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| **1. JOB IDENTIFICATION**  Job Title: Health Care Support Worker – Research Imaging  Grade: Band 3  Responsible to: Deputy Lead Research Radiographer  Department: Clinical Research Imaging Facility, QEUH  Directorate: Corporate  Contract length: 2 years fixed term  Last update: March 2024 |

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| **2. JOB PURPOSE** |
| Able to work as a valued member of Clinical Research Imaging Facility (CRIF) as part of a small, multi-skilled team who provide an imaging service for research studies.  To competently assist in performing technical and physical aspects of care, before during and after study participants / volunteers attend for research imaging.  Maintain associated equipment; undertake administrative duties in particular stock control and anonymisation of data; assist the radiographers with scanning subject preparation prior to scanning in addition any other duties as allocated by the Deputy Lead Radiographer in order to ensure a high quality of service to all participants in Research Imaging. |

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| **3. ROLE OF DEPARTMENT** |
| CRIF leads and facilitates research and innovation activity with specific focus on imaging and image data handling (in house and external) as an integral part of the NHSGGC Research & Innovation.  Research imaging involves a multidisciplinary team of radiographers, HCSW, project assistants, radiologists, physicians, physicists, academics, IT staff, research fellows, research nurses, students and clerical staff from the NHS and University of Glasgow (UoG).  We have a 3T MRI, 7T MRI (the only one in Scotland) and a CT scanner, with additional access to DEXA at the Royal hospital for Children. We acquire high end and complex imaging data for a wide range of research interest groups with particular focus on Cardiovascular, Cancer, Stroke, Renal and Neuro projects. Data storage and analysis workstations are linked to these imaging devices to maintain easy analysis, archive and retrieval processes.  The research imaging facilities are located at the Queen Elizabeth University Hospital alongside the R&I Clinical Research Facility, Innovation, and Safe Haven teams. |
| **4. ORGANISATIONAL POSITION** | | |
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| **5. SCOPE AND RANGE** | | |
| **General**  Under direction of the Radiographers the post holder will be assist the radiographers with a wide range of procedures and examinations including I.V. cannulation.  Responsible for stock checking, including emergency trolleys, and ordering, collection and distribution of orders and general cleaning.  Daily duties may include:   * Provide an excellent standard of care to participants and volunteers within CRIF * Be knowledgeable and responsible for safety of equipment, local staff and participants in the MRI and CT environment * Exercise personal responsibility * To bring any incidents, accidents, problems or issues to the attention of senior staff * Report equipment faults to appropriate senior staff * Liaising with other departments to ensure smooth a running facility   Clinical Areas:   * Research MRI and CT facility on the ground floor of the INS building, QEUH. * 7T Research MRI facility, ICE, QEUH * DEXA, RHC   Research provision:  8 to 5pm Monday to Friday with some extended days and weekends and any other duties as required. | | |
| **6. MAIN TASKS, DUTIES AND RESPONSIBILITIES** | | |
| **Clinical:**   * Check patient ID in accordance with Employers Procedures (EP7) and NHSGGC Patient Identification Policy * To work within the MHRA Safety guidelines for MRI. Once trained the post holder will be able to assess the safety of participants for MRI using the MRI safety screening form. * To work to local protocol in MR and ensure the safety of all participants, staff and visitors when in the MR environment * Prepare the examination rooms for different types of examination to include changing of MRI coils, ensuring rooms are kept clean and tidy and stocked with supplies and change laundry when required. * To work within Radiation protection guidelines in accordance with the Local Rules and IR(ME)R 2000 (Ionising Radiation Medical Exposure Regulations) to ensure that the correct patient receives the correct x-ray examination with the minimum radiation dose. * Complete CT/MRI checklists with participants prior to examination * Monitor stock levels for consumables restocking as appropriate * To administer participant preparation for CT / MRI examinations as per study protocol * Loading of high pressure contrast pumps in both CT and MRI for use during an examination * Undertake IV cannulation/removal after appropriate training. * Assist radiographers in moving and handling of participants using safe working practises. * Work well as part of the team to ensure effective communication and delivery of care. * Assist participants with all activities of daily living as required. * Comply with waste management policy i.e. clinical, domestic and laundry, on a daily basis * Adhere to the organisational Infection Prevention and Control policy and SOP’s and act as a role model in the maintenance of a safe environment * Responsible for daily / weekly cleaning and maintenance of equipment in accordance with infection prevention and control requirements. * Co-operate with and maintain good relationships with other disciplines that attend the facility to ensure a quality service. * Organise portering services under the direction of the Radiographers. * To assist and chaperone participants throughout their visit to CRIF.   **Clerical:**   * To assist with the collection and distribution of patient documentation where appropriate and ensure that patients and paperwork are directed to the appropriate department. * To participate in entering patient information into the Radiology Information System and EDGE research management system. * To assist in the anonymisation of data for upload to external server or DVD. * Assist administration staff in patient liaison activities, e.g. issuing patient appointments and patient preparation as directed by radiographic/medical staff * Maintain accurate participant records, and input accurate information into the Radiology Information System, including post processing when required   **General:**   * Comply with and contribute to implementation of NHSGGC Policies and Procedures departmental and professional policies and procedures * Actively participate in staff meetings bringing new ideas to the team for discussion   **Educational:**   * Participate in induction and mandatory training * Participate in Turas, Personal Development Plan (PDP) and review to continually improve through training and education. * In house training will be given to enhance skills in Health Care and IT | | |
| **7a. EQUIPMENT AND MACHINERY** | | |
| * Siemens 3T Prisma and 7T Terra MR scanners * Toshiba Aquilion One Vision 320 detector CT scanner * DEXA * High pressure injectors for CT and MRI * Infusion pump for MRI * MR safe patient monitoring system * Resus trolleys * Personal computers * Suction equipment * Changing medical gas cylinders including flow meters/gauges   Ancillary equipment:   * MR safe trolley and wheelchair plus manual handling equipment * Immobilisation devices such as foam pads and sand bags * Dressing trolleys * Linen buggy/linen cages * Cages for delivery and transport of equipment/stock | | |
| **7b. SYSTEMS** | | |
| * Research databases e.g. EDGE used for accurately recording/viewing data. * PACS: to view patient data. * Systems relevant to patient care/management i.e. CRIS (Radiology Information System), Trakcare, PECOS (computerised stock ordering system) Q Pulse (SOP management), Datix (safety reporting), Portertrak. * Clinical Portal: to access patient information and results. * University Imaging Archive: to store anonymised research scans. * Paper documentation to be completed accurately for many research studies, stored in specific files safely and accuratey. * Software programmes such as Microsoft Office to create documents, tables and spreadsheets. * Access to internet. | | |
| **8. ASSIGNMENT AND REVIEW OF WORK** | | |
| * A list of duties and responsibilities will be assigned by the Deputy Lead Radiographer and may be changed depending on the requirements of the Imaging service * Radiographers will be available to consult on a daily basis and provide direct supervision and training when required. * A nominated reviewer will undertake a Turas/PDP Review and agree an annual action plan. * Participate in the induction and training of new HCSW. | | |
| **9. DECISIONS AND JUDGEMENTS** | | |
| * Prioritise departmental duties appropriately depending on service needs. * Use judgement after completion of safety questionnaire to ensure participant/ staff/ volunteer/ visitor safety * Assess patients’ ability to undress and assist them if necessary. * Demonstrates the ability to acknowledge changes in patient’s condition and report them to the radiographer/ clinician. * Decide if stock levels need replenished in line with departmental procedures and reorder using the NHSGG&C PECOS system. * If any equipment fault is identified, decide on course of action in order to continue use and inform the Radiographers accordingly. | | |
| **10. COMMUNICATIONS AND RELATIONSHIPS** | | |
