

JOB DESCRIPTION (JD)



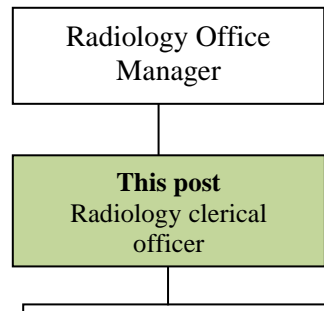
1. JOB DETAILS

Job Title: CLERICAL OFFICER (RADIOLOGY)
Responsible to: OFFICE MANAGER RADIOLOGY
Department & Base: RADIOLOGY - BORDERS GENERAL HOSPITAL
Date this JD written/updated: March 2020
Job Reference number:

2. JOB PURPOSE

TO PROVIDE ADMINISTRATIVE AND CLERICAL SUPPORT WITHIN THE RADIOLOGY DEPARTMENT.

3. ORGANISATIONAL POSITION



4. SCOPE AND RANGE

- The post holder greets, clerks-in and appoints patients
- The post holder will provide an administrative support to Radiology
- The post holder appoints patients for several different areas of the department according to a complex schedule
- The post holder liaises with patients, relatives and other staff (both internal & external) regarding sensitive or confidential information

5. MAIN DUTIES/RESPONSIBILITIES

- To provide & deliver administrative support to the Radiology Department over 7 days including:
 - Filtering incoming mail, dealing personally with items of mail, dealing with enquiries/appointments/cancellations/complaints by telephone, e-mail or in person and to take appropriate action
 - To greet, receive and clerk-in patients attending for appointments in Radiology using the relevant patient management systems
 - To ensure patient confidentiality is maintained in accordance with hospital policies and statutory legislation

- To rotate through the varied A and C workstation roles
- To obtain information, update databases, make appointments, deal with enquiries, contribute to statistical recording and to generally assist in the smooth running of the Radiology Department.
- To assist the clinical staff in the dissemination of information / literature to patients
- To obtain casenotes required for Radiology procedures
- To comply with Health & Safety, Caldicott and other NHSIS policies & protocols
- To perform faxing, photocopying, filing duties as required
- To perform any other administrative tasks as required
- To train new admin staff using the SOPs as reference material
- To update SOPs on a regular basis to accommodate changing clinical priorities
- To co-ordinate team working to meet unpredictable demand
- To undertake task based problem solving with knowledge acquired through training and experience
- To manage waiting list priorities for booking
- To regularly audit waiting lists
- Deliver results verbally to clinicians when required
- Patient archiving and communications (PACS) administration
- Radiology Information System (RIS) administration
- Minute taking for department meetings

6. SYSTEMS AND EQUIPMENT

- The post holder will be expected to be computer literate (applications include, TRAK, Radiology Information System, Microsoft Word, Excel & Outlook)
- The post holder is required to use computerised clinical management systems in order to obtain information, update databases, make appointments, deal with enquiries, contribute to statistical recording and to generally support the smooth running of the Radiology Department
- The post holder is required to use a fax, photocopier, scanner & label printer
- System Administrator for RIS
- System Administrator for PACS

7. DECISIONS AND JUDGEMENTS

- Manages work with indirect supervision
- Responsible for own workload
- SOPs available for reference
- Requirement for SOPs update on regular cycle and ad-hoc in relation to process changes
- The post holder is expected to demonstrate a high degree of discretion with regard to the handling of patient/staff information, ensuring patient & staff confidentiality is maintained at all times
- The post holder uses own initiative, exercises own judgement when prioritising a demanding and unpredictable daily workload.
- The post holder uses own initiative and exercises judgement when dealing with clinical and patient enquiries and finds solutions to problems based on training and experience.

8. COMMUNICATIONS AND RELATIONSHIPS

- Work closely with clinical staff and general services staff
- Communicate & build relationships on a daily basis within NHS Borders with all external & internal professionals, support services, patients & their relatives either in-person or by telephone, email or fax

9. PHYSICAL DEMANDS OF THE JOB

- Accurate keyboard skills.
- Making appointments for complex clinical schedules on the Radiology Information System is a significant part of the post. This work is carried out in accordance with Health & Safety and other relevant guidelines
- Moving & handling of clerical supplies in accordance with Health & Safety and other relevant guidelines

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Dealing with patients who have communication difficulties
- Reacting to constant changes in demands of service
- Dealing with the various demands of workload
- Dealing appropriately with constant interruptions related and unrelated to job, both in person and on the telephone
- High level of concentration required throughout the working day
- Dealing diplomatically and sensitively with anxious/distressed/angry patients and relatives (often first point of contact with hospital) and where possible finding solutions based on training and experience

11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- Excellent communication skills with an emphasis on interpersonal skills, including a clear & precise telephone manner
- Good reception skills
- Excellent organisational skills
- Accurate and precise work
- Ability to operate effectively, under pressure or to deadlines, and to strict guidelines
- High level of discretion and confidentiality
- Ability to work as part of a team essential
- Computer literacy and a good knowledge of office systems
- Numeracy and literacy skills.
- Expectation of undertaking vocational training programme designed for Radiology admin staff

12. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

Date:

PERSON SPECIFICATION

For the post of Radiology Clerical Officer

Below are the essential and desirable knowledge, training (including qualifications) and experience required to do this job.

ESSENTIAL

1. Minimum SVQ 3 in administration or equivalent qualification (or evidence of working at this level)
2. Evidence of excellent communication skills with an emphasis on interpersonal skills, including an excellent telephone manner
3. Evidence of good reception skills
4. Evidence of accuracy and precision in previous roles
5. Demonstrate excellent organisational skills
6. Demonstrate the ability to operate effectively, under pressure and to strict guidelines
7. Demonstrate a high level of discretion, tact, diplomacy and confidentiality
8. Demonstrate a high level of flexibility with regard to work schedules
9. Evidence of ability to work as part of a team
10. Evidence of a working knowledge of the GDPR

DESIRABLE

1. Previous experience in a health care environment desirable.

This job description is not definitive and may be subject to future amendments following negotiation and consultation.