



Candidate Information Pack

Including Job Description & Person Specification



Croydon Health Services provides integrated NHS services to care for people at home, in schools, and health clinics across the borough as well as at Croydon University Hospital (CUH), Purley War Memorial Hospital and our new upcoming community diagnostic centre in New Addington.

CUH provides more than 100 specialist services and is home to the borough's only Emergency Department and 24/7 maternity services, including a labour ward, midwifery-led birth centre and the Crocus home birthing team.

Purley War Memorial Hospital (PWMH) in the south of the borough offers outpatient care, including diagnostic services, physiotherapy and ophthalmology services run by Moorfields Eye Hospital, alongside an onsite GP surgery.

Our experienced district nursing teams, Allied Health Professionals and community matrons look after for people of all ages across Croydon and our Children's Hospital at Home cares for children with long-term conditions without them having to come to hospital.

We are a very close-knit and friendly organisation where everyone of our 3600 members of staff is valued. We strongly believe that our employees are our greatest asset.





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Join us and be a part of the team that is making Croydon proud.

Our values

We will always be **professional**, **compassionate**, **respectful** and **safe**.

Professional

- Set ourselves very high standards and share best practice
- Keep our uniforms smart, and be professional and consistent in our approach
 - Work in partnership to best support our community's needs
 - Use resources wisely without compromising quality or safety

Compassionate

- Treat everyone as we would want to be treated ourselves
- Demonstrate kindness, dignity, empathy and compassion
- Make time for the people we are caring for, to understand their needs and wants
 - Organise our services to give people the best possible experience of care

Respectful

- Be courteous and welcoming, and introduce ourselves
 - Value the diversity and needs of everyone
- Always involve people in decisions about their care, listening to and respecting their wishes
 - Appreciate the contribution that staff from all backgrounds bring to our services

Safe

- Be open and honest in everything we do, sharing what we do well and admitting our mistakes, to constantly improve our care
- Protect the confidentiality of those in our care and show sensitivity to people around us



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- Feel free to raise concerns so we are always learning• Make time for training and development and support research so people always receive the highest standards of care.

JOB DESCRIPTION

JOB TITLE	Lead Superintendent Sonographer - Antenatal Ultrasound
DIRECTORATE	Integrated Surgery, Cancer and Clinical Support services
DEPARTMENT	Diagnostic Imaging
BAND	8a
RESPONSIBLE TO	Radiology Manager / Deputy Manager
ACCOUNTABLE TO	Radiology Manager / Lead Clinician
RESPONSIBLE FOR	Sonographers & Radiology Department Assistants

JOB SUMMARY

The post-holder will assume overall responsibility for the day to day organisation of sonographers working in the Ultrasound department at CUH and community diagnostic sites (CDC).

The post-holder will work with the sonographers for Obstetric Ultrasound to ensure communication, risks and service are managed appropriately.

The post holder will provide leadership and direct line management to Sonographers & Radiology Department Assistants (RDAs), in collaboration with the other Lead Radiographers and Sonographers with support from the Head of Radiology and Deputy Head of Radiology.

The post holder will work alongside the Non-Obstetric and Vascular Lead Superintendent Sonographer who will provide cover for services in cases of annual leave, sickness etc, ensuring that capacity and safe service is maintained.

The post holder will lead on the investigation of patient complaints and incidents, the drafting of responses and devising and implementing any associated action plans.

The post holder will lead on the recruitment and retention of staff within the Ultrasound department and for trainee Band 6 staff within the department and will assist recruitment for other modalities.

The post holder will be required to participate in the Governance of the Department including Risk Management, Health and Safety, Research and Audit activities.

The post-holder will work closely with the radiologist team to ensure protocols are optimised as appropriate.



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The post-holder will ensure all staff working within their modality are suitably trained and signed off as competent to use the equipment and work under CUH protocols in-hours and out of hours. They will ensure that these are regularly reviewed and updated.

The post holder will provide leadership and direct line management to Superintendent Sonographers for Vascular and NOUS, and support for the Obstetric sonographers when required.

There is limited budgetary responsibility; however, the post holder is responsible for ordering specialist equipment, day to day management of service contracts and signing timesheets for the team they manage.

To provide a high level of clinical experience within Radiology, ensuring staff are supported with the appropriate level of clinical expertise.

