####  **JOB DESCRIPTION TEMPLATE**

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| JOB IDENTIFICATION |
|  Job Title: IMAGING APPOINTMENT FACILITATOR (Clerical Officer Team Leader) Responsible to : RADIOLOGY COORDINATORDepartment(s): Medical Imaging DepartmentsDirectorate: DiagnosticsOperating Division: AcuteJob Reference:No of Job Holders: 6Last Update: August 2022 |
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| 2. JOB PURPOSE |
| * To work within the imaging appointment booking office, offering and negotiating the most suitable appointment date and time for patients awaiting an imaging appointment.
* To undertake reception duties on a rota basis.
* To ensure patient confidentiality is maintained at all times in accordance with the Data Protection Act and Trust policy.
* To understand the implications of the Health and Safety at Work Act and ensure a safe working environment for patients, staff and visitors according to the NHS Ayrshire & Arran Health and Safety Policy.
* To lead bookings for a specific imaging modality (CT, MRI or US)
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| **3. DIMENSIONS** |
| Number of Admin and Clerical Staff: 24 (across sites)Supporting the service and incorporating Radiologists and Radiography staff. |
| 4. ORGANISATIONAL POSITION |
| Site Superintendent RadiographerOffice SupervisorRadiology Directorate Co-ordinatorDepartment SecretaryWL Coordinator/PAHead of ImagingBand 2 clerical officersThis Post |

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| 5. ROLE OF DEPARTMENT |
| * This department provides a high quality Medical Imaging Service at sites throughout Ayrshire and Arran.
* The service is provided 24 hours per day, 365 days per year with “out of hours” cover provided by means of a shift system (introduced in 2012) and ’On-call’ cover for CT, Theatres and Interventional/Vascular services at Ayr, Theatres and the Special Care Baby Unit at Crosshouse, and General Radiography at Arran War Memorial.
* The range of Medical Imaging examinations performed for the referring Clinicians provides a comprehensive diagnostic facility for many Primary Care, Out-Patient and In-Patient sources.
* The purpose of the department is to carry out medical imaging examinations, utilising a range of technologies, encompassing image acquisition, provision and archiving.
* The examinations undertaken by the Medical Imaging Department, including provision of images and reports which are essential to allow optimal diagnostic and patient care processes to occur.
* All radiographic practice is undertaken in accordance with National Legislation: IR(ME)R (Ionising Radiation (Medical Exposures) Regulations) and IRR (Ionising Radiation Regulations) and is subject to inspection by Healthcare Improvement Scotland.
* High standard multidisciplinary collaboration is fundamental to the efficiency of the department.
* Continual monitoring of Clinical Governance issues takes place to ensure best practice, and that high standards are maintained. This involves all disciplines of staff.
* A comprehensive regime of quality assurance and audit is in place
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| 6. KEY RESULT AREAS |
| Main duties and responsibilities of the postAppointments:* Use judgement and decision-making skills to offer the most suitable appointment date and time for patients through the Radiology Information System (RIS), whilst ensuring compliance with the Access Policy. Ensuring all appointment slots are fully utilised to maximise departmental capacity and resources.
* To deal with telephone enquiries regarding all imaging appointments, ensuring patient confidentiality is maintained.
* To despatch the patient information leaflets and examination preparations as required.
* To use judgement when dealing with enquiries, analyse information to resolve

problems for patients, carers and staff.* Exchange information with patients, relatives and staff on a variety of departmental

matters and procedures, anxious patients and relatives, cultural or languagedifficulties/communicates complicated administrative information to staff from otherdepartments, external contacts* To book interpreters for patients whose first language is not English. It is essential that services are booked in a timely manner to ensure appointments are not wasted due to language barriers.
* To cancel and reschedule entire examination lists at short notice due to equipment failure as and when required.
* Contact the referring clinicians regarding patients as directed by the clinical staff
* Communicating with and answering queries from staff within the Trust.
* Provide day to day supervision and coordinate the Clerical Officers you are working alongside, support may be sought from other sites when colleagues are absent.
* Demonstrates duties to new starters, less experienced staff and train Clerical Officers on departmental procedures and policies

General Duties:* To liaise with Radiographers and Nursing Staff to book procedures (such as biopsies) involving multi-professional teams.
* To deal with referrers queries regarding patients’ appointments as is deemed appropriate.
* To advise patients on waiting list times as appropriate.
* To open incoming post; sort, distribute and prioritise into job allocation.
* May be required to check levels of stationary and other non-medical items. Order as appropriate.
* To participate in Service Improvement, updating of policies and procedures in own specialist area.
* Ensure all bookings do not breach the national waiting time standards and managing an efficient process of initial patient assessment for all Imaging request forms.
* Monitor new requests arriving onto RIS and ensure these requests are directed appropriately.
* Where appropriate retrieve patient bloods results from Revive and transcribe the results onto RIS accurately.
* Follow the eGFR workflow process to identify patients who require referral to the community phlebotomy service.
* Place referrals for Community Phlebotomy using Trakcare system.

Main Reception Responsibilities:* Work on Imaging reception, receiving patients and visitors into the department in a friendly and polite manner, with a helpful approach and attitude.
* Work within the team to ensure patients arriving into the department are dealt with in an efficient and prompt manner.
* Book in patients onto the RIS system prior to their examination event.
* Make amendments to patient demographics as appropriate.
* Monitor patient waiting times within the reception waiting area; informing clinical staff of problems.
* Maintain a professional manner when dealing with all members of the public.
* To answer the telephone in a polite and courteous manner; answering questions as qualified and referring to the relevant individual as appropriate.

