

**NHS LANARKSHIRE**

**JOB DESCRIPTION**

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| **1. JOB DETAILS**  Job Title: Medical Illustration Clinical/Admin Support Worker  Immediate Senior Officer: Team Manager, Clinical Photography  Directorate**:** Medical Illustration Service – Acute Division  Job Reference: NHSL11/056 |

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| **2. JOB PURPOSE**  To assist professional staff in managing patients and supporting the delivery of medical illustration services across multiple sites. This includes providing reprographic and administrative support to ensure the efficient functioning of the department. The post holder will also assist in the processing and management of clinical images in alignment with departmental and NHS Lanarkshire standards. |

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| **3. DIMENSIONS**   * Provide clinical technical services across NHS Lanarkshire sites for patient care, medical education, and research. * Support the production of scientific posters, patient information leaflets, and specialized clinical forms. * Use advanced reprographic equipment to meet the needs of diverse healthcare staff and departments. |

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| **4. ORGANISATION CHART**  **A diagram of a company's company  Description automatically generated** |

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| **5. ROLE OF THE DEPARTMENT**  The Medical Illustration Service supports NHS Lanarkshire in providing high-quality clinical and illustrative imaging services. The team ensures accurate, secure, and efficient production of visual material for patient care, medical education, and research purposes, utilizing advanced imaging technology and reprographics. |

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| **6. KEY RESULT AREAS**   * Act as a chaperone within the studio environment, assisting clinical photographers with patients. * Upload clinical images to the Medical Image Management System under professional staff supervision. * Maintain and update databases, departmental records, and stock control. * Perform general administrative duties, including managing appointments for hospital staff, clinics, GPs, and patients. * Operate reprographics equipment, including digital printers, scanners, and poster printers. * Issue and manage loan equipment, maintaining associated records. * Undertake routine adjustments to desktop publishing documents. * Work within data protection/confidentiality policies and adhere to professional codes of conduct. * Comply with Health & Safety standards as outlined by NHS Lanarkshire. |

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| **7. ASSIGNMENT AND REVIEW OF WORK / DECISION AND JUDGEMENTS**   * Work is assigned by professional and senior staff and reviewed during regular meetings. * Plan and prioritize reprographic workloads and administrative tasks independently, using initiative. * Contribute to discussions on policy and procedural development within the department. |

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| **8. COMMUNICATIONS AND WORKING RELATIONSHIPS**  The post holder requires excellent communication and relationship skills with the ability to present information to both staff, existing and potential clients.   * Service Manager:Overall accountability, highly specialised advice and to discuss any changes in the service provision. * Team Leaders: Responsibility for allocation of work within the sections. Personal Development Planning and Objective Setting. To discuss work and seek specialist technical advice. To discuss any changes to the service on a day-to-day basis. * Staff Grades: Responsibility for requesting assistance with patients. To discuss requests and seek specialist technical advice. * Trainee/Student Medical Illustration Staff: Advising on job role. Demonstration of equipment function. * Patients: To confirm patient details and explain consent procedure for clinical photography while acting as a chaperone. Deal with request for booking appointments/often over the phone and face to face. Use of dental mirrors and retractors. |

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| **9. MOST CHALLENGING PART OF THE JOB**   * Frequent requirement for concentration where the work pattern is unpredictable or demanding * Self-motivating while working under pressure, or alone across NHSL sites * Assisting the professional staff in dealing with patients in the studio for example using dental retractors & mirrors * Continuing to develop skills and knowledge in this multi-disciplinary role |

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| **10. SYSTEMS**   * Access patient demographics via TrakCare. * Use PCs and Macintosh computers for database management and desktop publishing. * Uploading of clinical images to Medical Image Management system * Work with image manipulation software, for example Adobe Creative Suite products. * Maintain and ensure safe use of expensive and complex equipment. * Operate digital printers, large-format poster printers, laminators, and other reprographic equipment. |

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| **11. PHYSICAL, MENTAL, EMOTIONAL EFFORT**   * Exposure to distressing images (photography of terminally ill or dead children, NAI, SIDS burns, trauma). * Regular use of visual display units (VDUs) and reprographic equipment. * Physical effort in loading and unloading reprographic materials and equipment. * Mental effort to concentrate on detailed administrative tasks and reprographic work. |

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| **12. ENVIRONMENTAL / WORKING CONDITIONS & MACHINERY AND EQUIPMENT**   * Regular exposure to unpleasant working conditions (body fluids & odours) when chaperoning patients in the studio * Handling of heavy materials and operating reprographic machinery. * Regular use of PC, Mac and reprographic equipment. * Adherence to strict hygiene and safety protocols. |

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| **13. QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE POST**   * Experience in patient interaction and excellent communication skills. * Strong organizational and prioritization skills, with the ability to work independently. * Proficient in Microsoft Office and Image manipulation software on both PC and Apple Mac systems. * Familiarity with reprographic systems and clinical image management software. * Previous experience in an administrative or clerical role. * Knowledge of data protection and confidentiality requirements. |

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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: | Date: |
| Head of Department Signature: | Date: |