| Patients/ volunteers:   * Understand the importance of time spent with volunteers and patients, providing complex information by explanation of procedures, listening to their concerns and requirements. * Ensure a positive experience for participants attending research imaging to facilitate a high rate for follow-up imaging. * Know the requirements in all areas in order to encourage compliance with the imaging examination * Employment of counselling and communication skills in case of anxious, claustrophobic participants to help alleviate fears and hopefully achieve a successful exam. * Once trained be able to ascertain whether a subject is safe for an MRI examination. * Providing and receiving highly complex and sensitive information. * When requested provide factual information regarding the risks associated with an imaging procedure at an understandable level.   Relatives/carers:   * Ask and instruct relatives/ carers for assistance with methods of transfer and immobilisation. * Highly developed communication skills are required to provide reassurance and understand complex and sensitive information about patients or volunteers individual needs. * Provide information using tact and diplomacy adhering to the regulations governing the Data Protection Act and the Freedom of Information Act.   CRIF staff:   * Consult radiographers for advice. * Effective communication to enable correct dose of contrast agents and controlled drugs in accordance with each individual study protocol; record and verify in accordance with departmental protocol. * Pass on relevant information when transferring participant care to colleagues. * Liaising with physicists/ medics/ nursing staff/ HCSW/ clerical staff on a daily basis. * Ensure all referrals are appropriately managed in accordance with IRMER and local protocols. * Participation in staff meetings and sharing of knowledge acquired at study meetings.   Medical staff/ other health care professionals:   * Relaying sensitive patient information and discussing this with referring clinicians. * Liaise with appropriate staff to ensure effective workflow of examinations. * Provide clinical/professional information to this professional group. * Liaise with porters and ward staff to ensure safe patient transfer to and from imaging department updating ward with appointment time or specific preparation/ instructions if required.   Visitors:   * Effectively communicate the safety requirements for visitors to the facility.   Non-NHS staff:   * Effectively relaying correct information to engineers, sales representatives, company support staff. | | |
| **11. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** | | |
| Physical skills:   * Provide assistance to patients who require changing into gowns. Patients may often have disabilities and inability to communicate * Assist radiographers in positioning patients when required. * Clean, maintain and operate equipment relating to patient imaging. e.g. clinical fridges , contrast warming ovens * Possess keyboard skills for the entry of data into IT systems   Physical demands:   * The majority of the day is spent standing, walking and bending to assist patients and the radiographers. * Cleaning of imaging equipment and general departmental cleaning regularly involves bending and lifting. * Frequent transfer of patients from trolleys, beds and chairs onto scanning tables requires safe moving and handling skills.   Mental demands:   * If equipment should malfunction during use, evaluate the situation and report to the Lead/Deputy Lead Radiographer * Use caring and diplomatic skills when assessing a subject’s needs prior to radiological examinations. Diplomatic skills are required during discussion with subjects and carers.   Emotional demands:   * Provide assistance and care to critical/ terminally ill patients awaiting examinations * Deal with patients and carers who may be irrational or upset due to postponed examination   Working conditions:   * Exposure to unpleasant odours and body fluids frequently throughout the day * Moving from warm air conditions to cold conditions during the working day. * Working constantly in artificial lighting with little or no natural daylight. * Exposure to verbal abuse from some patients. * There is a risk of physical abuse from patients who may be disorientated and confused. | | |
| **12. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** | | |
| * Ensuring personal and participant safety within the MRI/CT units. * Ensuring personal and patient safety during moving and handling procedures. * Prioritising workload with demands coming from many areas of the department. * Assisting with participants and carers in stressful and demanding situations. * Correctly identify patients in accordance with IR(ME)R regulations (EP7) and NHSGGC Patient Identification Policy. | | |
| **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** | | |
| * SVQ111 in Health care or working towards, or equivalent experience working in an NHS environment/role. * Research imaging experience. * Knowledge and understanding of medical/imaging terminology. * Good oral and written communication skills to enable effective communication at all levels. * Good IT skills * The post holder will participate in NHSGGC HCSW Induction and in-house training to gain competencies relevant to the post. * Ability to follow instructions and a willingness to learn. * Ability to work with people and as part of a multidisciplinary team. * An enthusiastic and caring nature. | | |