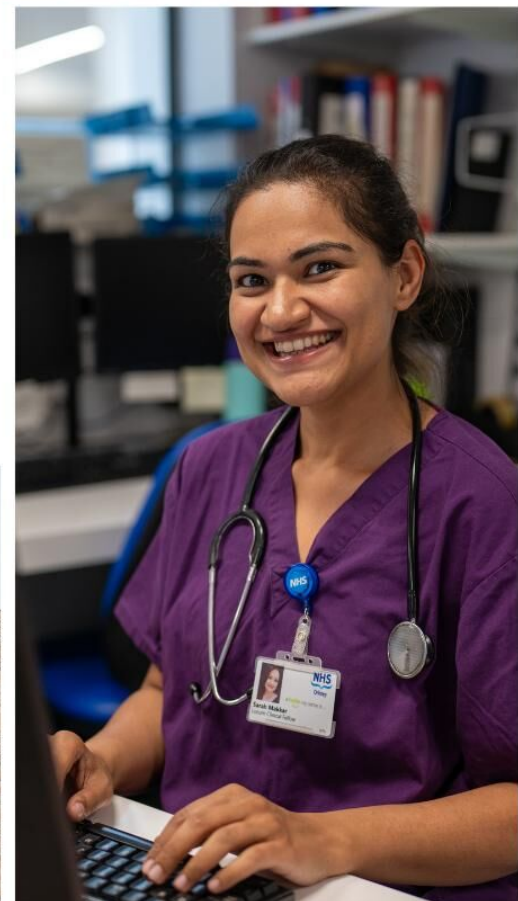


Join us

**Radiology Support Worker or Trainee
Radiology Support Worker**



Where
compassion
meets
adventure



Contents

Welcome from James Goodyear, Interim Chief Executive.....	3
About the Organisation:	5
Job Advert.....	5
Job Description	7
Person Specification	14
Introduction to Orkney and NHS Orkney	15
Recruitment Process.....	17

Welcome from James Goodyear, Interim Chief Executive

Thank you for your interest in this exciting position.

Orkney is a really great place to live and work. We strive to look after our community, provide excellent care and grow local talent. We are also excited by the increasing diversity that our colleagues from elsewhere in the UK and the world bring to Orkney. If it's a move you are considering, like I did, you will no doubt have a lot of questions going through your mind about what it's really like to live and work on an island and you can find out more about living and working here in our *Introduction to Orkney and NHS Orkney* section.



Below is some helpful information about working here to help you as you do your own research. I hope that you find this pack useful, and that it helps you come to the conclusion that you should apply to work here.

We are proud to employ 800 staff across our community, primary and secondary care services. We call this team, Team Orkney, recognising we are one team, all pulling in the same direction.

NHS Orkney is on an exciting journey of improvement and has a bright future. Our Promise (vision) is: 'Looking after our community and providing excellent care.' Our Corporate Strategy - called "Delivering what matters to our community: 2024-2028" is our compass and sets out our year-on-year priorities.

Our values, aligned to those of NHS Scotland, are:

- **Open and honest**
- **Respect**
- **Kindness**

Our five strategic objectives, are:

1. **Place** – by 2028 we will be a key partner in leading the delivery of place-based care which improves health outcomes and reduces health inequalities for our community
2. **People** – by 2028 we will ensure NHS Orkney is a great place to work
3. **Patient safety** – by 2028 we will consistently deliver safe and high quality care to our community
4. **Performance** – by 2028 we will within our budget, ensure our patients receive timely and equitable access to care and services and use our resources effectively
5. **Potential** – by 2028 we will ensure innovation, transformation, education and learning are at the forefront of our continuous improvement

You can read more about our Corporate Strategy on our website: <https://www.ohb.scot.nhs.uk/nhs-orkney-corporate-strategy-2024-delivering-what-matters-our-community-2024-2028>

I believe in compassionate and visible leadership and creating an open, honest and transparent culture that supports staff to innovate, feel empowered to lead and to fulfil their true potential.

I want us to have a listening and learning culture here, where staff feel supported, valued, looked after and safe speaking up when they have concerns, including those about safety, and confident knowing they will be listened to and their feedback acted on.

It is important that we consistently listen to and respond to patient and staff feedback so that we can learn and continuously improve what we do.

It is also important to me that we have an inclusive culture and one where difference is celebrated, and where staff feel comfortable bringing their whole selves to work.

