

**NHS Grampian**  
**Job Description**

**SECTION 1**

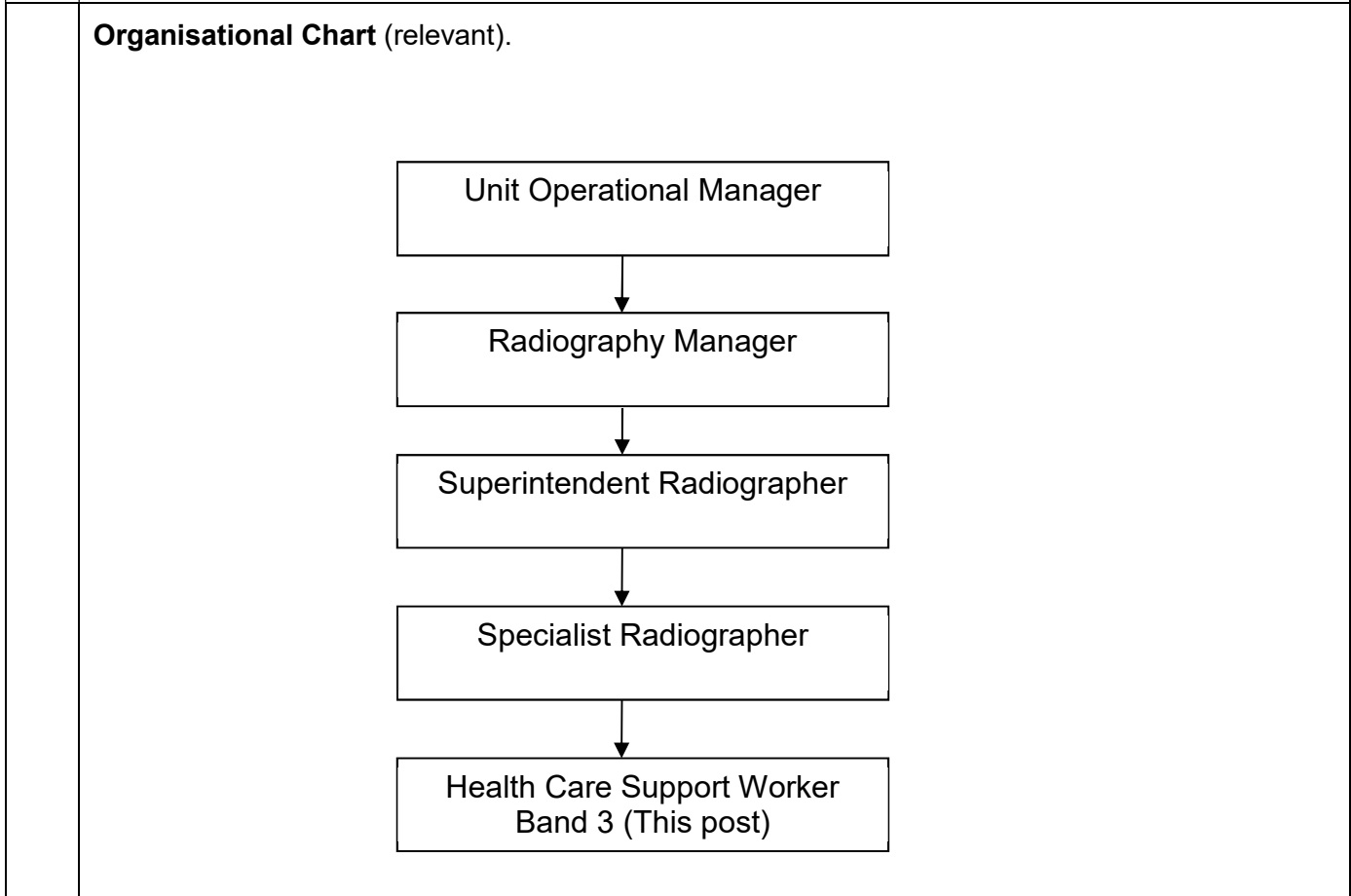
<b><u>JOB IDENTIFICATION</u></b>	
<b>Job Title:</b>	Community Radiology Healthcare Support Worker
<b>Department(s):</b>	Radiology
<b>Location:</b>	Chalmers Hospital
<b>Hours:</b>	14 Hours Per Week
<b>Grade:</b>	Band 3
<b>Salary:</b>	£28,011 - £30,230 Pro Rata, Per Annum
<b>Contract:</b>	Permanent