Education and Training:* Participate in staff development & training programmes including Individual Performance Review.
* To be responsible for self-development on a continual basis
* Maintain mandatory training, through LearnPro, TURAS and face to face sessions.
* To attend the appropriate training as required by the Trust
* To support the department and organisation by carrying out any other duties as qualified and able.
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| 7a. EQUIPMENT AND MACHINERY |
| * Personal Computer – Essential for completing all tasks.
* General Equipment - Telephone system, Photocopier, Report and Letter Printers, X-ray Report Printer, X-ray Label printer, CD burner– All essential in order to carry out daily workload.
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| **7b. SYSTEMS**Radiology Information SystemPicture Archive Computer System PMS (Trakcare system)ReviveMicrosoft Office SuiteHospital IntranetTurasLearnproDatixeSSFMfirstScottish Ambulance Service |
| These are bespoke administration management systems, which encompass all tasks involving the management of patient data.The post holder also creates computerised disks according to the policies and procedures that are defined within the department. |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| Workload within appointments is generated via x-ray referrals and requests for appointments, which are received via radiology electronic ordering system, the mail, e-mail and by telephone. Workload from the Accident and Emergency and Admissions is generated by patient attendance.The Office Supervisor plans a weekly rota allocating clerical staff to cover specific areas within the office on a rotational basis.The post holder is responsible for organising their own day to day workload in order to complete their daily tasks.A written set of policies and procedures are available for each section which staff can access as a reference tool.Each post holder reports to the office supervisor who is available to provide guidance. Each post holder is subject to annual review under the Personal Development and Review Process. |

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| **9. DECISIONS AND JUDGEMENTS** |
| Problems and issues are raised with the Office Supervisor as they arise or next working day in the case of staff working in the evenings/weekends. Ongoing analysis of own working practice, suggesting and implementing change to ensure effective use of resources, an awareness of Health and Safety procedures and bringing issues of any concern to the attention of the office supervisor to ensure the A&C service, especially in staff shortage situations, operates efficiently at all times.Deal with issues and complaints raised, using negotiation to achieve acceptable compromise.Provide advice and information regarding preparation for a variety of X-Ray proceduresThe Post Holder uses own discretion to prioritise daily telephone and face-to-face enquiriesThe office supervisor is available for advice and support on any matters.Consult with clinical staff for advice where appropriate regarding radiological procedures. |
| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| Complete tasks with accuracy and efficiency despite interruptions.Demonstrate tasks to new or less experienced colleagues.Communicate with patients who have speech problems, non-English speaking or hard of hearing patients.Maintain a pleasant and cheerful manner in view of the waiting room when confronted with difficult situations or under pressure.Provide first point of contact for patients and visitors. Patients can often be anxious and required to be given time and reassurance.The post holder requires to have a broad up-to-date understanding of the referral system and the protocols associated with each service and keep up-to-date to provide advice and information to Clinical staff. In order to meet the demands of the service the post holder requires to multi-task as situations can change from hour to hour and day to day. The post holder requires to undertake a variety of tasks whilst prioritising workload in order to meet tight deadlines associated with the arrival of the patient for their consultation or admission.The post holder requires to be flexible in order to move between different areas of the office at short notice.**11. COMMUNICATIONS AND RELATIONSHIPS****WHO METHOD**   |
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| Radiology Staff Face-to-face, telephone, email |  |
| Medical Secretaries Telephone, face-face, email, letter | ,  |
| Wards-All Professional Bodies Telephone, face-to-face, email |  |
| General Practitioners Telephone, letter, email  |  |
| Ambulance Service Telephone |  |
| Patients, relatives, carers Telephone, face-to-face |  |
| Other Hospitals Telephone, letter, email  |  |
| Medical Records Telephone, face-to-face, email |  |
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**12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB**

**PHYSICAL EFFORT**

Light physical effort, sitting for long periods of time using Personal computer and telephone.

Good keyboard skills and a high degree of accuracy.

Varied shift work.

**MENTAL DEMANDS**

Frequent interruptions both face-to-face and by telephone.

Work requires to be completed according to tight timescales.

Constant change in priorities due to unforeseen demands.

Staff required to be able to prioritise tasks.

Effective staff communication.

Adapting to ever changing schedules at short notice.

**EMOTIONAL DEMANDS**

Dealing with concerned and sometimes very anxious patients (some of which may be terminally ill), relatives and staff.

Dealing with distressed patients and relatives at X-Ray Reception.

Maintaining confidentiality and anonymity concerning relatives, friends and colleagues who may be attending with patients and showing empathy.

**ENVIRONMENTAL DEMANDS**

Exposure to verbal aggression (occasional).

Exposure to warm working environment (daily).

Use of VDU equipment more or less continuously.

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| Knowledge of secretarial or administrative procedures and systems, some of which are non-routine, and non-routine activities such as answering queries, progress chasing, task-related problem solving, acquired through experience and training to Vocational Level 3 or equivalentECDL or equivalent.Excellent Keyboard skillsMedical TerminologyPrevious clerical/reception experience and/or Information Technology/Business Administration.Knowledge of Medical Imaging Policies and Procedures including Confidentiality and GDPR.Excellent communication and interpersonal skills.Ability to work to deadlines. |