The final thing I would like to say to any prospective applicant who may be considering a move to Orkney is that the islands occupy an enviable location at the North of Scotland with breath taking beaches, hills, and rolling countryside right on our doorstep. Orkney has consistently come out top in national lifestyle and happiness surveys, and with an open and vibrant community, it is the perfect location to call home within a safe and welcoming community.

This, along with Orkney's direct flight connections to other major cities in Scotland and now further afield including London, means the area can offer staff so many rewarding opportunities for those in pursuit of finding the right work-life balance. If you'd like to discuss any opportunity, please get in touch with us and we'd be pleased to discuss further.

We recognise you will have many questions for us to help you to reach the right decision about your future. I look forward to hearing from you, and I hope meeting and working with you.

We are on an exciting improvement journey – and you could be part of this.

James Goodyear

Interim Chief Executive

NHS Orkney





Job Advert



About the Organisation:

As Scotland's smallest health board, NHS Orkney is committed to delivering excellent care to our 22,000 residents. Whether you're new to the NHS or bringing experience from elsewhere, your skills will make a real difference.

Our modern healthcare facility, The Balfour, brings together inpatient care, emergency services, outpatient clinics, diagnostics, GP practices and the Scottish Ambulance Service. We're also investing in services across our outer isles, ensuring high-quality care reaches every corner of Orkney.

We are guided by our core values that shape everything we do – Open and honest, Respect and Kindness – from how we care for our patients to how we support each other as colleagues.

About Orkney:

With over 70 islands – 20 of them inhabited – Orkney offers a unique blend of natural beauty, close-knit community and an opportunity for adventure. From dramatic coastlines and rare wildlife to rich cultural traditions and active lifestyles, it's a place where compassion thrives and every day brings something new. Regularly named one of the UK's best places to live, Orkney offers a lifestyle that's both fulfilling and inspiring.

The Position:

We are seeking enthusiastic and capable Support Workers to join our dynamic Ultrasound team. This is an exciting opportunity to be part of a multi-modality imaging service, supporting both Ultrasound and CT/General Imaging departments.

The post holder will work closely with sonographers to help provide a high quality, patient focused service. The candidate will have a variety of roles which include administrative and patient care duties. They will be responsible for chaperoning intimate examinations and maintaining a clean, safe and efficient working environment.

The Candidate:

It will be expected that candidates will possess an SVQ III in Health & Social Care, or equivalent qualification, or have demonstrable evidence of competence through equivalent work experience.

Candidates will also have good verbal, reading and written communication skills and be willing to take up the challenges of learning about and working in the rapidly advancing areas of diagnostic imaging.

There will be an expectation that the successful candidate will support in a variety of roles within the department including clerical and clinical support for our patients

Due to the nature of the working environment, occupational radiation dose levels for employees and requirements for training, applicants must be aged 18 or over to be considered for this role.

Development Opportunity – Annex 21 Route

If you do not currently hold an SVQ Level 3 in Health and Social Care, there is an exciting opportunity to join this post under Annex 21 arrangements. This means you can earn while you learn, gaining valuable experience in the role while working towards your qualification.

What does this involve?

- You will undertake the SVQ Level 3 in Health and Social Care as part of a structured training programme while in post.
- The programme is designed to be completed over approximately two years, giving you time to develop your skills and knowledge at a steady pace.
- During this period, you will be considered a trainee under Annex 21, which sets out specific arrangements for pay and banding for those in training roles.

What happens after training?

- Upon successful completion of the programme, you will progress to the bottom of the Band 3 pay scale.

Entry requirements for this training opportunity:

- To be eligible for this route, you must already hold an SVQ Level 2 or equivalent qualification at SCQF Level 6 (Scottish Higher, National Certificate, Foundation Apprenticeship and Professional Development Award).

This is a fantastic chance to build your career in a supportive environment, gain a nationally recognised qualification, and make a real difference in the lives of others.

Location, Working Pattern and Contract Duration:

This post will be based at **The Balfour**

The successful candidate will work: **Full Time 37 hours per week** - NHS Scotland is reducing their full time working week from 37 to 36 hours per week from 1 April 2026 but with no change in pay. This reduction will also be applied pro rata for part time staff.

This post is **Permanent**

It is a condition of this employment that you must live and remain a resident within the UK for the post in which you will be employed with NHS Orkney.

Benefits and Salary:

Did you know NHS Scotland salaries are higher than those in England, Wales, and Northern Ireland?

The salary for this post is **Band 3** and if residing on Orkney, you'll also receive a **Distant Islands Allowance of £1,654** pro rata per annum, adding extra value to your rewarding career with us.