Management Responsibilities

- 1 To act as the patient's advocate in all matters relating to Ultrasound.
- 2 To be responsible for the overall effective day to day operational running of the Ultrasound (US) service and to support the Lead Radiographers and Sonographers as required
- 3 To lead on complex decision making in the US department, ensuring best-practice is followed at all times
- 4 To monitor and report key performance indicators for their modality.
- 5 To provide senior leadership to the US staff and rotational staff and direct line management of staff based in US.
- 6 Ensure all staff that rotate to US are trained to work independently in this environment, and there is an approved training and development programme in place for staff
- 7 To work collaboratively with the Lead Radiographers and Sonographers to ensure a robust training programme is in place.
- 8 To ensure that all students, trainee assistant practitioners and apprentice radiographers are appropriately supervised.
- 9 Lead on the audit performance for the US department, ensuring the agreed level of audits are delivered for the US department
- 10 Work with the Medical Physics Expert and the research teams for the trust to ensure all research that projects are compliant under relevant legislation.
- 11 To delegate, where appropriate, responsibilities (professional & organisational) to senior staff and provide management and leadership support for them to develop and maintain systems of staff induction, appraisal and training.
- 12 To be responsible for the management and organisation of the workload in the US Department, ensuring that high clinical standards are maintained, and plan for future needs.
- 13 Adapt the service to respond to long and short term demands. Ensure the daily workload is organised in line with clinical priorities. Rearrange work lists in case of

equipment failure and be responsive to the inconvenience caused to patients by short notice cancellation of appointments.

- 14 To participate in recruitment and selection of sonographers and other staff within the department following the trust's recruitment processes, including chairing appointment panels when required.
- 15 To assist senior US staff with performance management of staff and capability procedures, including managing staff under the trust's sickness policy.
- 16 To liaise with the senior staff allocating on-call duties and with the staff body to ensure provision of out-of-hours meets the needs of the service, ensuring all staff have training documents in place to support independent working.
- 17 Maintain a high degree of clinical expertise, being aware of current developments in medical imaging and ensure that image quality has a high priority within the department
- 18 The post holder will be accountable to ensure the service continuity plan is in place for the US department and that this is communicated to all relevant staff groups.
- 19 To ensure that the environment, equipment and facilities within the Imaging department are managed within the context of the Trust's Health and Safety Policies and that all staff are aware of their responsibilities
- 20 To advise senior managers across the organisation on new US initiatives ensuring the department management is always appropriately informed.
- 21 To carry out annual appraisals for Sonographers and other radiology staff and support their development with monthly one-to-one meetings.
- 22 To provide responses to Freedom of Information requests within the required timeframe, delegating the gathering of information where appropriate.
- 23 To provide senior support to the US team to assist with the investigation of image quality issues, incident and complaint investigations.

Planning and Organisation:

- 24 To be accountable for identifying, planning and implementing service improvements and development. This includes being responsible for change management, strategic planning and process redesign.
- 25 To take the lead alongside nominated Radiologists on procurement programmes that relate to US imaging at Croydon University Hospital and CDCs.
- 26 To ensure effective communications through the dissemination of information to all the staff in the US department and to attend such meetings as may be necessary, in order to promote the efficient, effective and harmonious working of the department
- 27 To participate in project management related to upgrading/redesigning of any aspect of your work area, as and when that is necessary
- 28 Provide input into the overall staffing strategy to enable the smooth running of the service. This will include the reallocation of workload and/or resources as necessary
- 29 Routinely attend escalation meetings for activity and project planning



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- 30 Supporting the senior US staff to co-ordinate the preventative maintenance programmes, and facilitate repairs after equipment breakdown.
- 31 Monitoring, reporting and acting on equipment faults, determining the severity of the problem and its probable impact on the service and Trust.
- 32 To order, authorise and receipt goods for US in accordance with the Trust's financial framework, to maintain adequate but economical stock levels.
- 33 To be an active member of the department team and to engender an atmosphere of openness within a non-blame culture.
- 34 To help foster and maintain good relationships across the department and Division.
- 35 To manage, motivate and develop staff so as to build and maintain a high level of staff morale and to create a climate characterised by high standards and openness
- 36 To undertake Ultrasound examinations as and when required in order to support service provision and to help maintain the post holder's professional registration

Quality

- 37 To develop, maintain and monitor mechanisms which improve the quality of patient safety within the US department
- 38 Be responsible for the production and implementation of an induction programme for senior sonographers, Trainee sonographers and RDAs (including agency staff).
- 39 To provide managerial leadership for incident management including root cause analysis investigation of Serious Untoward Incidents.
- 40 To lead on ensuring the implementation of national policy directives/national evidence based practice in relation to the quality agenda, providing specialist advice and support to clinicians as appropriate.
- 41 The post holder will be required to participate in the Governance of the Department including Risk Management, Health and Safety, Research and Audit activities.
- 42 To lead on the US department equipment Quality Assurance, and act on any discrepancies.
- 43 To comply with all trust infection control policies and procedures and provide leadership where appropriate in infection control matters and challenge poor infection control practice in their workplace.
- 44 To investigate and respond to patient complaints appropriately.
- 45 To ensure that patient feedback is collected and acted upon.
- 46 To ensure that the patient experience is a priority for the service.