**Job Purpose -.**

To assist Radiographers during Radiographic or Ultrasound examinations, providing patient care, maintenance of equipment and administrative duties in order to ensure a high quality of service to patients.

To participate effectively as a loyal and trustworthy member of the multidisciplinary team at all times, demonstrating commitment to the speciality whilst delivering a high standard of patient care under the guidance and supervision of qualified radiographic personnel.

Support patients, families and colleagues in stressful situations.



**1 Communication & Relationship Skills**

As a health care support worker within the Clinical Radiology Department, the post holder will require to communicate both verbally and non-verbally with patients, family/carers, nursing staff, GP's and the wider multidisciplinary team throughout their working day in a professional and courteous manner.

Within the department there will be a wide variety of patients with differing barriers to communication therefore the post holder will be required to be tactful and adapt their communication skills to meet the patients needs ensuring that the patient is involved with making decisions regarding their care, especially where English is not the patients first language. The post holder will be required to use language line if no interpreter is available.

	<p>The post holder must practice and promote confidentiality and dignity at all times.</p> <p>The post holder will make use of negotiating and persuasive skills within own sphere of competence and responsibility. They should be able to provide the patient with all the relevant information to allow the patient to make informed consent prior to performing any tests or procedures.</p> <p>The post holder should ensure written communications are accurate, appropriate and neatly recorded on the appropriate charts and/or Radiology Information System.</p> <p>The post holder should demonstrate the ability to effectively listen to other points of view.</p>
<p><b>2</b></p>	<p><b>Knowledge, Training &amp; Experience</b></p> <p>The post holder will work at SVQ3/Standard Grade level equivalent.</p> <p>They will have extensive acute sector experience as a Health Care Support Worker.</p> <p>IT literate and keyboard skills required.</p> <p>The post holder should be competent in the use of Picture Archiving and Communication System (PACS) for checking all image transfers and in the use of the Radiology Information System (RIS) to be able to book appropriate Radiological examinations and send out patient appointments etc.</p> <p>The post holder must complete all mandatory and essential training and maintain responsibility of own personal development under the supervision and guidance of the Radiographer in charge. This includes - Moving and Handling, Fire Safety, Health and Safety, Information Governance, Child and Adult Protection, Basic Life Support and Choking management, Infection Control and Hand Hygiene, Violence and Aggression Training.</p> <p>The post holder should have a good knowledge of departmental Standard Operating Procedures (SOP's).</p> <p>The post holder should be able to provide training and mentorship on a regular basis to a variety of disciplines and health professionals e.g. the training of new HCSW, Undergraduate students etc.</p>
<p><b>3</b></p>	<p><b>Analytical &amp; Judgemental Skills</b></p> <p>The post holder is required to assess the patients' current health status through analysing basic test results, using experience, knowledge and judgement to identify any abnormalities and reporting to the Specialist Radiographer.</p> <p>Use own judgement to analyse facts or situations, prioritising which duties to respond to first. Liaise with the Specialist Radiographer as necessary regarding patient care.</p> <p>Provision of adequate information to patients is a vital part of the role to ensure informed consent prior to any procedure undertaken. The post holder will make use of negotiating and persuasive skills within own sphere of competence and responsibility.</p> <p>The post holder must have the ability to prioritise own workload adapting flexibly to competing demands from colleagues. They should demonstrate ability to use own initiative but will work under direct/indirect supervision of Specialist Radiographer.</p>

