

SECTION 1

JOB IDENTIFICATION

Job Title: Healthcare Support Worker

Department(s): Radiology

Location: CT/MRI/General Radiology, Aberdeen Royal Infirmary

Hours: 0

Grade: Band 3

Salary: £25,468 - £27,486 pro rota, per annum

Contract: Bank

Job Reference: RA161098

SECTION 2

	<p>Job Purpose -</p> <p>The CT department provides services across three CT scanners within Aberdeen Royal Infirmary. The candidate will be required to work within all three scanners, during various shifts patterns.</p> <p>The MRI department provides services across three MRI scanners within Aberdeen Royal Infirmary and Woodend Hospital. The candidate will be required to work within all three scanners, during various shift patterns.</p> <p>The General X-Ray department provides services across three departments within Aberdeen Royal Infirmary. The candidate will be trained to work within the departments on an adhoc basis.</p> <p>The candidate must convey relevant information to and receive feedback from other members of the multidisciplinary team</p> <p>Demonstrates delivery of a high standard of nursing care under the guidance and supervision of qualified nursing and radiographic personnel.</p> <p>Actively participates in health promotion and rehabilitation.</p> <p>Demonstrates adherence to NHS Grampian/local policies and procedures.</p> <p>Ensures patient is involved in decision-making regarding their care.</p> <p>Demonstrates ability to perform specific clinical skills required within the department</p> <p>Accurately records relevant information on Radiology Information System or appropriate paperwork</p> <p>Communicates with all members of the multidisciplinary team in a professional manner.</p> <p>Respects the privacy and dignity of patients at all times.</p>
	<p>Organisational Chart (Please identify this post clearly in the structure – as a minimum show 2 levels above and 2 levels below (where relevant)).</p> <pre> graph TD UOM[Unit Operational Manager] --> RM[Radiography Manager] RM --> LCTMRI[Lead CT/MRI/General Superintendent Radiographers] LCTMRI --> CTMRI[CT/MRI/General Superintendent/s] CTMRI --> SR[Radiographer Specialist Radiographers/Radiographers] SR --> HCSW[Health Care Support Worker] </pre>

Please refer to appendix B(i) for definitions

1	Communication and relationship skills Provide and receive routine information requiring tact or persuasive skills; barriers to understanding (Level 3ab) Demonstrate the ability to be empathetic when communicating with patients. Decides on appropriate action, including telephone redirection to appropriate person or personal intervention. Ability to answer queries as appropriate to the role. Exercise discretion when dealing with complex, very sensitive and contentious conversations. Exchanges confidential/sensitive information to staff/patients/carers. Communicating regularly with patients many of whom may be anxious or upset regarding the need for further tests or the wait for results. Communicate effectively with all members of the multi-disciplinary team and utilise persuasive skills where agreement/co-operation is required.
2	Knowledge, training and experience Range of work procedures and practices; base level of theoretical knowledge (Level 3) Current Radiography Student studying at Robert Gordon University. IT literate Educated to NVQ3 level Manual Handling training The following are desirable: <ul style="list-style-type: none">• Adult Life Support training – Cascade Trainer• Fire Safety Training• Information governance• Vulnerable adult and child protection training• Risk Assessor• Violence and Aggression – level 1 & 2• Cannulation training
3	Analytical and judgemental skills Judgements involving facts or situations, some requiring analysis (Level 2) Prioritising own workload. Resolve problems appropriate to the role. Analysis of telephone calls and recognising when it is appropriate to escalate to a senior member of the team. Exercise judgement when divulging information, in particular patient details/sensitive information.

4	<p>Planning and organisational skills</p> <p>Plan and organise straightforward activities, some ongoing (Level 2)</p> <p>Requires to work independently and manage own workload. Possesses the ability to multi-task, prioritise and manage own workload. Covers for work colleagues when absent through holidays, sickness etc. and is also back-up support for other administrative staff. Post holder must be aware of radiation safety at all times.</p>
5	<p>Physical Skills</p> <p>Physical skills obtained through practice (Level 3)</p> <p>Preparing the room for patients. Check in patients on arrival and cannulate for scan if necessary. Remove patient's cannula when the examination is over. Fill the contrast pump injector under direct supervision when required. Monitor patients post scan/procedure and provide refreshments. Ensure stock levels are maintained in each scanner/room. Change contrast bins/sharps bins/ bin bags as necessary. Assist with manual handling of patients. Chaperone CT Colon examinations. Assist Radiology Nurses with procedures. Book In-Patients and co-ordinate portering to ensure smooth running of the list. Answer phones/enquiries. Contact ambulance service for patient transport services. Safe and responsible use of all equipment and also the computer systems. Standard keyboard skills.</p>
6	<p>Responsibilities for patient/client care</p> <p>Provides basic clinical technical services (Level 3b)</p> <p>Cleans the room for patients. Ensures cleaning schedules are completed for the room.</p>
7	<p>Responsibilities for policy and service development implementation</p> <p>Follow policies in own role, may be required to comment (Level 1)</p> <p>May participate in discussions and propose changes to departmental procedures.</p>

8	<p>Responsibilities for financial and physical resources</p> <p>Responsible for the safe use of expensive or highly complex equipment. (Level 2e)</p> <p>IT systems within the department and related e-learning and recording system TURAS Patient hoist and manual Handling accessories examination couches, CT scanners, MRI scanners, General X-ray equipment. Picture Archiving and Communication System (PACS) may be used Work safely in Controlled Areas</p>
9	<p>Responsibilities for human resources</p> <p>Provides advice, or demonstrates own activities or workplace routines to new or less experienced employees in own work area. (Level 1)</p> <p>Demonstrates own role to new starts</p>
10	<p>Responsibilities for information resources</p> <p>Responsible for data entry, text processing or storage of data compiled by others, utilising paper or computer-based data entry systems (Level 2a)</p> <p>Experience of using a Radiology Information System (RIS) or Patient Management System. Updates patient details on the RIS system. This would be examination information compiled by the radiographer then recorded by the postholder. Will sometimes be required to update patient details. Check examinations on PACS.</p>
11	<p>Responsibilities for research and development</p> <p>Undertakes surveys or audits, as necessary to own work; may occasionally participate in R & D, clinical trials or equipment testing. (Level 1)</p> <p>Undertakes staff survey.</p>
12	<p>Freedom to act</p> <p>Is guided by standard operating procedures (SOPs), good practice, established precedents and understands what results or standards are to be achieved. Someone is available for advice and work may be checked on a sample/random basis. (Level 2)</p> <p>Will work closely with the radiographers who will be available for advice. The post holder will support the day to day running of the department. Maintains responsibilities for own personal development under supervision and guidance of qualified staff.</p>

	Post holder will have to perform routine tasks, any non routine queries will be passed on to a more senior member of the team.
13	<p>Physical effort</p> <p>There is a frequent requirement to exert moderate physical effort for several short periods during a shift (Level 3c)</p> <p>Being on feet for entire shift at times. Moving and handling boxes and trolleys. Frequent moving and handling patients to and from different heights at regular intervals throughout the day i.e. wheelchairs, trolleys, hoists in confined spaces.</p>
14	<p>Mental effort</p> <p>There is a frequent requirement for concentration where the work pattern is predictable with few competing demands for attention (Level 2a)</p> <p>Having to multi-task/think ahead/prepare room. Type of patients attending the department will require different levels of interaction. Ensure smooth, efficient flow of patients lists during procedures facilitating effective service delivery with minimal delays.</p>
15	<p>Emotional effort</p> <p>Occasional indirect exposure to highly distressing or highly emotional circumstances. (Level 2c)</p> <p>Will occasionally be indirectly effected by highly distressing or emotional situations as based in a clinical area. Exposure to difficult/distressing information regarding cancer patients. Claustrophobic and anxious patients.</p>
16	<p>Working conditions</p> <p>Occasional exposure to unpleasant working conditions. (Level 2a)</p> <p>Post holder will occasionally have to deal with bodily fluids when required.</p>



NHS GRAMPIAN

PERSON SPECIFICATION

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. Shortlisted candidates **MUST** possess all the essential components as detailed below.

POST/GRADE: Health Care Support Worker, Radiology, Band 3
LOCATION/HOSPITALS: CT/MRI/General X-ray Departments, ARI
WARD/DEPARTMENT: Clinical Radiology

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	Educated to NVQ/SVQ2, or basic NICHE level	SVQ Level 3
Experience	Current Radiography student at Robert Gordons University, post 2 years study. IT literate	Recent NHS experience preferred.
Special Aptitude and Abilities	Excellent attention to detail Demonstrates understanding of effective team working Good organisational skills Good communication skills Adaptable	
Disposition	Friendly disposition Calm	
Physical Requirements	Good physical health	
Particular Requirements of the Post	Flexibility towards working hours Understands the need for strict confidentiality Excellent attitude towards change	Has had experience of using a Radiology Information System or Patient Management System

MAJOR RISKS IN DOING THIS JOB

Please indicate the major risks the job holder could face in doing this job: Moving and Handling of Patients and equipment, Working within a strong magnetic field, Latex exposure.