General Duties

- 47 To foster and maintain good relationships across the department and Directorate
- 48 To manage, motivate and develop staff so as to build and maintain a high level of staff morale and to create a climate characterised by high standards and openness

- 49 To ensure patient information leaflets are accurate and written in line with trust guidelines.
- 50 To advise the US department on national standards and to compare practices, policies and procedures with other Radiology departments to ensure best practice.
- 51 To inform senior departmental staff about areas of concern in a timely manner.

Personal Development:

- 52 To maintain HCPC registration as a Diagnostic Radiographer.
- 53 To present at all times a professional approach in terms of leadership, conduct, appearance and punctuality
- 54 To take every reasonable opportunity to maintain and improve professional knowledge and competence
- 55 To ensure professional and technical knowledge and expertise is kept up to date by attending meetings and study days and reading professional journals
- 56 To complete / maintain a portfolio to show evidence of personal professional development
- 57 To participate in the accepted personal review programme, for staff allocated to you in accordance with Trust policy and ensure personal development plans are developed for these staff

Other Responsibilities

- 1 To work in accordance with the Trust's "Here for You" standards to consistently demonstrate the behaviours required to fulfil the promises we have made to the people of Croydon. These promises, developed with our patients, carers and staff help us deliver the pledges in the NHS Constitution and our own corporate objectives.
- 2 To ensure that Croydon Healthcare Services Trust's policies and procedures are adhered to.
- 3 To have responsibility for the Health, Safety and Welfare of self and others and to comply at all times with the requirements of the Health and Safety Regulations and the Trust's Health and Safety policies and procedures.
- 4 To ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity in accordance with the provisions of the Data Protection Act and its amendments.
- 5 To work in accordance with the Trust's policies to eliminate unlawful discrimination and promote equality and diversity in the workplace. To positively promote at all times equality of opportunity in service delivery and employment in accordance with Trust policies, regardless of age, disability, race, nationality, ethnic or national origin, gender, religion, belief, sexual orientation or domestic circumstances.

- 6 To adhere to the Trust Infection Control Policy, procedures and guidelines, and in particular practice strict hand hygiene at all times while carrying out clinical duties, in line with the responsibilities placed on employees by the Health Act 2006: Code of Practice for the prevention and control of healthcare associated infections (HCAs). The prevention and control of HCAs must be embedded into everyday clinical practice and applied consistently.
 - 7 All clinical staff hold responsibility for ensuring they have sound knowledge of standard infection control precautions and that no omission on their part or within the sphere of their responsibility is detrimental to the interests or safety of their patients, visitors and colleagues. Clinical staff must keep their infection control knowledge and skills up to date by attending the Trust's mandatory infection control training, a record of which will be kept and information provided to line managers as required.
 - 8 To comply with the Trust's Safe Guarding Children and Vulnerable Adults policies, procedures and protocols. All individual members of staff (paid or unpaid) have a duty to safeguard and promote the welfare of children, young people and vulnerable adults This will require you to:
 - Ensure you are familiar and comply with the London Child Protection Procedures and protocols for promoting and safeguarding the welfare of children and young people.
 - Ensure you are familiar and comply with the Croydon Multi Agency Safeguarding Vulnerable Adults Pan London Procedures.
 - Ensure you are familiar and comply with local protocols and systems for information sharing.
 - Know the appropriate contact numbers and required reporting lines.
 - Participate in required training and supervision¹.
 - Comply with required professional boundaries and codes of conduct
- NOTE:
- A child is someone under the age of 18 (this would include unborn children).
 - A vulnerable adult is 'someone who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation' (this includes carers)
- 9 To work within the Radiographer Code of Professional Conduct and Scope of Professional Practice.
 - 10 To undertake such other duties as may be reasonably required from time to time as are consistent with the responsibilities of the post.
 - 11 The post holder is required to carry out his/her role in accordance with the organisation "here for you" promises, standards and behaviours, ensuring that colleagues and the people we serve feel **cared for**, feel **in safe hands**, feel **confident** in their treatment, feel we **value their time**, and feel that our service continues to **improve** all the time.
 - 12 This job description is not an exhaustive document, but is a reflection of the current position. The job holder may from time to time be asked to undertake other reasonable duties. Any change will be made in discussion with the job holder in light of service needs.



