

## **Job Description**

**Division: Women's, Children's and Diagnostic**  
**Job Title: Imaging Department Assistant**  
**Band: Band 2**  
**Location: Imaging Directorate**  
**Hours of Duty: 37.5 hours per week**  
**Managerially accountable to: Superintendent Radiographer**  
**Professionally accountable to: Professional Head of Imaging**

### **Key Relationships:**

- **All members of the Imaging Directorate including Radiographers, Nurses, Modality Team Leaders, Superintendent Radiographers, Radiologists and administrative staff**
- **Other staff within the Trust as appropriate**
- **external contacts relevant to the work of the Directorate / Division**
- **Patients and visitors**

### **Role Summary**

The post holder is required to provide a supportive role to the imaging team ensuring the delivery of an efficient and effective service; working as part of a multi-disciplinary team to give the best quality of service by assisting radiographers, nurses and medical staff by carrying out non-radiographic clinical and non-clinical tasks in the Imaging Directorate. A caring, co-operative and flexible approach to working practices is required whilst maintaining a professional attitude for the dignity and well-being of the patient. Reception / clerical duties including data entry are essential elements of the role. The post holder will act as a Fire Warden to the team (training given)

### **Key Areas/Tasks**

#### **Communication & Relationships Skills**

The post holder will have frequent contact with patients, staff and visitors and must:

- Maintain a positive public image both verbally and visually
- To liaise with and maintain good working relationships with other staff in the Trust and work as an effective team member
- Welcome patients and relatives to the department and assist with the patient journey
- Ensure patients know how and where to obtain the results of their examination
- Determine if transport / assistance is required for onward journeys and book if required
- Communicate in a range of forms in a timely and positive manner to include verbal, face to face, telephone, fax, email etc
- To communicate effectively with patients and carers providing an appropriate level of support including where there are barriers or difficulties in understanding
- To keep up to date with internal communications (Trust, division and department)

#### **Knowledge, Training & Experience**

The post holder will have the following level of knowledge and skills:

- Excellent customer care skills
- 5 GCSEs grade 5 (C) or above to include English and Maths or equivalent vocational qualification
- Experience in a patient/client facing role in a caring environment
- A good standard of IT skills and knowledge. Accurate data input into the Computerised Radiology Information Systems (CRIS) is essential as is the ability to use the electronic image transfer system (IEP) to external organisations
- Confident computer literacy and keyboard skills required, data input accuracy is essential

### Analytical & Judgemental Skills

There will be a requirement to exercise judgement when dealing with queries.

- The post holder will be expected to respond to requests and enquiries in a timely/helpful manner verbally on the telephone, face to face and by email
- The post holder will need to act within their remit, and escalate issues to other parties as appropriate
- Assess when an adverse incident or near miss has occurred and report using Datix in a timely manner
- To summon immediate help in an emergency and take appropriate action to contain it

### Planning & Organisational Skills

- Clean and Prepare clinical rooms prior to the start of the days lists and complete monitoring forms for audit purposes
- Ensure stock levels are adequate for the days lists and advise qualified staff if stock levels are below expected
- Assist qualified staff with organising clinical lists
- Provide an efficient reception service if appropriate to the work area
- Ensure requests for patients images are processed in a timely manner
- Work flexibly in order to deliver the Directorate agenda and to offer support to other colleagues including cover in times of absence
- Undertake daily checks regarding fire safety and accessory equipment such as suction and oxygen cylinders
- Act as a Fire Warden for the team (following training)
- Prepare contrast for patient examinations under supervision as required
- Use and maintain resources efficiently & effectively
- Give consideration to the Trust Cost Improvement Programme and suggest cost saving ideas
- To share the day to day workload of the team
- To ensure own work is of a high standard and plan and organise their own tasks
- There is a requirement to take part in surveys e.g. Patients satisfaction / staff attitude as required
- To act as a mentor to new staff

### Responsibility for Patient and Client Care

Contact and care of patients during procedures is frequent.

