



JOB DESCRIPTION

JOB DETAILS

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| Job Title: | Radiology Department Assistant |
| Band: | 3 |
| Department: | Clinical Scientific Services, Division of Imaging |
| Base: | Radiology NMGH |

Organisational Arrangements

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| Reports to: | Deputy Radiology Clinical Manager |
| Accountable to: | Radiology Clinical Manager |
| Liaises with. | Works as part of the Radiology Team |
| | Liaises with: |
| | Other professional and medical staff |

JOB SUMMARY

The Radiology Department Assistant works as part of the Radiology team, providing an efficient, high quality and patient focussed imaging service,

The support worker will be expected to liaise and care for patients in a professional manner and will be expected, over time, to develop skills and experience across multiple imaging modalities.

You will provide assistance to qualified staff before, during and after imaging examinations undertaken in the department or other hospital locations and give the necessary direct care as required to the patient throughout their imaging care pathway

Duties and Responsibilities:

Clinical Responsibilities

1. To provide assistance to qualified staff before, during and after imaging examinations undertaken in the department/other hospital locations.
2. To receive, if necessary register, ensuring accuracy of entries onto the RIS (Radiology Information System) and perform any other clerical duties as required.
3. To update patient records on RIS and enter all relevant data to construct a worklist.
4. To have knowledge of all departmental procedures and protocols.
5. To be aware of the IRMER (2017) regulations.
6. To assess specific communication needs of individual patients.
7. Provide information by explanation and demonstration of often-complex procedures and listening to the patient's requirements in order to encourage compliance with the imaging process. Some patients will have a barrier to understanding e.g. dementia, language barriers, or be unable to communicate.

Considering the predominantly unpredictable arrival of patients with communication difficulties, it is often down to the Support Worker to develop some sort of improvised dialogue with the patient e.g. hand gestures and bodily movements.

Patient may have injuries or illness that will require adaptation of utilisation of developed motivational and persuasive skills to acquire patient compliance.

To provide reassurance to the patient.

8. To communicate effectively and empathetically with relatives of patients.
9. To ensure that completed examinations are presented for reporting purposes in a timely and accurate manner.
10. To ensure all appropriate infection control measures are utilised, paying particular attention to personal protection as well as the management of equipment and linens.
11. To undertake general housekeeping duties in order to maintain a high standard of cleanliness and tidiness within the Department.
12. Undertake any relevant in-house training as identified in their personal development review (PDR).
13. Preparation and clearance of sterile trolleys for interventional procedures.

14. Assist with lung, liver and kidney biopsies. Also assist with drainages and minor biopsies e.g. lumps and fatty tissues.
15. To have magnetic resonance imaging (MRI) safety knowledge.
16. The cleaning of all equipment related to special procedures e.g. biopsy guns etc.
17. Assisting patients with dressing, undressing and toileting whilst in the department and manoeuvring them as necessary for the examination.
18. Planning and organisation of patient workload depending on condition, age and location of patient.
19. Plan and organise own workload.

Operational Responsibilities

1. To liaise with other departments/wards within the hospital and various external sources in order to provide a quality service to patients and clinicians.
2. To effectively liaise with all disciplines of staff within the Radiology department giving support where necessary.
3. To participate in the safe transfer of patients and equipment within the department and hospital respectively, using manual handling guidelines and risk assessment after undergoing the relevant training.
4. Be able to exercise personal responsibility and make decisions in unpredictable situations.
5. Maintain knowledge of the equipment to promote safe, effective and efficient handling within the clinical setting, to uphold COSHH (2002), Health and Safety guidelines.
6. To attend departmental meetings and comment on departmental related issues.
7. To report clinical, non-clinical and radiation incidents to a senior member of staff in line with Trust and departmental risk management policies.
8. To ensure MRI safety is observed at all times.
9. To help maintain adequate stocks of consumable items.
10. To adapt and respond to changes in service, patients or departmental need.
11. To participate in the departmental rota through general, interventional, orthopaedic, ultrasound and breast clinic.

Managerial Responsibilities

1. To ensure that equipment faults are reported to the relevant radiographer/manager/consultant.
2. To complete all paperwork pertaining to compliance with Trust policies e.g. incident forms.

Training, Research & Development

1. To participate in the academic programme of the department as required.
2. To actively participate in the department's audit programme.
3. To provide elements of induction training and support for other staff.

Communications and Relationships

The post requires effective verbal and written communication between colleagues, managers and members of the wider multi-disciplinary team. The post also requires communication to service users, patients and relatives, which may be of a complex and sensitive nature.

Risk Management

It is a standard element of the role and responsibility of all staff of the Trust that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

Planning and Organisational Skills

The post holder will be responsible for ensuring they follow the rota. They will be responsible for effectively contributing to the daily delivery of an efficient and organised workflow within the Radiology department.

Physical Skills

The post holder will have a good level of physical fitness, to enable effective operation of a wide range of radiography equipment, as well as manual handling of patients and wheelchairs and trolleys. Good hand-eye co-ordination is essential, as is good spatial awareness and manual dexterity.

Responsibility for Patient Care

The post holder will be responsible for direct patient care during diagnostic examinations as well as organising transport for in-patients to and from the Radiology department.

Policy/Service Development

The post holder will ensure that urgent findings are communicated and patients are directed accordingly.

