the post holder.

Infection Prevention

Maintain a current knowledge of infection prevention and control practices and policies through annual mandatory updates and role specific training.

Demonstrate a current knowledge of infection prevention and control practices through the delivery of clinical care and maintenance of a safe environment in accordance with infection prevention and control practices and policies. Take part in infection prevention initiatives in the local area. Challenge infection prevention practices, reporting breaches using relevant Trust policies as appropriate (e.g. incident reporting policy).

Equal Opportunities Policy

It is the aim of the Trust to ensure that no job application or employee receives less favourable treatment on grounds of sex, disability, age sexual orientation, race, colour, nationality or ethnic or national origins or is not placed at disadvantage by conditions or requirements which cannot be shown to be justifiable. To this end, the Trust has an Equal Opportunity Policy and it is for each employee to comply with and contribute to its success.

Health and Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and associated legislation, to maintain a safe working environment for both staff and visitors, to observe obligations under organisational and departmental Health and Safety Policies, maintaining awareness of safe practices and assessment of risk.

Data Protection

If required to do so, to obtain, process and/or use information held on computerised or manual records in a fair and lawful way in line with the Data Protection Act 2000. To hold data only for specific purpose and not use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations, as instructed.

Customer Care

It is the aim of the hospital to provide patients and other service users with the best possible care and services. In order to meet this aim, all our staff are required at all times to put the patient and other service users first and do their utmost to meet their requests and needs courteously and efficiently. In order that staff understand the principles of customer care and the effects on their particular post and service, full training will be given.

Safeguarding

All employees have a responsibility to support the safety and well-being of children, young people and adults at risk of harm and to practice in accordance with legislation. Knowledge, skills and competency are to be maintained according to role and responsibilities in order to fulfil Safeguarding Children and Adults at Risk responsibilities. All employees are expected to comply with existing local Safeguarding policies and procedures, and Trust and Wolverhampton Safeguarding Children Board and Safeguarding Adults at Risk requirements.

Smoking Policy

The Trust provides a smoke-free work environment.

Confidentiality

The Trust is fully committed to encouraging its staff to freely contribute views on all aspects of health service activities, especially those on delivery of care and services to patients. However, you shall not, either during or after the end of your employment (however it is terminated), divulge to any unauthorised person confidential information relating to the Trust. This includes, but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

Your obligations of confidentiality under this clause shall not prevent you from raising genuine concerns about healthcare, or a belief that criminal conduct, breach of a legal obligation, health and safety breaches or damage to the environment has been, is being, or is likely to be committed, or any information tending to show any of the above has been, is being, or is likely to be, deliberately concealed, provided that such disclosure is made in good faith and in accordance with the provisions of the Public Interest Disclosure Act 1998 and the Trust's Policy on Raising Concerns at Work-Whistle Blowing Policy, a copy of which is available from the Human Resources Department.

Development

The Trust is committed to supporting the development of all staff. All employees have a responsibility to participate in regular appraisal with their manager and identify performance standards for the post. As part of the appraisal process employees have a joint responsibility with their line manager to identify any learning and development needs in order to meet the agreed performance standards required of the post holder.

NHS Constitution

The Constitution establishes the principles and values of the NHS in England. It sets out rights to which patients, public and staff are entitled, and the pledges which the NHS is committed to achieve, together with responsibilities which the public, patients and staff owe to one another.

All NHS Bodies private and third sector providers supplying NHS services are required by law to take account of this Constitution in their decisions and actions.

A handbook accompanying the constitution may be found by going to [NHS Constitution for England - Publications - GOV.UK](#) that essentially provides further and more detailed explanation of each of the rights and pledges.

Criminal Records

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service to check for any previous criminal convictions.

AfC PERSON SPECIFICATION

This document describes the qualities required for a post-holder that are not captured by the JD.

SPECIFICATION	DESCRIPTION
Qualifications <i>(This must include the level required to appoint to the post. Any requirement for registration should also be recorded here.)</i>	GCSE (or equivalent) in four subjects, including English Language and mathematics.
Experience/Skills <i>(Type and level of experience required to fulfil duties)</i>	<p>Basic keyboard skills.</p> <p>Experience in a caring/clerical post.</p> <p>In house training will be provided to achieve the competencies required. Training on the Radiology Computer System and for the Patient Administration System will be provided.</p>
Communication Skills <i>(Indication type of communication and audience. e.g. face-to-face with patients, presentations to colleagues, etc.)</i>	<p>Good verbal communication skills in order to deal face to face with patients in reception areas and also on the telephone. This may be stressful and confrontational requiring tact or persuasive skills.</p> <p>Face to face communication with colleagues - consultants, junior doctors, radiographers, secretarial and other clerical staff.</p> <p>Some contact with GP's, consultants, secretaries and nursing staff from other specialties – requiring tact under provocation on some occasions.</p> <p>Must have a caring personality and an interest in people and their problems.</p> <p>Good written communication skills in order to meet the requirements of the post.</p>
Flexibility <i>(Note here any flexibilities required by the post. e.g. Shift Working required, New tasks may need to be undertaken frequently,)</i>	<p>Must be flexible and be willing and able to take part in a Bank Holiday Rota. To cover the duties of colleagues during sickness absence or annual leave. May include weekends and/or evenings.</p> <p>Needs to be flexible to the changing needs of the Radiology Service due to future developments.</p> <p>Key member of the Team to ensure the patient's journey is as smooth as possible through the Dept and on to other Departments within the Trust.</p>
Other <i>(Any other key issues not recorded elsewhere in JD or person spec.)</i>	<p>Office conditions – sitting. Windowless environment Use of general office equipment, eg photocopier, fax machine etc.</p> <p>Use of VDU equipment.</p> <p>Reception desk, scanning rooms and x-ray rooms.</p> <p>Moving and handling patients and cumbersome and heavy machinery.</p> <p>Contact with bodily fluids and hazardous chemicals controlled under COSHH.</p> <p>When working in scanning/x-ray rooms – required to be standing/walking for a large part of the day.</p> <p>Limited working in X-ray Film Store – may be a dusty environment.</p> <p>Handling heavy X-ray packets which involves the use of inanimate object manual handling equipment (trolleys, steps) – sitting, standing, lifting and walking.</p>

I understand and accept my accountabilities and responsibilities as outlined in this job description, person specification and KSF outline.

	Designation	Name	Signature	Date
Post Holder				