4	<p><b>Planning &amp; Organisational Skills</b></p> <p>The post holder will take responsibility for their allocated non clinical workload effectively planning their workload to include link worker roles in health promotion/health and safety/HAI and key handler roles, making adjustments as and when necessary to accommodate others.</p> <p>Ensures written and verbal communications are accurate, appropriate and neatly recorded.</p> <p>The post holder should demonstrate the ability to take responsibility for their own workload, effectively organising and reorganising work that has been delegated to them by the Specialist Radiographer.</p> <p>The post holder should use their own initiative whilst working under the direct or indirect supervision of Specialist Radiographers.</p>
5	<p><b>Physical Skills</b></p> <p>Standard keyboard skills will be required to use various IT Systems including: Microsoft Office suite, Radiology Information System (RIS) Picture Archiving System (PACS), Trakcare, SSTS, Turas, e-mail and internet.</p>
6	<p><b>Responsibility for Patient/Client Care</b></p> <p>The post holder will work as part of the multi-disciplinary team providing skilled assistance to the Sonographer/Specialist Radiographer, sharing in the delivery of a high standard of person centred care for patients within the Radiography Department. They will provide patients, carers and their families with reassurance and support during the assessment process e.g. answering any straightforward questions that they can, or referring them to the correct person.</p> <p>Document all aspects of nursing care in patients' assessment records whether written or electronic.</p> <p>Actively contributes to the provision of continuity of care for all patients within the Radiography Department practicing and promoting confidentiality at all times and maintaining dignity.</p> <p>The post holder should demonstrate and support equality of all users of the Clinical area, being aware of patients differing spiritual and cultural needs.</p> <p>Where required the post holder should be involved in health improvement including brief intervention where required, knowing their own limitations.</p>
7	<p><b>Responsibility for Policy/Service Development</b></p> <p>The post holder should demonstrate a positive attitude, work flexibly and professionally in the implementation of change within the department and be open to make suggestions if they feel something can be improved. They should be involved in departmental reviews of policies and/or practice, through attending team meetings and actively contributing to the development of the service.</p> <p>The post holder must adhere to local and national policies with regards to their role within the Radiology Department.</p> <p>They must be aware of the procedures for reporting accidents, hazards and incidents, taking appropriate action when necessary, ensuring a safe environment for staff and patients.</p>

	<p>Demonstrate an understanding of adherence to local and National Health and Safety policies and procedures.</p> <p>The post holder will be aware of protocol and procedures surrounding their role in event of a fire and/or clinical emergency.</p> <p>The post holder should adhere to the HCSW code of conduct.</p>
<b>8</b>	<p><b>Responsibility for Financial &amp; Physical Resources</b></p> <p>The post holder will demonstrate an awareness of available resources and how they should be most effectively used and will order stock according to departmental needs.</p> <p>They must demonstrate economy in the use of supplies, maintaining agreed stock levels within clinical areas e.g. stock rotation to ensure that stock are used according to expiry date.</p>
<b>9</b>	<p><b>Responsibility for Human Resources</b></p> <p>The post holder will work with inexperienced staff/learners providing advice to enhance their understanding of the Radiology Department e.g. explain and demonstrate their role to visiting students.</p> <p>They will assist in supporting new health care support workers and provide cascade training to health care support workers and undergraduate students.</p>
<b>10</b>	<p><b>Responsibility for Information Resources</b></p> <p>The post holder must be proficient in all aspects of relevant record keeping including both written and electronic data capture to ensure accurate patient documentation. They will use patient information systems multiple times a day including:</p> <ul style="list-style-type: none"> <li>• Radiology Information System (RIS)</li> <li>• Picture Archiving and Communication System (PACS)</li> <li>• Computed Radiology (CR) imaging readers</li> <li>• TrakCare</li> <li>• Order Comms</li> <li>• NHS email</li> </ul> <p>Responsible for data entry using information systems for inputting personally generated information pertaining to patients, as well as information compiled by others.</p> <p>Demonstrates adherence to NHSG local policies and procedures particularly the Ionising Radiation Regulations 1999 and the Ionising Radiation (Medical Exposure) Regulations (IR (ME) R).</p>
<b>11</b>	<p><b>Responsibility for Research &amp; Development</b></p> <p>The post holder will contribute to the collection of data for patient safety/patient satisfaction and other relevant topics as delegated by the Specialist Radiographer and occasionally participate in audit and surveys as required.</p>

