

JOB DESCRIPTION

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| Job Title: | Clinical Imaging Assistant Team Lead |
| Main Place of Work: | Cheltenham Imaging Centre, Thirlestaine Road, Cheltenham, GL53 7AS & Quays Community Diagnostic Centre GL1 2TZ Occasional work will also be required on the mobile units at various locations within the UK |
| Responsible to: | MRI/PET Superintendent Radiographer |
| Accountable to: | Chief Executive |

Job Purpose:

To liaise closely with managers within the clinical departments and provide operational and administrative support via the team of clinical imaging assistants to ensure the safe, effective and efficient day to day running of the clinical services at the imaging centre.

To supervise the clinical imaging assistant team on a day to day basis, maintain and monitor workforce deployment across the clinical services, liaising with modality managers to achieve the skill mix based on service requirements.

To assist radiographers with their day to day duties and to provide support for patients attending the Imaging Centre for diagnostic imaging examinations and to the One Stop Clinic service.

Oversee stock, consumables and medicines management (including contrast media) to ensure availability, compliance and accurate records.

Responsible for communicating policy, procedure and workflow processes to the clinical imaging assistant team.

To ensure the privacy, comfort and safety of all patients who attend the clinical services for diagnostic imaging.

Key Relationships

Clinical Imaging Assistants, Clinical and operational staff, mobile site staff, logistics, support engineers and external suppliers.

Key areas of responsibility will include:

Operational Duties

- Lead the CIA team whilst on shift: allocate tasks and breaks, ensure cover across rooms/modalities/scanners, run start of day huddles and end of shift debriefs, and maintain a clear responsibility for team members.
- Provide real-time oversight of patient flow, turnaround times and capacity; reprioritise work and redeploy staff as needed; escalate delays, incidents or staffing risks to line manager.

- Monitor compliance with SOPs, MRI Local Rules, IR(ME)R local procedures (as applicable to role), moving & handling, Infection Prevention & Control (IP&C), and Information Governance.
- Perform routine spot-checks and mini-audits (e.g., MRI safety screening completeness, identity/consent checks, contrast checks, documentation quality, hand hygiene/PPE, room/equipment checklists) and record actions.
- Ensure mandatory training compliance across the CIA team; track expiries (e.g., BLS/CPR, manual handling, fire safety, IG, MRI safety), coordinate training time.
- Oversee medicines/stock compliance: daily/weekly counts, batch/expiry and temperature/fridge logs, secure storage, waste segregation and sharps safety; escalate variances promptly.
- Maintain site readiness for inspection (CQC, QSI, ISO): ensure up-to-date SOPs, risk assessments and signage are available; brief the team prior to external visits.
- Provide physical and emotional support to patients; explain examinations and manage expectations professionally and sensitively.
- Conduct pre-examination screening/safety checks (MRI safety, pregnancy, implants), confirm consent, and escalate contraindications to the supervising radiographer/clinician.
- Assist radiographers with patient escorting/positioning/transfer; support equipment set-up and accessory handling in line with safe moving & handling practice.
- Undertake reception/clerical tasks (booking, telephony, email, post, filing) to maintain patient flow; ensure accurate RIS/PACS and related records.
- Maintain a clean, safe clinical environment; lead on IP&C checks and decontamination/cleaning logs; oversee clinic-room and waiting-area readiness (laundry, robes/linens, consumables, refreshments).
- Uphold confidentiality, data protection and Health & Safety requirements at all times.

Specific Duties

- Supervise and deploy the Clinical Imaging Assistant team day-to-day.
- Act as first point of contact for CIA operational issues; maintain open communication with line managers and modality leads; coordinate CIA team meetings.
- Deliver local induction and competency frameworks; identify training needs (MRI safety, IR(ME)R awareness, cannulation); maintain training records and support CPD.
- Order, receive, store and monitor consumables, contrast agents and other medicines in line with policy and regulation; maintain accurate usage/stock records and collaborate with procurement for replenishment.
- Support compliance with CQC, QSI, ISO and other quality standards; conduct/support audits (H&S, IP&C, documentation) and compile timely KPI reports.
- Propose and implement workflow/process improvements to enhance service quality, efficiency and patient experience.
- Monitor and maintain appropriate staffing levels in collaboration with line managers and support short-notice service needs. Assist in arranging agency cover where appropriate.

Additional Responsibilities

To hold certification to undertake cannulation procedures, according to departmental guidelines and working within the defined scope of practice documented in the IV scheme of work.

Medicine Management

- Stock control & ordering: Ensure team maintain agreed minimum/maximum use levels, daily/weekly counts, timely orders and delivery reconciliation.
- Temperature control checks: maintaining temperature/fridge logs and escalating any excursions.
- Batch/expiry records and secure storage, with procurement coordination for continuity of supply.