NHS Orkney also offers an attractive pension scheme, wide range of work life balance policies, employee assistance programme and various discounts to both local and national retailers.

Further Information:

If you share our vision and are ready to be part of Team Orkney, we'd love to hear from you. Your rewarding career starts here!

We are happy to consider any reasonable adjustments that candidates may need during the recruitment process, and you will be asked whether you require any during your application. If there are additional requirements you would like to request, please contact ork.recruitment@nhs.scot

To find out more about this opportunity please contact Nick Crohn, Radiology Services Manager on nick.crohn@nhs.scot

This post is subject to a Disclosure Scotland check.

Job Description

1. JOB DETAILS	
JOB TITLE	Radiology Support Worker
SERVICE	NHS Orkney
DEPARTMENT	Radiology
GRADE	Band 3
LOCATION	The Balfour
REPORTING TO	Radiology Services Manager

2. JOB PURPOSE

To work within the Radiology team in the Balfour Hospital. As part of a multidisciplinary team, the post holder will assist the radiographers and visiting radiologists during medical imaging examinations and procedures. They will provide direct patient care; assist with maintenance of equipment; take primary responsibility for maintaining essential clinical stock in the department; and perform a range of administrative duties in order to ensure a high quality service.

3. DIMENSIONS

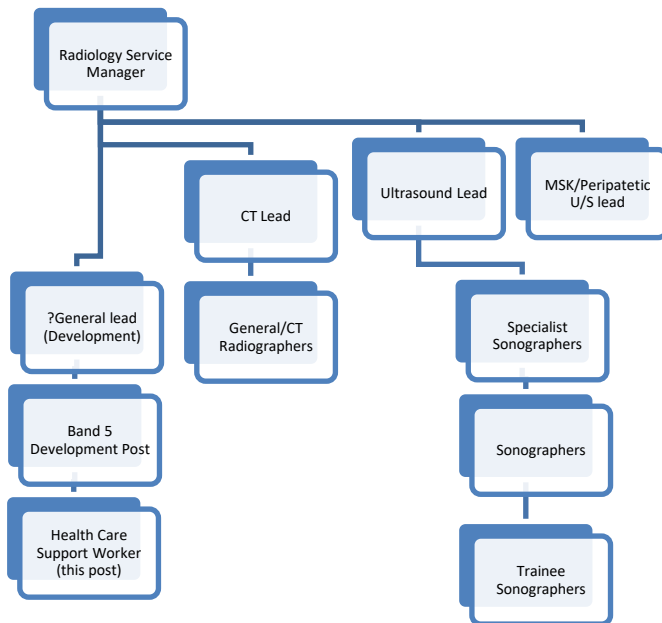
Clinical Environment:

- The post holder will work within the Radiology Department, and in other areas of the hospital when assisting Radiology staff.
- Radiology services are based in the Balfour Hospital, Kirkwall.
- The hospital has 48 beds, including 2 High Dependency Unit beds, an Emergency Department, and a Maternity Department. Due to the remote island location, the hospital receives major trauma cases and acutely ill patients despite its small size.
- Radiology activity comprises X-ray (including mobile and theatre work), Computed Tomography (CT), and Ultrasound (US). A visiting mobile MRI service is planned. Interventional procedures using sterile technique are performed when we have visiting radiologists on an approximately monthly basis.
- Patients are referred to Radiology from all in and out-patient medical and non-medical referrers, and can be from all age groups.

Clinical Provision:

- Radiology services operate 24/7, however HCSW support is currently routinely provided within the hours of 0830-1700, Monday-Friday. HCSW staff may exceptionally be asked to work at other times.

4. ORGANISATIONAL CHART



5. ROLE OF DEPARTMENT

The provision of diagnostic imaging services to the NHS Orkney Board.

This includes:

- General x-ray
- Computed Tomography (CT)
- Ultrasound
- Magnetic Resonance Imaging (MRI)

The service is provided in hours 9-5 Monday to Friday and on an on call basis from 5pm-9am and at weekends for CT and general x-ray.

6. KEY RESULT AREAS

Assist Radiology staff in all aspects of performing imaging examinations, including:

- Communicating with the full range of patients who may be anxious or unwell, both in person and on the telephone, to put them at their ease and reassure them prior to, during, and after examinations.
- Positioning patients and equipment.
- Organising lists, including accommodating emergency examinations within routine booked outpatient lists.
- Answering patient queries within the postholder's scope of practice, including having familiarity with preparation requirements for a range of scans, and judging when to refer to a radiographer.