- Assist with undressing/dressing, toileting and support patients during their imaging examination
- Assist in the moving and handling of patients
- Maintain patient dignity and respect

- To perform general housekeeping duties to maintain a pleasant environment for patients waiting for their examinations
- Work closely with the clinical team and act as chaperone as required
- Recognise changes in patients condition requiring intervention by qualified staff and be aware of emergency procedures required
- Prepare refreshments for patients/relatives
- To act in a way that supports equality and diversity of individuals in accordance with legislation and Trust policy
- To be adaptable to changes in own practices necessary to deliver on-going improvements to healthcare

### Freedom to Act

The post holder is required to work within standard administration / clinical procedures and follow Standard Operating Procedures and Standard Working Practices where appropriate.

### Physical Effort

- Requirement to use VDU and other IT applications throughout the working day
- Assist with moving beds / trolleys and aiding patients undergoing procedures
- Moving mobile x-ray equipment around the hospital site
- To wear a lead apron for fluoroscopy lists if required
- Put away consumables in store rooms ensuring that stock rotation is followed
- Ensure adequate supplies of clean linen are available
- Removing used laundry / waste and dispose of in a safe manner
- Standing or sitting for prolonged periods of time
- Walking to wards and departments across the hospital site
- Assist the clinical team with movement and handling of patients

### Emotional Effort

- Potentially dealing with difficult patients and visitors who may feel that service / waiting time is unsatisfactory
- Occasional exposure to distressing or emotional information
- Exposure to distressing illnesses / injuries
- Concentration is required when inputting and extracting information on the CRIS system

### Standards of Behaviour

To uphold the values, behaviours and standards expected by the Trust:

- Safety is a priority
- Respect and Dignity
- Learn from Experience
- Working Together
- Everyone Counts

To be aware of the Trust 2025 Vision and work towards achieving the goals set by the Trust

### Working Conditions

- There may be a requirement to move between sites as per service needs, regardless of environmental conditions
  - Use of a computer for a significant proportion of the day dependent upon rota. VDU user
  - During clinical examinations the post holder may be subject to bodily fluids and hazardous waste which should be managed using infection prevention recommendations and policies
- Working within a controlled radiation environment

### **Personal/Professional Development**

- To take every reasonable opportunity to maintain and improve your professional knowledge and competence
- To participate in personal objective setting and review, including the creation of a personal development plan and the Trust's appraisal process.

### **Values & Promises**

**We have four core values and promises that were co-created by our staff, patients and carers.**



#### **Together**

- We are a Team – I will be considerate, help others to achieve our goals and support others to make positive changes
- We are Appreciative – I will acknowledge and thank people for their efforts and contributions
- We are Inclusive – I will be open and honest, welcome people's views and opinions and involve people in decisions that affect them

#### **Compassion**

- We are Supportive – I will be empathetic and reassuring. I will support and encourage people when they need it
- We are Respectful – I will treat people fairly, with respect and dignity, protect their privacy and help them to feel comfortable
- We are Friendly – I will be welcoming and approachable. I will make eye contact, say hello and introduce myself #hellomy name is

#### **Safe**

- We Communicate Well – I will explain clearly, share relevant and timely information and keep people updated
- We are Organised – I will plan ahead, manage my time well and be prompt in what I do
- We Speak Up – I will contribute to ensuring healthy and constructive feedback for all so we can feel safe to challenge inappropriate care and behaviour and promote our values

#### **Improving**

- We Listen – I will welcome people's views and ideas, invite people to ask questions and share their opinions and respond to what I hear
- We Learn – I will share best practice, celebrate good performance and support others to use their skills, learn and grow
- We Take Responsibility – I will have a positive attitude, act and encourage people to take the initiative and make improvements

## Health and Safety

- To take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions at work
- To co-operate with University Hospitals of North Midlands (NHS) Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to
- To comply and adhere to individual and role specific responsibilities as stated in the Trust Health and Safety Policy (HS01) and all other Health and Safety related policies.

## Confidentiality

- To ensure that confidentiality is maintained at all times and that data belonging to the Trust is protected and recorded accurately.

