Portsmouth Hospitals University NHS Trust

Job Description

Title: Radiography Department Assistant

Band: Band 3

Reports to: Superintendent radiographer via departmental hierarchy

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Job Summary:

- Providing care and support for individuals through diagnostic and interventional activities as part of a muti-disciplinary team within acute hospitals and community sites.
- Many individuals will have more than one condition, resulting in radiology department assistants interacting with patients with a range of dependencies and ages.
- To assist the radiographers and assistant practitioner in preparing patients for imaging, providing care during imaging, reassuring them if they are anxious, and helping them with post-procedure care.
- To assist the radiographers and assistant practitioners in providing a smooth and efficient imaging experience.
- Ensure patient safety is maintained and patient experience is positive by treating all patients, relatives and colleagues with respect, dignity and courtesy in accordance with Trust values.
- Ensuring that at all times you act within your sphere of competence.
- In your daily work you will need to interact with patients, service users, carers, registered healthcare professionals, social care staff, administration, management and other non-clinical staff.

Key Responsibilities:

General.

- Welcome patients, staff and visitors to the department and ensure any required paperwork is present and correct, bringing any problems to the attention of the radiographers.
- To provide clerical and practical support to the radiographic staff.
- To prepare patients for imaging including dressing and undressing (see modality specific below).
- Generally working with the radiographic team to ensure a smooth and efficient workflow whilst delivering a high quality of care to patients.
- Maintain clinically clean, tidy and appropriately stocked departments at all times.
- Ensuring knowledge of and compliance with Trust and departmental procedures.
- Promote the wellbeing of self and others.
- Suggest improvement to working practices and attend departmental meetings.
- Undertake audit as required.
- Adapt to changes in working practices in response the development of the imaging services.
- Ensure mandatory training is complete and up to date.
- Act as a mentor to new assistants, providing training and liaising with senior colleagues and the Superintendent to ensure training competencies are completed and identifying any additional training needs in line with the probation period.
- Reporting any equipment or estates faults to the senior radiographer.
- May participate in discussions and propose changes to departmental procedures

Communication

- To be able to speak English fluently and effectively, where there may be barriers to understanding.

- Liaise with consultants, nurse and support workers both inside and outside of radiology.
- To be a source of information for patients, relatives and escorts within the imaging department in relation to their examinations.
- To be able to provide reassurance to all patients, articulating the imaging examination in a manner that is suitable to a wide variety of patients with specific and individual needs.
- To answer the telephone and deal promptly with enquires.

Organisational/planning skills.

- Assist radiographer/radiologist/assistant practitioner and nurses with patients undergoing examinations whilst managing conflicting priorities according to the needs of the patient.
- Liaising with the senior radiographer to understand the daily workload ensuring patients are imaged according to clinical priority whilst responding to the need to accommodate emergency and urgent investigations as required.
- Liaise with hospital supplies services, housekeeping, estates and similar ancillary services to ensure stock levels are maintained, linen is replenished as required and the general maintenance of the department.
- Re-stock clinical areas with consumables including contrast media.
- Liaising with the admin team to contact patients where necessary to re-book of cancel appointments e.g. in the event of equipment failure.
- Liaising with wards to arrange the transportation of patients to the department.
- To proficiently use departmental and Trust wide IT systems demonstrating accuracy in record keeping and reporting any lack of accuracy.
- To have a flexible approach and assist generally with any other duties as requested by the Superintendent radiographer. Healthcare provision takes place in a constantly changing environment, and the RDA role will be reviewed and may be amended from time to time to reflect the changing need of the service.