- Cleaning equipment and the environment.
- Assisting patients getting changed and performing personal care, including toileting.
- Checking that sterile trollies have all required equipment; confirming any drugs are in date and assisting the radiologist to maintain sterile conditions throughout procedures, on a monthly basis.
- Moving and handling of patients on a daily basis ensuring a safe environment at all times personally and for the patients.
- Preparing examination rooms and ensuring rooms are kept clean and tidy and stocked with relevant supplies.
- Working as part of a multi-disciplinary team to ensure effective communication and delivery of care.
- Constantly liaising with fellow healthcare workers and referring clinicians to provide the highest possible quality of imaging service.
- Observing Policies and Procedures in respect of patient care, Health and Safety and Radiation Protection.
- Ensuring patient confidentiality.
- Adhering to the Ionising Radiation Medical Exposure Regulations (IRMER).
- Escorting patients to appropriate examination room and assisting in changing patients for examinations.
- Receiving telephone enquiries and requests from ward doctors and taking appropriate action i.e. check referral received, check patient details and alert radiographer to ensure comprehensive service.
- Assisting radiographers with examinations in other areas of the hospital as required.

7a. EQUIPMENT AND MACHINERY

- Radiology Information System (RIS)
- Patient registration and reporting system. Input and interrogation of the system to record and update the examination details, inputting data generated by others. Assist with maintenance of RIS reference data.
- Picture Archiving and Communication System – storage of images, some basic system administration including creating user accounts, resetting passwords.
- Computerised Radiography (CR)
- Digital Radiography (DR)

7b. SYSTEMS

- Internet
- NHS Orkney Blog.
- Datix Incident Reporting / expenses / ordering systems etc.

- PECOS procurement system for ordering stock.

8. ASSIGNMENT AND REVIEW OF WORK

The postholder will report to the Radiology Services Manager, with day-to-day supervision being provided by the team of Radiographers and Sonographers.

- The postholder will have autonomy to decide to work in different areas, or take the opportunity to do administrative tasks when clinical activity is less, in response to the variable and somewhat unpredictable demands of the modalities. Radiographic staff will always be available for reference.
- The postholder will work within departmental Standard Operating Procedures, with the ability to contribute suggestions for improvement to the service.

An annual appraisal is undertaken by the Radiology Services Manager.

9. DECISIONS AND JUDGEMENTS

To assist with the smooth running of the Radiology Department the postholder will:

- Prioritise departmental duties appropriately depending on patient need and workload, asking advice from clinical staff where necessary.
- Assess a patient's ability to undress for an examination and assist them appropriately, including performing personal care if necessary.
- Monitor patients' conditions and take decision to call a Radiographer if required.
- Assess the risk to self and others when dealing with patient moving and handling, or intoxicated/ aggressive patients and take appropriate measures.
- Ensure all post examination information is entered after each examination and that checks are made for omissions prior to the end of the shift.
- Respect patient's privacy and provide reassurance as necessary.
- Monitor stock levels and place orders for replacement stock as necessary.
- Deal with patient queries including making, changing, and cancelling appointments, documenting any changes correctly and scheduling appointments with regard to staff skill mix, and staff and room availability, to ensure smooth running of the service.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB]

- Working with extremely anxious or unwell patients, including those with adverse diagnoses such as cancer, or claustrophobic or needlephobic patients.
- Occasional exposure to major trauma cases, frequent exposure to patients with significant injury who are in pain.
- Frequent exposure to body fluids (many times a day).
- Addressing the equality and diversity need of patients, relatives and staff.
- Ability to problem solve where there are computer and IT issues.
- Prioritising workload with demands coming from all areas of the health service.

- Meeting the demands of individual staff members.
- Dealing with angry and aggressive patients sensitively and responsibly on a daily basis, seeking help where necessary.
- Ensuring smooth workflow whilst giving best possible help to patients and radiographers.

11. COMMUNICATIONS AND RELATIONSHIPS

Patients

- Listen to patients' questions and concerns, relieving any fears & anxieties, show empathy, whilst demonstrating professionalism.
- Identify and overcome barriers to communication such as language, visual or auditory conditions. Good communication skills are required when dealing with patients, as there can be difficulties e.g. patient can be intoxicated or have suffered a stroke or suffering from dementia, hearing impairment and learning disabilities.
- Develop a rapport with patients so that they learn to trust the imaging process. Inducing an environment of 'two way' communication.
- Provide support and advice to patients in distress or in pain in order to facilitate the radiographic process to be effective.
- Offer post examination advice & instructions pertaining to the results.