## Equality and Diversity

- To promote equality and diversity in your working life ensuring that all the staff you work with feel valued and treated in a fair and equitable manner

## Infection Prevention

Infection Prevention is the obligation of every employee both clinical and non-clinical at the University Hospitals North Midlands NHS Trust. Driving down healthcare associated infection is everyone's responsibility and all staff are required to adhere to the Trust's Infection Prevention policy

All staff employed by the UHNM Trust have the following responsibilities:

- **Trust Dress Code**
  - Trust approved uniform/dress code must be adhered to
  - When in clinical areas **all** staff must be bare below the elbow, without wrist watches, stoned rings, wrist jewellery, false nails, nail polish or plaster casts
  - No personal bags to be worn during clinical duties
- **Hand Hygiene**
  - Decontaminate your hands as the per 'The five moments of hand hygiene'
- **Own Practice**
  - Lead by example
  - Encourage and praise good practice
  - Be prepared to accept advice about your own practice
- **Decontamination**
  - Ensure that equipment you have been using or about to use has been decontaminated effectively
  - Ensure that you are aware of the Trust approved cleaning products, and follow a safe system of works
- **Trust Policies**

Ensure that you know and strictly follow relevant Infection Prevention policies for your role and apply standard precautions at all times, which is available in the Infection Prevention Manual on the UHNM intranet

### ***Safeguarding Children, Young People and Adults with care and support needs***

All staff are responsible for ensuring that they are familiar with and adhere to the Trusts Safeguarding Children and Adults policies, procedures and guidelines. All health professionals who come into contact with children, parents, adults with care and support needs and carers in the course of their work have a responsibility to safeguard and promote their welfare as directed by the Children Acts 1989/2004 and the Care Act 2014. Health professionals also have a responsibility even when the health professional does not work directly with a child or adult with care and support needs but may be seeing their parent, carer or other significant adult.

All staff are required to attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to their role

This job description is not intended to be an exhaustive list and may be subject to change from time to time. All documents referred to throughout this Job Description can be found on the Trust's intranet, or alternatively copies can be obtained from the Human Resources Directorate

### **Sustainability**



Sustainability and Corporate Social Responsibility are fundamental to the way the University Hospitals of North Midlands NHS Trust (UHNM) work. The Trust has developed a Sustainable Development Management Plan (SDMP): 'Our 2020 Vision: Our Sustainable Future' with a vision to become the most sustainable NHS Trust by 2020. In order to achieve this, we need the support of all staff. As a member of staff, it is your responsibility to minimise the Trust's environmental impact and to ensure that Trust resources are used efficiently with minimum wastage throughout daily activities. This will include minimising waste production through printing and photocopying less, reducing water waste and when waste is produced, it is your responsibility to segregate all clinical waste correctly and recycle. Switch off lights and equipment when not in use, report all faults and heating / cooling concerns promptly to the Estates Helpdesk and where possible minimise business travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

*SWITCH to a Sustainable UHNM* is a campaign that focuses on the sustainability of the Trust and how we can use resources more effectively to provide better patient care, improve our health and work place. SWITCH is looking to recruit as many Champions as possible to help to bring the campaign to colleagues in their departments / wards and bring SWITCH to life. If you are interested in becoming a SWITCH Champion please contact [switch@uhns.nhs.uk](mailto:switch@uhns.nhs.uk)

### **Organisational Chart- this is not included in generally on JDs**

Insert current Organisational Chart here. (Please note post titles only, do not give names and bands of post holders)

Signed Employee \_\_\_\_\_

Print \_\_\_\_\_

Date \_\_\_\_\_

Signed Manager \_\_\_\_\_

Print \_\_\_\_\_

Date \_\_\_\_\_

**Job Title**

**Person Specification**

Requirements	Essential	Desirable
<b>Education and qualifications</b>	Minimum 5 GCSE's or equivalent to include English and Maths at Grade 5 (C) or above or an equivalent vocational course	NVQ2 or 3 in care  Evidence of personal development
<b>Experience</b>	Experience in a patient/client facing caring environment/role	Experience of working in a customer facing environment  Experience of working in the NHS in a clinical role  Experience of working in an Imaging Department in a clinical role
<b>Skills, ability and knowledge</b>	Ability to organise/prioritise  Excellent/effective communication & Interpersonal skills  Team worker  Computer literate, familiar with Microsoft packages and able to undertake accurate data entry  Working knowledge of Health and Safety at work  Ability to follow systems of work  Ability to demonstrate initiative	Knowledge of IR(ME)R and IRR17  Working knowledge of Radiology Information Systems



	Attention to detail	
<b>Personal Qualities</b>	Neat appearance Punctual Ability to participate in 24/7 rosters and flexible approach Upholds Trust values and standards of behaviour Willingness to undertake training as required, including statutory and mandatory training Full driving licence and access to a vehicle (Essential due to community based role)	