Professional

- Ensure all examinations and work practices are carried out in a professional and appropriate manner in keeping with:
    - Ionising Radiation Regulations and Ionising Radiation (Medical Exposures) Regulations
    - Local Rules
    - COSSH Regulations
    - Data Protection Act
    - MR Safety Rules
- To observe all manual handling criteria when;
    - Moving patients from waiting areas into the examination rooms
    - Manual handling of patients from bed, trolly or chair to the appropriate imaging equipment.
    - Positioning patients into the position
    - Moving the equipment
- To maintain own level of competence through continuing professional development through participation in internal and external development opportunities.
- Monitor performance of all associated equipment and act upon all reported potential and actual faults and hazards.
- Report and take appropriate action where necessary/possible, to deal with all undue events with a potentially adverse outcome in keeping with the Department and Trust incident reporting policy.

- The post-holder will be responsible for the appropriate health, safety and welfare matters affecting themselves, patients, visitors, professional and non-professional authorised staff within a designated, controlled or supervised area within the Diagnostic Imaging Department or the Trust.

Physical Effort & Working Conditions

- The post holder will: -
    - Be required to position and manoeuvre patients and equipment on a daily basis. In any clinical situation, patients may be ambulant, in a wheelchair, or on a bed or stretcher. Transfer to an X-ray couch is necessary.
    - Have frequent use of VDU equipment.
    - Have regular exposure to distressing or emotional situations on a daily basis e.g. caring for terminally ill or badly injured patients, giving feedback of a negative nature to trainees.
    - Have regular exposure to highly distressing situations e.g. severe trauma cases, cardiac arrest, discovering cancers.
    - Have frequent exposure to body fluids e.g. blood, urine etc and infection risks and occasional exposure to fleas/lice.
    - Have occasional exposure to intoxicated, aggressive or abusive patients and relatives.
    - Have daily exposure to unpredictable workload.
    - Work in a busy, noisy and physically demanding environment.

Modality specific clinical

X-ray/interventional radiology.

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Breast imaging

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CT/MRI

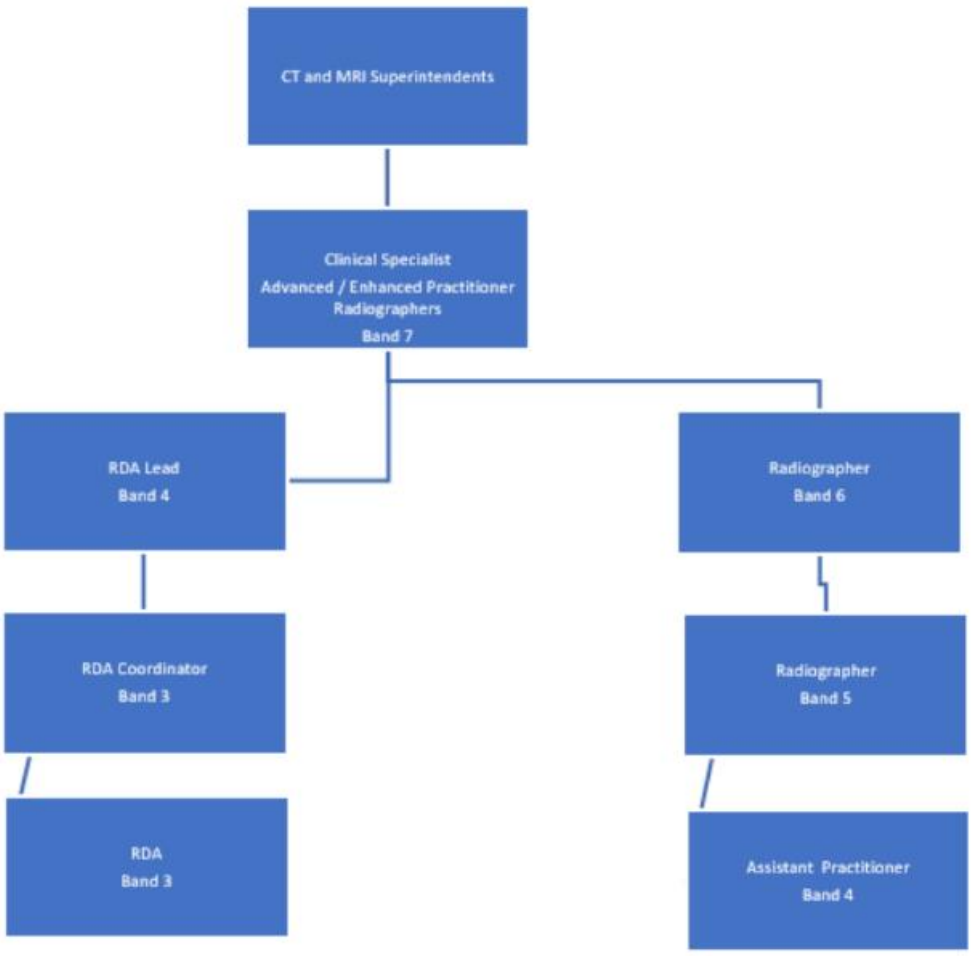
- Prepare patients for scanning to include giving oral preparation, getting them changed and positioning in the scanners.
- To perform intravenous cannulation when required (training given).
- To assist with setting up and maintain aseptic fields for the required procedures.
- To ensure the safe and efficient transfer of patients between the wards and emergency department and CT/MRI.
- To assist with the safe manual handling of patients and equipment.
- To liaise with GP surgeries by phone to obtain blood results when they are not available on site.
- To ensure all staff entering the MRI environment have completed a safety questionnaire and all personal belongings are removed.
- Assess the communication needs of each individual and the ability of the patient to complete an MRI or CT safety questionnaire and give informed consent.
- In conjunction with the radiographer, to select and position the most appropriate coils (MRI) or rests (CT) relating to the scan to be performed.
- To safety turn on scanners, workstations and injector pumps reporting any concerns to the radiographer in charge of the area.
- Be familiar with safety procedures specific to CT/MRI e.g cardiac arrest, fire, quench.
- To perform daily and weekly checking of the crash trolley, ensuring all paperwork is correctly completed, and drugs are present and in date.

