

JOB DESCRIPTION

Job Title:	Radiography Support Assistant (Higher Level)
Main Place of Work:	Institute of Translational Medicine (ITM) Imaging Centre, Birmingham
Responsible to:	MRI Superintendent Research Radiographer, ITM Imaging Centre/Head of MRI
Accountable to:	Chief Executive
Job Purpose:	<p>To work as part of the team within the diagnostic imaging service, to include reception, clerical, technical and caring duties as allocated under the direction and supervision of the superintendent in charge.</p> <p>To provide support for patients and research volunteers attending the Imaging Centre for diagnostic imaging examinations.</p>

Key areas of responsibility will include:

Operational Duties

- At all times to maintain a positive partnership with University Hospitals Birmingham NHS Foundation Trust (UHB) on behalf of Cobalt and ensure continuity of MRI service at the ITM Imaging Centre.
- Assist in the organisation and smooth running of day to day clinical/research scanning lists.
- Liaise with multidisciplinary teams at UHB, to respond to the requests of the MRI Superintendent Research Radiographer, Senior radiographers, Researchers and Consultant Radiologists
- Meet and greet patients arriving for imaging, checking patient personal data booking patient appointments, answering e-mail and telephone enquiries, filing
- Support, welcome and assist friends and relatives accompanying patients to the department
- Provide information to patients about their examination and any follow up where necessary
- Providing reassurance, emotional and physical support to patients and research volunteers throughout their attendance at the Imaging Centre
- Help patients prepare for an examination including undressing, reassurance and explanation, portering duties for those in wheelchairs or on stretchers
- Conducting screening safety checks with patients prior to examination to ensure their suitability for imaging examinations or procedures and to ensure that any contraindications are brought to the immediate attention of the supervising radiographer or line manager
- Support the radiographers with the positioning of patients on the scanners and set up of equipment under the supervision of radiographers, operating safely in accordance with all health and safety policies

- Data entry using radiology administration systems, data sharing and image transfer using Picture Archive (PACs), Image Exchange Portal (IEP) and other associated information systems ensuring accurate, legible, comprehensive medical records are maintained
- Work in accordance with the MRI local rules, systems of work and operational procedures to maintain MRI Safety at all times
- Working to set standards and protocols in accordance with best practice and in a manner that meets professional, departmental and legal standards and requirements
- To assist the Superintendent Research Radiographer with the development and implementation of workflow/process improvements in their area
- To assist in clinical audits, collate data and generate KPI reports
- To ensure a clean, safe and appropriate environment that facilitates the prevention and control of infections in compliance with regulatory requirements
- Provide basic life support in emergency situations
- Assess individual patient requirements, monitor and care for patients prior to, during and post procedure. Perform and record basic observations

Specific Duties

- To understand and support the duties of the clinical department managers, superintendents and senior radiographers through regular communications and/or meetings and to use this knowledge effectively in planning of daily responsibilities within the radiographic assistant team
- To assist the clinical department managers, superintendents or senior radiographers with the development of and implementation of workflow/processes within the clinical imaging assistant team
- Participate in team meetings.
- Identify training needs, source appropriate training course providers, seek approval from clinical managers, book training programmes ensuring clinical support is not compromised
- Support the delivery of education and training to colleagues within the team
- Maintain up to date and accurate personal CPD records
- Liaise with the Infection Control Lead to monitor and maintain environmental and patient equipment cleanliness and complete necessary checklists
- Responsibility for stock checking contrast media, items on the resuscitation trolley and maintaining accurate monthly records
- Dispense drugs as a designated practitioner under the direction of the medical practitioner or appointed practitioner (Superintendent Research Radiographer) and maintain accurate records in accordance with medicine management legislation.
- To undertake, following appropriate documented competency training, IV cannulation for the safe administration of contrast agents by the radiographers.
- Undertake annual self-audit for IV insertion accuracy and provide audit data to clinical managers for review at appraisal.
- Remove IV cannula in accordance with departmental procedures and policy and infection control practice.

Management of Resources

- Monitor and maintain laundry supplies and clinical consumables
- Monitor and maintain beverage/refreshment supplies
- Responsible for maintaining adequate supplies of stationery and marketing literature in the ITM Imaging Centre

Line management

No line management is associated with this post

Teamwork

This will involve:

- To work collaboratively with other departments within Cobalt and at UHB
- Champion the professional integrity of Cobalt as an organisation
- Adhere to Cobalt corporate, and locally agreed clinical policy and procedures
- Advise and mentor more junior staff members

Personal Development

All Cobalt staff 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.

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.

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.

Infection Prevention and 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.

DBS Disclosure

All appointments are subject to a satisfactory check by the Disclosure and Baring Service. Failure to disclose any previous convictions or cautions may result in the withdrawal of the post or termination of contract

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.

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.

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.

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.

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	Essential	Desirable
Minimum of five GCSEs (Grades A-C), to include English language, Maths and a Science subject or demonstrable relevant experience	✓	
Basic Life Support Certification	✓	
First Aid at Work Certification		✓
Fire Marshal Certification		✓
NVQ Level II in Health and Social Care or Level 2 Diploma in Clinical Healthcare Support or equivalent experience	✓	

Knowledge and experience	Essential	Desirable
Proven experience in healthcare and patient focussed services		✓
Experience working with unwell patients and assistance with their personal care		✓
Experience dealing with members of the general public, relatives and carers		✓

Skills and abilities	Essential	Desirable
Strong customer service skills	✓	
Confidentiality, discretion and trustworthiness	✓	
Ability to relate to people of all ages and backgrounds	✓	
Work well with other members of the team including communicating effectively, being kind and considerate, reliable and enthusiastic	✓	

Ability to work on your own initiative and be responsible for your own actions or decisions	✓	
Excellent listening skills	✓	
Help others in the team achieve their objectives and deliver safe, effective care	✓	
An understanding and application of health and safety regulations and infection control policy relating to a healthcare environment		✓
Ability to use IT systems to a high level, gather data, compile complex information and prepare reports		✓
Ability to develop, plan and implement goals		✓
Ability to prioritise workloads	✓	

Personal attributes	Essential	Desirable
Well organised with excellent interpersonal and communication and literacy skills	✓	
Flexible temperament towards working hours	✓	
Caring for the people who use our services, their families and carers, and other staff.	✓	
Compassion, patience and empathy and the ability to offer reassurance to anxious or distressed patients	✓	
Respectful of others and genuinely treating them how you would want to be treated	✓	
Physical dexterity, co-ordination and sensory skills required for positioning of or handling patients safely	✓	
Motivated commitment to continuing professional development and self-improvement	✓	
Able to deal with bodily fluids, faeces, vomit	✓	