12	<p><b>Freedom to Act</b></p> <p>The post holder should work under direct/indirect supervision at all times, completing delegated duties according to standard operating procedures. They will be required to practise within local procedures, guidelines, best practice statements and agreed competencies. They will adhere to the code of conduct for Health Care Support Workers at all times.</p> <p>The post holder should be able to act and react on own initiative, adapting to a variety of situations which may present due to changing clinical and departmental scenarios.</p>
13	<p><b>Physical Effort</b></p> <p>The post holder may be required to work within various environments and locations, and will frequently be required to use moderate effort in assisting immobile patients e.g. assisting patient from chair to couch.</p> <p>The post holder will frequently sit at a desk for short periods to use electronic documentation of admission/clinic assessment and may work in awkward positions when performing tests.</p> <p>The post holder is required to use and maintain equipment, including moving and handling aids as required within the department:</p> <ul style="list-style-type: none"> <li>• Patient hoist</li> <li>• Examination couches</li> <li>• X-ray tables</li> </ul>
14	<p><b>Mental Effort</b></p> <p>Safety of the patient's physical and emotional wellbeing must be provided at all times. This requires frequent concentration to varying patient's clinical, personal and emotional needs.</p> <p>The post holder is required to prioritise work and multi-task activities several times a day in a very busy department with competing demands. They must have the ability to work effectively, prioritise their workload and adapt flexibly to the demands of the job. They must have the ability to deal with the increasing organisational change affecting the department.</p> <p>The post holder must work with difficult patients and manage their care episode in an effective manner in order to perform the correct procedures.</p> <p>The post holder must seek assistance or guidance from the Specialist Radiographer in charge if they require support or assistance.</p>
15	<p><b>Emotional Effort</b></p> <p>Due to the nature of the post the post holder will have occasional exposure to distressing and emotional circumstances when they assist the Specialist Radiographer with patients who have terminal illness.</p>
16	<p><b>Working Conditions</b></p> <p>There will be frequent exposure to highly unpleasant working conditions as the post holder will deal with body fluids on every shift.</p> <p>The post holder may be exposed to confused, aggressive patients and/or families.</p>

<b>PERSON SPECIFICATION</b>		
<b>POST/GRADE:</b> Healthcare Support Worker		
<b>LOCATION:</b> X-Ray Department Jubilee Hospital, Huntly		
<b>WARD/DEPARTMENT:</b> Radiology		
The Person Specification should meet the demands of the job and comply with current legislation. Setting unnecessary standards may, for example, unfairly discriminate against one sex, the disabled or minority racial groups. Applicants should be assessed in relation to their ability to meet the real requirements of the job as laid down in the job description. With the exceptions relating to displaced and disabled candidates noted in Sections 5.3 and 5.4 of this policy, shortlisted candidates must possess all the essential components as detailed below.		
<b>GENERAL REQUIREMENTS</b>		
<b>Factor</b>	<b>Essential</b>	<b>Desirable</b>
Qualification & Experience	Good basic education – standard grade level IT and keyboard skills.	SVQ Level 2 Willingness to develop/undertake available training.
Circumstances & flexibility	Able to work in hospital setting. Able to work as part of a team	Previous work in healthcare setting.
Particular requirements of the post	Flexibility. Good communication skills. Physically able to assist Sonographer/ Radiographer with Moving and Handling of patients.	
Level of Disclosure check required	PVG	