Human Resources

The post holder will be responsible for their own personal development, by participating in the induction, preceptorship and appraisal processes.

Information Resources

The post holder must maintain confidentiality at all times in all aspects of work.

Research and Development

The Trust manages all research in accordance with the requirements of the Research Governance Framework. As an employee of the Trust, you must comply with all reporting requirements, systems and duties of action put in place by the Trust to deliver research governance.

Equality and Diversity

As well as the general duty to ensure compliance with policies on equality and diversity the post holder will ensure patients and staff are treated with dignity and respect.

Health & Safety

All employees of the Trust have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Trust to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Trust undertakings.

The post holder must familiarise themselves with the Local Rules and the Directorate IR(ME)R policies and procedures and ensure that they are strictly adhered to.

You have a personal responsibility to support your department/ward/clinic in reducing hospital acquired infection. You must comply with the Trust's policies on infection, prevention and control and maintain your competency to effectively discharge your responsibilities. You must bring deficiencies to the attention of your manager.

The post holder has a responsibility to ensure the preservation of all NHS property and resources.

Safeguarding

The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. You will be expected to fulfill your mandatory safeguarding training at the level applicable to this role.

Code of Conduct

Professional staff that have a national Code of Conduct are expected to adhere to that Code and failure to do so could result in disciplinary action being taken. Staff who do not have a regulatory body are expected to conduct themselves in a professional manner and in line with the Trust values and policies at all times.

Smoking

The Trust operates a No Smoking Policy, which applies to all staff, patients and visitors and extends to hospital grounds as well as internal areas. Staff appointed will undertake not to smoke on hospital grounds.

. Team Brief

The Trust operates a system of Team Briefing which is based on the principle that people will be more committed to their work if they fully understand the reasons behind what is happening in their organisation and how it is performing.

It is expected that all employees will attend the monthly briefing session.

This job description is a reflection of the current duties of the post and may change subject to change in the future following consultation with the post holder.

Person Specification: Radiology Department Assistant

| | Specification | Essential / Desirable | Evidence |
|---|---|---|---------------------------|
| Qualification Knowledge, Skills and Experience | <ul style="list-style-type: none"> NVQ Level 3 or equivalent previous clinical experience Experience of working in an acute hospital setting Experience of working within a team and independently with and without support Good communication skills to liaise with staff, patients and outside agencies Good numeracy and literacy skills GCSE Math and English grade C or above Possess a positive attitude to change Demonstrate an understanding of the importance of multidisciplinary team working Ability to present information in a clear and logical manner Ability to plan own time and that of others Awareness of cultural diversity Good housekeeping skills Persuasive and motivational skills To comprehend and work within the Trusts policies of data protection, confidentiality, equal opportunities and Health and Safety to meet the differing needs of patients and staff | Essential Desirable Essential Essential Essential Desirable Essential Desirable Essential Essential Essential Essential Essential | Application and Interview |

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| | <ul style="list-style-type: none"> • Ability to empathise with the patient's needs | Essential | |
| | <ul style="list-style-type: none"> • Ability to work under pressure | Essential | |
| | <ul style="list-style-type: none"> • Able to demonstrate good technical knowledge and continue to develop it | Essential | |
| | <ul style="list-style-type: none"> • Be able to operate VDU equipment both in image acquisition and data management | Essential | |
| | <ul style="list-style-type: none"> • Be able to operate manual handling aids provided by the department including patient slide boards, sheets, hoists and trolleys | Essential | |
| | <ul style="list-style-type: none"> • Have sufficient manual dexterity to operate QWERTY keyboard and navigate a mouse | Essential | |
| | <ul style="list-style-type: none"> • To work within both IR(ME)R 2017 and local protocols | Essential | |
| | <ul style="list-style-type: none"> • Flexible and adaptable to meet the needs of the service | Essential | |
| | <ul style="list-style-type: none"> • To promote a pleasant working environment | Essential | |
| | <ul style="list-style-type: none"> • Prepared to undertake any non-mandatory courses relevant to the post | Essential | |
| | <ul style="list-style-type: none"> • Demonstrate an interest in Radiology or similar imaging field | Desirable | |
| | <ul style="list-style-type: none"> • MRI safety knowledge | Desirable | |

Physical & Mental Requirements

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| <p>Physical effort:</p> <p>Ability to carry out moderate physical effort throughout the working day and carry out concurrent activities subject to reasonable adjustment under the Equality Act 2010</p> | <p>Emotional effort:</p> <p>Some exposure to distressing situations and emotional circumstances.</p> <p>Ability to assist with full skeletal surveys for non-accidental injuries (NAI).</p> |
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| <p>Physically fit and able to comply with the Trust's moving and handling guidelines subject to reasonable adjustment under the Equality Act 2010.</p> <p>Good attendance in line with Trust policy.</p> <p>Mental effort:</p> <p>Requirement to concentrate on high standard of image quality and respond to changes in workflow, unpredictable work patterns.</p> | <p>Working conditions:</p> <p>Some exposure to unpleasant working conditions, e.g. dealing with blood and bodily fluids.</p> <p>Some exposure to low lighting conditions e.g. ambient lighting levels for viewing x-ray images.</p> <p>Flexible and adaptable to meet the needs of the service.</p> |
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