Relatives / Carers

- Provide reassurance and receive information that may be beneficial to the patient's care.

Radiography Staff (Internal / External)

- Consult radiography staff for advice and passing on information.
- Share information with other radiographer assistants and radiographers regarding the continuity of care.
- Liaise with colleagues regarding the day-to-day running of the department.
- Uphold organisational values in treating all persons in a safe, caring and respectful way.

Other HSCWs and Radiography Students

- Assist in the training and induction of new members of staff, and offer guidance to student radiographers regarding duties within the post holder's remit.

Other Health Care Professionals

- Liaise with other health care professionals for the continuity of patient care.
- Seek help and advice as to the condition and status of patients.
- Consult with porters regarding transport of patients.
- Reception, clinic staff and ward staff regarding details.

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical Skills and Effort

- Safe usage of patient transfer and immobilisation devices.
- Patient transfer requires bending, stretching, and reaching. This also applies when assisting the radiographer with positioning patients correctly. These tasks will be performed on a frequent basis.
- Constant manoeuvring of patient transport devices such as wheelchairs, trolleys and beds.
- Continual movement of x-ray equipment and general stock.
- Safe removal of patient cannulas following scans, including exposure to blood, on a frequent basis.

Mental Demands

- The workload can be unpredictable and fast paced, as the department provides both elective and emergency services. Concentration is required during examinations to reassure patients and ensure safety.
- Working with extremely anxious patients requires patience and an understanding of the significance of the imaging investigations.

Emotional Demands

- Dealing with anxious patients/relatives and assisting radiologists/radiographers when bad news is being given.
- Dealing with the sensitive/potentially distressing aspects of the role, eg biopsy procedures, localisations and excision biopsy examinations.

Working Conditions

- Exposure to unpleasant odours and bodily fluids is commonplace in imaging.
- Exposure to patients with infectious diseases.
- Risk of physical and verbal abuse from patients who may be confused, disorientated

13. KNOWLEDGE, TRAINING AND OR EXPERIENCE REQUIRED TO DO THE JOB

Essential

- SVQ level 3 or equivalent in Health and Social Care.
- Specific skills and knowledge regarding imaging to be acquired through in-house training programme:
- Completion of Imaging Assistant Competency Framework
- Completion of Healthcare Support Workers Induction Standards.
- Theoretical and practical knowledge of Ionising Radiation Medical Exposure Regulations (IRMER).

Desirable

- Ability to work with a wide range of people and as part of a multidisciplinary team.
- Effective written and verbal communication skills.
- Ability to carry out assigned tasks effectively in a busy environment.
- Keyboard skills.
- Good interpersonal skills.
- Personal qualities to include reliability, flexibility, good time-keeping and trustworthy.
- Ability to follow instructions and a willingness to learn.
- An enthusiastic and caring nature.

Job Description Agreement	
Job Holder's Signature	Date:
Head of Department Signature	Date:

Person Specification

Job Title: Radiology Support Worker
Department: Radiology
Location: The Balfour

FACTOR	ESSENTIAL	DESIRABLE
EXPERIENCE	Evidence of experience of working with people.	Previous experience in Radiology specialty
QUALIFICATIONS TRAINING RESEARCH PUBLICATIONS	SVQ III in Health & Social Care or equivalent qualification or have demonstrable evidence of competence through equivalent work experience.	
KNOWLEDGE AND SKILLS	<p>Awareness of importance of confidentiality</p> <p>Ability to work as part of a team.</p> <p>Ability to use own initiative.</p> <p>Positive approach to Learning</p> <p>Good verbal, reading and written communication skills.</p> <p>Basic arithmetic skills</p> <p>Computer literate</p>	
DISPOSITION	<p>Cheerful</p> <p>Positive</p> <p>Professional demeanour</p>	

Introduction to Orkney and NHS Orkney



Lying off the northern coast of Scotland, between John O’Groats and the Shetland Isles, Orkney is an archipelago of over 70 beautiful islands; 17 of which are inhabited. The total population is approximately 22,000, with most people living on the Orkney Mainland. Kirkwall, the capital with its spectacular red sandstone 12th-century cathedral and a population of 7,500, is the administrative centre of Orkney with a good mixture of shops, supermarkets, and businesses.