- Care for patients who have received cardiac medication, sedation or who become unwell in the department carrying out routine observations as required (training provided).
- To participate in supporting the night shift rota as required.
- To aid the anaesthetic team with the paediatric general anaesthetic MRI lists.

Communication

- To develop and maintain appropriate intra and interdepartmental communication channels.
- To overcome barriers to understanding patients with special needs. To communicate sensitive/complex information to some patients.
- To be able to relate to all manner of patients with understanding and care, respecting their privacy and dignity to provide a caring and confidential service.
- Promote and ensure the best available departmental environment for patients, visitors and staff.

Organisational Chart



Person Specification

Personal Qualities

- Enthusiastic, positive and caring attitude
- Self-motivated
- Able to use initiative
- Flexible, punctual and reliable
- Able to handle stressful situations
- Confident manner
- Cheerful disposition
- Excellent organisational and communication skills with excellent English language skills.

Qualifications

Essential

- NVQ 3 (or equivalent) in care or modules relevant to the area. Alternately Evidence of equivalent experience.

- Literacy, Numeracy and keyboard skills
- ICT skills
- Desire to deliver compassionate hands on care in the hospital environment

Desirable

- GCSE English and Maths (or equivalent)
- To be articulate in expressing ideas
- Good Standard of Education
- Knowledge of the NHS

Experience

- Previous experience within a hospital setting and/or the diagnostic imaging department is desirable.

Skills and Knowledge

- Effective patient/client care skills
- Excellent verbal and written communication skills.
- Good organisational skills
- Good attention to detail

Other

- Motivation to meet the patients' needs for self and others.
- Ability to demonstrate confidentiality and trustworthiness.
- A willingness to be flexible and part of a team.
- Ability to juggle many priorities at one time, whilst remaining calm

Working Together:

For Patients

With Compassion

As One Team



Always Improving

Job holders are required to act in such a way that at all times the health and wellbeing of children and vulnerable adults is safeguarded. Familiarisation with and adherence to the Safeguarding Policies of the Trust is an essential requirement for all employees. In addition, all staff are expected to complete essential/mandatory training in this area.

Print Name:

Date:

Signature: