

#### JOB DESCRIPTION

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| JOB IDENTIFICATION |
|  Job Title: CLERICAL OFFICER – RADIOLOGY (2)Responsible to : A & C ManagerDepartment(s): RadiologyDirectorate: Women, Children and Clinical ServicesOperating Division: Acute ServicesJob Reference: No of Job Holders: Last Update: 21 February 2023 |

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| 2. JOB PURPOSE |
| The post holder will provide a comprehensive Admin and Clerical service –within the Radiology Departments cross-site.Duties will be allocated to meet the needs of the service and may involve cross site travel, evenings and/or weekends  |

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| **3. DIMENSIONS** |
| Within the Directorate of Radiology Band 2 carry out admin and clerical duties working independently with rotational workloads as delegated by co-ordinator. |

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| 4. ORGANISATIONAL POSITION |
| Radiology ManagerAdmin and Clerical ManagerDeputy Admin and Clerical Manager(s)Clerical Coordinator(s)**Clerical officer – this post** |

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| 5. ROLE OF DEPARTMENT |
| * To provide integrated, seamless diagnostic Radiology services for the population of Fife.
* To ensure the activities of the department reflect the values of the Division with the aim of improving the quality of services delivered to patients and service users.
* To ensure high quality working founded on evidence based practise.
* To integrate Radiology within the multi-disciplinary team.
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| 6. KEY RESULT AREAS |
| First point of contact for patients, relatives, GP’s nurses and clinical staff. Providing information, directing and prioritising queries as appropriate. These queries can be by telephone, email or face to face ensuring these are dealt with promptly and efficientlyReception of all patients attending the department. Check demographic information and enter into CRIS, updating details as necessary. Direct patients to correct waiting areaEnter requests onto CRIS - SCI-Gateway referrals from GP’s and Order Comms internal referrals via the TRAK system and emailed referrals from outwith Fife.Print and distribute Radiologuy reportsMaintain log of Category 2 patients, update CRIS accordinglyArrange appointments using agreed protocols by letter and/or telephoneDeal with telephone and face to face enquiries. Prioritising and directiong queries as appropriate to ensure efficiency and effectiveness of service deliveryManage patient files on CRIS ensuring information is accurate and up to date. Patricipte in TURAS, Mandatory training and iMatter |

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| 7a. EQUIPMENT AND MACHINERY |
| PC PrinterPhotocopier Telephone PACS Cube MarsLaminator Document Scanner(s) |
| **7b. SYSTEMS** |
| CRIS 3 TRAK Dexa Database EmailSCI Gateway CHI 24 PACS cubeH&SC Portal |
| **8. ASSIGNMENT AND REVIEW OF WORK** |
| The workload is generated by the clinical caseload of the department and by referrals received for specialist procedures. Protocols have been implemented, the post holder is expected to use a degree of initiative to ensure the department meets all deadlines and target dates.Work is allocated by Radiology Clerical Services Co-ordinator(s)Adhoc workload is allocated by Deputy A & C Manager (s)Guidance for day to day workload is readily available from Radiology Clerical Services Co-ordinator(s)Advice, guidance and support is available from Deputy A & C Manager(s) and/or the Radiology A & C Manager |

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| **9. DECISIONS AND JUDGEMENTS** |
| The post holder uses initiative to make basic decisions regarding workloadand general enquiries. Advice available in the first instance via Radiology Clerical Services Co-ordinator(s) and Deputy A & C Manager(s) if requiredWhen on reception the post holder acts as first point of contact and is expected to notifythe radiography staff of any potential problem or patient requiring to be fast trackedResponsible for appointing patients to appropriate booking slot, post holder has to be aware of procedures, preparation and Radiologist/Radiographer’s preferences and specialties.Disclosure of patient information in accordance with current legislation |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| Accurate data entry to ensure the departments meets audit and report requirementsManaging time effectively and prioritising workload to meet competing demands Dealing with distressed/angry patients and relativesMeeting deadlines during extra busy periods and when short staffed due to holidays/sickness. |
| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| Communication can be face to face, telephone and/or in writingThe post holder may communicate, information to patients/relatives, nursing staff and doctors regarding appointment details including preparation required, advice and explanation with respect to procedure.The post holder may have to deal with distressed/angry patients who are waiting for specialist procedures which can have lengthy waiting times.The post holder must acknowledge the sensitive nature of the topics discussed and use skills of tact and diplomacy. |

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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF** **THE JOB** |
| **Physical Skills**Manual Handling AwarenessKeyboard skills requiring accuracyPhysically fit **Physical Demands**Work is mainly computer based therefore sitting in a restricted position for most of the dayWhen accessing and culling files - working in restricted spaces , bending and stretching to retrieve and file on high and low shelving, manoeuvring trolleys**Mental Demands**Concentration is required whilst dealing with interruptions**Emotional Demands**Exposure to clinical information and distressed patients/relatives can be upsettingOccasional exposure to verbal aggression.Time and workload mangement**Working Conditions**More of less continuous use of VDUWorking in restricted area. |

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| The post holder should be educated to Standard Grade or equivalent. Competent level of the English Language and numeracy to be able to carry out all key result areas safely.Possess excellent communication, organisational and interpersonal skills.Keyboard skills and a working knowledge of Microsoft Office and other relevant IT packages.Knowledge of a range of clerical procedures to support duties listed under “Key Result Areas”. Have the ability to work within a team and be able to use own initiative and recognise when guidance / advice is required.Be familiar with Confidentiality, Data Protection guidelines with regard to patient confidentiality and handling of patients information. Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers – NHS Circular CEL(2010)23Your performance must comply with the “Mandatory Inductions Standards for Health Care Support Workers in Scotland” 2009; and with the Code of Conduct for Health Care Support Workers, both as amended from time to time, which will be issued with your contract (further copies can be obtained from Human Resources). Failure to adhere to the Standards or to comply with the code may result in poor performance measures or disciplinary action and could lead to dismissal; or if you are self-employed, such failure will be deemed to be a breach of an essential term of your contract, allowing us to terminate with or without notice |

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| **14. 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: Head of Department Signature: | Date:Date: |