

JOB DETAILS:

Job Title	Radiology Healthcare Support Worker
Pay Band	Band 3
Hours of Work and Nature of Contract	37.5 hours/week Permanent
Division/Directorate	Radiology
Department	Radiology
Base	Princess of Wales Hospital

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Radiology Directorate Manager
Reports to: Name Line Manager	Radiology Directorate Manager
Professionally Responsible to:	Radiology Clinical Director

**MAE EIN
GWERTHOEDD
YN EIN HELPU
NI I FOD AR
EIN GORAU**

**OUR VALUES
HELP US BE AT
OUR BEST**

**RYDYN NI'N
GWRANDO,
YN DYSGU
AC YN GWELLA**

**WE LISTEN,
LEARN AND
IMPROVE**

**RYDYN NI'N
TRIN PAWB
A PHARCH**

**WE TREAT
EVERYONE
WITH RESPECT**

**RYDYN NI I GYD
YN CYDWEITHIO
FEL UN TÎM**

**WE ALL WORK
TOGETHER
AS ONE TEAM**

Our values and behaviours are fundamental to the way we do things at Cwm Taf Morgannwg University Health Board. They are everything we stand for and aspire to. That includes the way we behave, how we perform our roles and the way we recruit new talent. We look forward to exploring how your values align with ours. This is how we work:

We listen, learn and improve
We treat everyone with respect

CAJE Reference RYL/2017/0138

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We all work together as one team

To find out more about our values, visit: <https://cwmtafmorgannwg.wales/we-are-cwm-taf-morgannwg/>

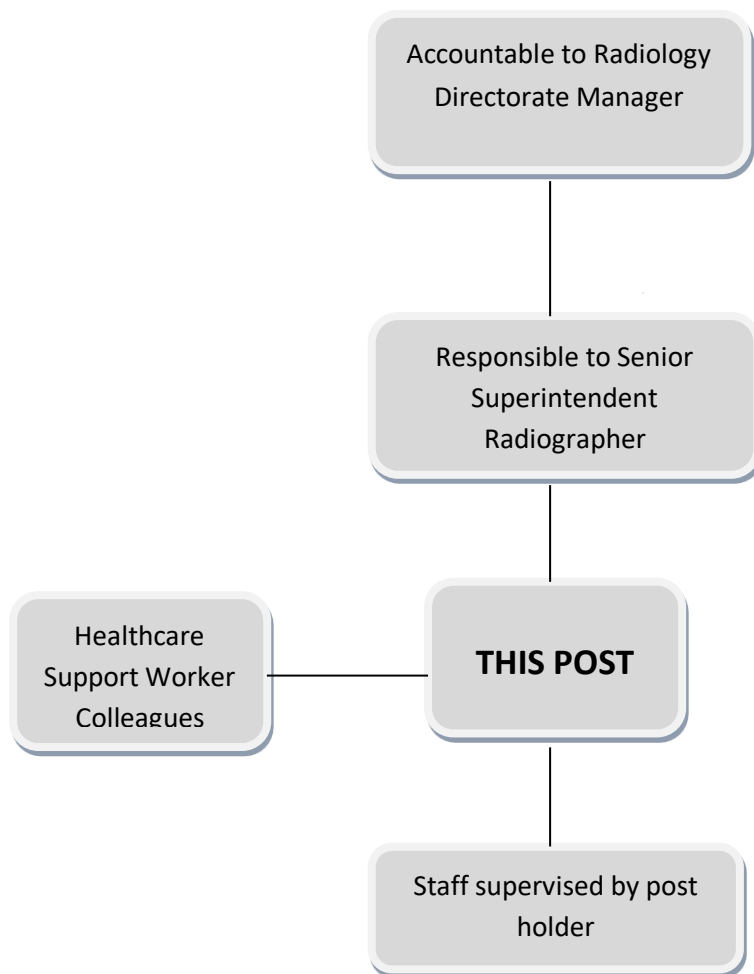
Job Summary/Job Purpose:

The post holder will be required to provide a pivotal role in the patient pathway within Radiology supporting clerical and clinical duties as required.

This post is structured around 3 core functions to include:

- To assist trained and medical staff to provide safe care for patients within Radiology.
- To support qualified staff in the numerous disciplines within Radiology using knowledge and skills developed in the role.
- To contribute to service improvements and communication ensuring safe and timely patient care.

Organisational Chart



DUTIES/RESPONSIBILITIES

Knowledge & Skills

The post holder will have a good standard of general education including numeracy and literacy skills, with a commitment to undertake training to NVQ Level 3 in Health and Social Care/Clinical Healthcare Support.