Orkney is a wonderful place to live and offers excellent schools and leisure facilities, low pollution, low crime, unique wildlife, and amazing scenery. Although remote, there are excellent transport connections with numerous flights to Aberdeen, Glasgow, Edinburgh, and Inverness every day. There are ferry services to Aberdeen, Scrabster, and Gills Bay, and of course to the smaller isles in Orkney.

Orkney’s economy is based on agriculture, generating some £30 million per year. Farmers breed and rear beef cattle, dairy cows, and sheep of the highest standard. Orkney has international recognition for its food, with cheese, beef, lamb, and fish produce becoming well known; not to mention whiskey, beer, and gin. Tourism, oil, and the renewable energy sectors are increasingly important. Orkney is at the forefront of the renewable wave and tidal energy drive in the UK.

Kirkwall is a great place for children and a wonderful environment for a family. There is a very strong community spirit with a wide range of cultural and sporting activities for adults and children. Schools in Orkney are very good, with no private fees. Imagine all of this within walking distance of your home and workplace. For residents and visitors there is so much to see and do: playing a round of golf, fishing, kayaking, walking, cycling, diving, wind surfing and horse riding are but a few. The Pickaquoy Centre provides a modern well-equipped sports facility, swimming pool and entertainment centre. There are many cultural activities, with annual music, jazz and science festivals attended by internationally renowned artists and scientists. There is an extremely wide variety of activities for children and young people. Homes are very affordable and with little traffic, travelling around the islands is easy.



According to the 2020 Bank of Scotland quality of life survey, for eight years in a row Orkney was crowned the best place to live in Scotland. The island took the top prize due to high employment levels, low crime rates, smaller primary class sizes along with good health and happiness scores. With its strong sense of community, picturesque landscape and rich archaeological treasures, the archipelago frequently wins the hearts of visitors.

Not only is Orkney one of the most affordable places to live in the UK, it also has one of the highest employment rates, with 88 per cent of residents between 16 and 64 currently in work. The low crime rate means that many people do not even lock their front doors to allow the postie to place the post and packages inside the door. As for overall wellbeing, more than nine in 10 Orkney residents report good or fairly good health.

To find out more about living and working in Orkney go to www.orkney.com or www.orkneycommunities.co.uk and learn more about NHS Orkney at www.ohb.scot.nhs.uk.



Recruitment Process

The NHS Scotland Everyone Matters 2020 Workforce Vision outlines the commitment the Scottish Government has in putting people at the centre of everything the NHS in Scotland does. Working to a common set of values, the vision will continue to modernise the way we work, embracing technology and digital transformation.

All vacancies will be advertised on NHS Scotland's recruitment website:

<https://apply.jobs.scot.nhs.uk/>

Internal vacancies will be advertised on NHS Scotland's internal recruitment website:

<https://apply.jobs.scot.nhs.uk/internal/>

CVs are not accepted as a form of application; NHS Scotland's electronic application form must be used on the above links.

All adverts will close at midnight on the advertised closing date.

Our selection process will consist of the following assessments:

- **Application short listing** – application forms are reviewed and those meeting the role requirements will be invited to a competency-based interview
- **Interview/Assessment** – competency-based interviews have a focus on NHS Orkney's core values and the candidate's technical expertise. The interview may also include a role specific test or a presentation topic.

Any job offer will be subject to meeting the conditions of NHS Orkney's safer pre- and post-employment checks policy:

- **Employment references** - references should include current and previous employers covering the last 3 years of your employment history
- **Evidence of qualifications** – candidates will be required to provide evidence of their qualifications, including proof of professional registration if required
- **Medical assessment** – the Occupational Health service will make an assessment on your fitness to carry out the information provided in a questionnaire. In certain circumstances further information is required and Occupational Health may contact you by telephone or request that you attend for an appointment
- **Criminal conviction check** – all applicants who apply for posts which are exempt from the Rehabilitation of Offenders Act 1974 and who will have access to patients during their employment will be required to consent to a Disclosure Scotland Criminal Records Check or join the Protection of Vulnerable Groups Scheme.
- **Immigration, Asylum and Nationality Act 2007 – Prevention of illegal working** – candidates must be eligible to work in the UK, evidence of this must be provided.

For any queries relating to this vacancy, or our Recruitment Process, please email

ork.recruitment@nhs.scot

Equality and Diversity

NHS Orkney is committed to Equality & Diversity <https://www.ohb.scot.nhs.uk/about-us/equality-and-diversity>