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All staff are expected to demonstrate a considerate and respectful attitude.

I will always introduce myself to patients and other staff "Hello my name is"

If I see that someone looks like they need help, assistance or they look lost – I will always –
Can I help you?

If I can't help you I will always ensure that I refer you to someone who can

If I see behaviour that is inappropriate I will feel empowered and supported to always
challenge it

This job description is not an exhaustive document, but is a reflection of the current position.
The job holder may from time to time be asked to undertake other reasonable duties. Any
change will be made in discussion with the job holder in light of service needs.

Job Description Agreement

This job description can be updated annually as part of the personal development plan.

This job description has been updated and agreed by:

Current post holder:

Date:

Line Manager:

Date



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PERSON SPECIFICATION

JOB TITLE: Lead Superintendent Sonographer

BAND: 8a

DEPARTMENT: Diagnostic Imaging

DATE: January 2020

HEADINGS	ESSENTIAL	DESIRABLE	HOW TESTED
EDUCATION AND QUALIFICATIONS	<p>DCR @, BSc Diagnostic Radiography or equivalent</p> <p>Extensive cross-sectional experience at a senior level within the NHS</p> <p>Post graduate qualification in Ultrasound</p> <p>HCPC State Registration</p> <p>In depth knowledge of legislation pertinent to the role</p>	Evidence of ongoing CPD	A/I
KNOWLEDGE AND UNDERSTANDING	<p>Evidence of post registration study and CPD</p> <p>In depth knowledge of legislation pertinent to the role</p>		I
EXPERIENCE	<p>Significant experience in Radiography to Masters level or equivalent</p> <p>Significant post-graduation experience in a wide range of specialist radiographic</p> <p>Extensive radiographic experience</p> <p>Experienced in specialised US imaging</p> <p>Evidence of a significant teaching role</p> <p>Experience in departmental administration</p> <p>Evidence of supervisory experience</p> <p>Evidence of a teaching / training role with the ability to train, motivate and develop staff</p> <p>Ability to collate and analyse</p>	<p>First line management experience</p> <p>Experience of Datix and performing Datix investigations</p> <p>Experience in research work</p>	A/I

HEADINGS	ESSENTIAL	DESIRABLE	HOW TESTED
	<p>statistical information for presentation to high level groups</p> <p>Advanced written skills with experience of different writing styles including reports, action plans, summaries and policies</p> <p>Experience in departmental administration Experience of Trust policy development and implementation</p> <p>Technical knowledge of equipment and quality assurance</p> <p>Knowledge of government policies relating to the NHS</p>		
<p>SKILLS/ABILITIES</p>	<p>Demonstrate awareness of responsibility to and advocacy for patients</p> <p>Very high personal and radiographic standards, with attention to detail</p> <p>Ability to work under pressure to exacting standard</p> <p>Willingness to embrace new ideas and concepts</p> <p>Excellent interpersonal skills</p> <p>Effective communication and teaching skills</p> <p>Negotiating skills</p> <p>An organised and methodical approach to work with the ability to use initiative.</p> <p>Presentation skills</p> <p>Knowledge of Project Management processes</p> <p>Effective communication and interpersonal skills within a multi-disciplinary team</p> <p>Ability to deal confidently with staff at all levels of an</p>		<p>A/I</p>

HEADINGS	ESSENTIAL	DESIRABLE	HOW TESTED
	<p>organisation</p> <p>Ability to negotiate and influence front line and management staff at all levels.</p> <p>Able to function within a team as team leader or team member</p> <p>A collaborative and facilitative working style</p> <p>Able to encourage and enthuse others</p> <p>Articulate, influential and persuasive</p> <p>Ability to advise on appropriate methods of problem solving</p> <p>Ability to work across boundaries and breakdown barriers</p> <p>Creative, lateral thinker, has an ability to generate solutions</p>		
<p>OTHER</p>	<p>Physically and mentally able to undertake duties required of the post Demonstrate a professional attitude and approach at all times</p> <p>Ability to lead and motivate a team</p> <p>Ability to implement change</p>		<p>A/I</p>

A= Application T= Test I=Interview