The post holder will be committed to complete Level 3 Vocational Training. The post holder will maintain a personal portfolio and take part in reflection and appropriate learning from practice, in order to maintain and develop competence and performance.

The post holder will be required to complete a competency framework workbook to demonstrate ability to undertake Level 3 vocational practices.

The post holder will require standard keyboard skills to contribute to updating patients' records electronically or paper copies.

The post holder will :

- Use a range of verbal and non verbal communication techniques to communicate effectively with range of individuals to include peers, colleagues, multi-disciplinary team members, patients, carers and visitors.
- Demonstrate the ability to communicate with individuals in an appropriate manner where barriers may exist e.g. cultural, language barrier, sensory impairment or physiological difficulties.
- Effectively liaising with other disciplines to ensure efficient patient throughput to include liaising with wards and porters to discuss and arrange appropriate patient preparation, appointment time and transport needs.
- Respond appropriately to routine queries, take phone messages and pass on written and verbal information to patients and staff in a timely manner exchanging accurate information regarding all aspects of an examination to ensure the patient, carer or staff member is fully informed, providing encouragement, support and reassurance when required.
- Perform clerical tasks including precise data input of patient demographics in line with Data Protection and Organisational Policy.
- Undertake accurate archiving of patient documentation ensuring all Request Forms are scanned into Synapse and RadIS.
- Collect, direct and escort patients throughout the Department ensuring efficient and safe workflow.

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- Provide care for patients undergoing intimate examinations ensuring their dignity and confidentiality is maintained eg. Intracavity examinations in CT, MRI, Ultrasound and during mammographic examinations.
- Demonstrate knowledge of various roles within Radiology to include Consultant Radiologists, Radiographers, Sonographers, Healthcare Support Workers, Nurses and administration and clerical staff.
- Have the necessary dexterity to carry out a range of clinical procedures working alongside the Consultant Radiologist, preparing for and assisting in aseptic techniques throughout the various modalities within Radiology to include Fine Needle Aspiration, TRUS biopsy, MSK injections and other interventional procedures following Control of Infection Guidelines.
- Be an effective team member, with the ability prioritise own workload.
- Demonstrate an understanding and commitment to working within own competency, seeking advice, and guidance or support as necessary.
- Demonstrate good personal time management, punctuality and consistent attendance.
- Be able to recognise Safeguarding concerns, and where appropriate, initiate the safeguarding procedure, taking into account the Deprivation of Liberty Safeguards and Mental Capacity Act requirements.
- Possess standard keyboard skills, and familiarity of using Microsoft Office packages eg. Word, Excel, E-Mail and PowerPoint.
- Act as an advocate for those in their care, particularly those who lack capacity or the ability to consent and are deemed vulnerable. There may be a requirement to seek advice from the Supervising Clinician or Allied Health Professional.
- Exchange factual information regarding all aspects of an examination to ensure patient is fully informed, providing encouragement, support and reassurance when required.
- Perform clerical tasks including accurate data input of patient demographics in line with Data Protection and Organisational Policy.
- Have an understanding of IR(ME)R 2017, IRR 2018 and MRI safety to ensure duties are performed safely for patients, carers, colleagues and other service users.
- Work within the MRI team undertaking patient safety procedures prior to the MRI examination, accurately recording information and raising any safety concerns to a qualified member of staff prior to imaging.