Management of Resources

- Work with Line Managers to maintain appropriate staffing levels and skill mix as appropriate to maintain adequate service provision.
- Arrange and monitor the clinical assistant support of the rapid access clinics in liaison with the clinic co-ordinator.
- Responsibility for medicine management stock checking contrast media and other medicines used on rapid access clinics and maintaining accurate monthly records.
- Monitor and maintain sufficient and appropriate supplies to support the clinical function of the Imaging Centre and rapid access clinics to include laundry management, patient robes, clinic room stock and consumables,
- Monitor and maintain beverage/refreshment supplies in the waiting areas.

Line management

- Responsible for the supervision of the clinical imaging assistant Team

Teamwork

This will involve:

- To work collaboratively with other departments within Cobalt.
- Taking an active part in team meetings.
- Champion the professional integrity of the organisation.
- Adhere to corporate policy and procedure.
- Advise and mentor staff members, particularly junior staff members.

Confidentiality

Under no circumstances either during or after the end of your employment (however it is terminated) may you divulge to any unauthorised person confidential information relating to the Charity. This includes, but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

Data Protection

If required to do so, to obtain, process and/or use information held on computer or other IT system in a fair and lawful way. To hold data only for specific registered 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.

DBS Disclosure

All appointments are subject to a satisfactory initial DBS check by the Disclosure and Barring Service and satisfactory repeat checks, carried out in line with the policy in force at the time. Failure to disclose any convictions or cautions may result in the withdrawal of the post or termination of contract.

Equality and Diversity

It is the responsibility of all employees to support the Charity's vision of promoting a positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of Equality & Diversity Strategies and Policies.

Health & Safety

In addition to any responsibilities specified within your job description above, it is your duty to:

- Take reasonable care of the health and safety of yourself and of the other people who may be affected by actions and omissions at work.
- Co-operate with the employer in ensuring that all statutory and other requirements are complied with.

Infection Control

Make themselves aware of their responsibilities for infection prevention and control. Co-operate with the employer in ensuring that all infection prevention and control policies and procedures are complied with. Conduct hand hygiene in accordance with Cobalt policy, challenging those around you who do not.

Information Governance

You should be aware of all information governance policies and procedures, in order to ensure necessary safeguards are upheld for the appropriate use of patient and personal information. You are required to undertake the Data Protection training included in the NHS IT Governance Toolkit as instructed.

Personal Development

You are required to participate in the organisation's annual appraisal scheme. The end of year appraisal will include a personal development review where progress made over the last year is discussed and agreed. Focus on the following year's departmental and personal objectives will be identified, discussed and agreed.

You are expected to maintain competency, learning new techniques and technology as required and retain records of continuing professional development (cpd) to ensure continuity of membership to your professional organisation.

All staff are encouraged to participate in training/activities that will help develop their wider skills and assist them in managing their personal welfare and be attentive to the welfare of colleagues.

Completion of Cobalt Health’s mandatory training programme.

The Environment and EMS

Cobalt is committed to protecting the local and global environment and supporting the development of the concept of sustainable healthcare. To help achieve these aims Cobalt has developed an Environmental Management System (EMS) to proactively manage the charity’s impact on the environment, and you have a crucial role to play within in this. In addition to attending training and any responsibilities specified within your job description above, you are required to familiarise yourself with Cobalt’s EMS and policies, to understand and contribute to the achievement of Cobalt’s environmental objectives and targets, and to provide feedback through line management or CSR Champions.

This is an outline of the post-holder’s duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of the Charity.

This post is subject to the terms and conditions of employment of Cobalt Health.

Person Specification

| Qualifications and Training | Essential | Desirable |
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| Minimum of five GCSEs (Grades A-C), or equivalent, to include English language, Maths and a Science subject. | ✓ | |
| Educated to NVQ level 3 equivalent in a relevant subject | | ✓ |
| Knowledge and experience | Essential | Desirable |
| Proven experience in healthcare and patient focussed services | ✓ | |
| Supervisory or leadership experience | ✓ | |
| Experience of undertaking staff appraisal, formulating PDPs, identifying and organising staff training | | ✓ |
| Management of junior staff members and workforce review | | ✓ |
| Extensive experience dealing with members of the general public | ✓ | |
| Skills and abilities | Essential | Desirable |
| Strong customer service skills | ✓ | |
| Confidentiality, discretion and trustworthiness | ✓ | |
| Ability to relate to people of all ages and backgrounds | ✓ | |
| Confident communicator at all levels with excellent listening skills | ✓ | |



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| Demonstrable team working skills and the ability to work on your own initiative | ✓ | |
| An understanding and application of health and safety regulations and infection control policy relating to a healthcare environment | ✓ | |
| A high level of IT competency and the ability to gather data, compile complex information and prepare reports | ✓ | |
| Ability to develop, plan and implement goals in line with timescales | ✓ | |

| Personal attributes | Essential | Desirable |
|---|------------------|------------------|
| Ability to prioritise workloads | ✓ | |
| Flexible temperament towards working hours | ✓ | |
| Patience and empathy and the ability to offer reassurance to anxious or distressed patients | ✓ | |
| Well organised with excellent interpersonal and communication and literacy skills | ✓ | |
| Physical dexterity, co-ordination and sensory skills required for positioning of or handling patients | ✓ | |
| Motivated commitment to continuing professional development | ✓ | |