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- Demonstrate an understanding of basic MRI principles, assisting with the change of MRI coils dependant on the examination being performed, and selecting the correct coil for the area under investigation.
- Utilise basic anatomical knowledge to accurately position patients undergoing CT and MRI examinations, in accordance with Departmental protocol and procedure.
- Administer oral contrast agents for CT and MRI examinations under the supervision of qualified radiographers.
- Competently utilise aseptic techniques to cannulate patients undergoing CT and MRI investigations ensuring verbal consent is obtained, and to safely remove and dispose of used cannula.
- Draw up contrast media under the supervision of qualified staff within the multi-disciplinary team.
- Position and remove rectal tube utilised for CT examinations of the large bowel following departmental guidance.
- Participate in the completion of departmental mandatory audits as required, ensuring concerns or issues are documented and reported to a senior member of staff.
- Demonstrate an understanding of decontamination of clinical equipment ensuring equipment is decontaminated appropriately e.g. biopsy equipment, intra-cavity probes.
- Have an understanding of and ability to react to complications of procedures undertaken, taking the appropriate actions to ensure patient safety at all times e.g. recognising contrast media reaction in CT or MRI.
- Demonstrate an understanding of service delivery and assisting with service improvement and changes to department procedures.
- Monitor stock levels, ensuring adequate stock is available for general and interventional items.
- Assist in the supervision and training of new or less experienced staff as appropriate to own role.
- Perform clerical tasks including precise data input into Radiology Information System (RadIS) ensuring time accurate appointments are generated eg. serial scans in high risk antenatal patients.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<p>Good standard of general education including numeracy and literacy skills.</p> <p>NVQ Level 3 in Health and Social Care/Clinical Healthcare Support or possess equivalent skills, knowledge and experience, with a commitment to undertake training to NVQ Level 3 in Health and Social Care/Clinical Healthcare Support.</p>	Knowledge of UHB policies and procedures.	Application Form Certificates Interview
Experience	Previous experience of working within a hospital/caring environment.	Experience in a range of clinical skills including aseptic techniques.	Application form and interview
Aptitude and Abilities Skills	<p>Good communication skills.</p> <p>Able to demonstrate a positive and caring attitude to all patients, relatives and members of staff in a calm manner.</p> <p>Ability to deal with distressing situations.</p> <p>Good organisational and time management skills.</p> <p>Standard keyboard skills with familiarity of Word, Excel and PowerPoint.</p>	The ability to speak or learn Welsh to a satisfactory level.	Application form and Interview
Personal Qualities	<p>Must be motivated, and possess a non-judgemental attitude towards others.</p> <p>Works well both as an individual and as part of a team, always acting in a professional manner.</p> <p>Accept instructions from others.</p>	Welsh speaker.	Application Form Interview References

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Circumstances	Flexibility to meet service needs. Able to undertake the full range of duties of the role, including different shifts eg. days, nights, weekends as required.		Application Form Interview
Other	Satisfactory DBS Clearance.		Certificate

GENERAL REQUIREMENTS

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Welsh Language:** In line with Welsh Language legislation and in compliance with the Welsh Standards, the health board must actively seek to employ staff with Welsh language skills to meet the

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needs of the Welsh speaking public. Please click [here](#) to assess whether a post requires staff to speak Welsh. Alternatively, prospective employees should be encouraged to learn Welsh to a satisfactory level if Welsh skills are deemed necessary to the job requirements. For further information on Welsh language skills requirements, please contact the health board's [Welsh Language Unit](#)

- **Confidentiality of Information:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users. The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998 and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect without bias. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **Safeguarding Children and Vulnerable Adults:** The organisation is committed to safeguarding children and vulnerable adults. All staff must therefore attend Safeguarding Children training and be aware of their responsibility under the Adult Protection Policy.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board Infection Prevention & Control Policies and Procedures.
- **DBS Disclosure Check:** In this role you will have * direct/ indirect contact with* patients/service users /children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau *Standard/Enhance Disclosure Check as part of the HB/Trust's pre-employment check procedure. *Delete as appropriate. The post holder does not require a DBS Disclosure Check. *Delete as appropriate.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board sites, including buildings and grounds, are smoke free.
- **Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Signed: (Post Holder) _____ Date: _____

Signed: (Directorate Manager) _____ Date: _____

Signed: (Divisional Manager) _____ Date: _____

Date Job Description compiled: _____

Date for Review: _____

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Supplementary Job Description Information

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

Physical Effort

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, such as:

'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B. Walking /driving to work is not included**'

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
There will be a frequent requirement to manoeuvre patients, using a range of equipment from pat slides to hoists and wheelchairs.	Multiple times per day	Up to 10 minutes at a time	You may also be required to wear lead protective aprons within the fluoroscopy suites. Typically these weigh 5kg.

Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day, e.g. :

'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
Will frequently be required to concentrate on the work you perform to ensure that tasks are completed accurately e.g. checking and verifying patient details, selecting appropriate patient documentation.	Daily	Several periods of time throughout the day	
Work pattern will generally be predictable. Occasionally working patterns/rotas may be altered at short notice to accommodate changes in service demands and you will be expected to occasionally work outside of the Department e.g. working across Directorate sites.	Occasional		

Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding.

Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with.

For example, 'processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
There will be frequent exposure to emotional and distressing circumstances when caring for patients/clients who may be critically ill, terminally ill and dealing with distressed or challenging relatives/carers.	Daily	Varies	
Required to use developed motivational and persuasive skills with patients who may find their examination stressful and are reluctant to co-operate.	Most Days	Varies	

Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable **(even with the strictest health and safety controls)**, such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month.

Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations -

***Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
May come in to contact with body fluids, but will be provided with appropriate personal protective equipment.	Few times a Week	Up to 20 mins at a time	
When examining patients from the Accident and Emergency Department, there may be increased risks of verbal and physical abuse from the patient.	Few times a Month	Up to 10mins	