

Job Description

FOR THE POST OF
RADIOLOGY SUPPORT WORKER AT
BLACKPOOL TEACHING HOSPITALS NHS
FOUNDATION TRUST

JOB TITLE: Radiology Support Worker
BAND: Band 2
RESPONSIBLE TO: Radiology Support Services Manager
ACCOUNTABLE TO: Radiology Support Services Manager
LOCATION: Blackpool Teaching Hospitals

Hours will be worked flexibly 8am-8pm Monday to Sunday Inclusive of Bank Holidays.

JOB SUMMARY:

To undertake a broad range of non-clinical and clinical duties in support of the diagnostic imaging services, ensuring patient centered care is at the forefront at all times. The post holder will work closely with the Radiology Clinical and Administration Teams throughout the department and in liaison with ward staff

DUTIES AND RESPONSIBILITIES:

1. Assisting radiologist/radiographers across the Radiology Directorate with a wide range of procedures. Thus being familiar with principles of radiographic technique.
2. Welcoming the patient, instructing them in the preparation and nature of their examination and responding to their personal needs.
3. Maintain a clean, tidy and fully stocked clinical area.

4. Using departmental templates to co-ordinate and liaise with ward staff for the arrangement of in-patient examinations. This requires an awareness of the preparation required for the patient to be scanned successfully.
5. Assist the radiologist with interventional and minor surgical procedures. Prepare the examination room and sterile/non sterile trolleys for complex techniques. Assist the radiologist during the procedure using aseptic non-touch techniques (ANTT) and ensuring that specimens are secure, correctly labelled and taken to the Pathology department e.g including biopsy, fine needle aspiration, wire localisation, drainage and skin markers.
6. To undertake patient observations prior to or following procedures and provide the appropriate aftercare. e.g. taking blood pressures, recording ECG's, taking saturations and blood sugars, apply dressings following procedures.
7. Safely dispose of all bodily fluids and disinfect contaminated areas.
8. To assist with the capture and transfer of digital data specifically in Ultrasound, under instruction from the Radiologists or Sonographer

Foster People's Rights and Responsibilities

- a) Ensure all Trust standards are met within your workload and a quality service is provided at all times.
- b) Ensure all patients' requirements are met with dignity, sensitivity and empathy.
- c) Be non-judgmental in your approach to client care and attitudes.

Maintain Confidentiality of Information

- a) Assist trained staff to carry out diagnostic tests ensuring the patients' confidentiality, privacy and dignity are maintained at all times
- b) Maintain confidentiality with regard to the Data Protection Act for all information received.
- c) As an employee of the Trust, you have a legal responsibility for safe management of any records financial, personal and administrative, that you gather or use as part of your work within the Trust.
- d) The records may be in any format or media. You must consult your manager if you have any doubt as to the correct management of the records with which you work. You must conform to Trust Policy in management of records.

Monitor and Maintain the Safety and Security of the Work Environment

- a) Ensure patients' safety, comfort and welfare at all times, including undertaking MRI patient safety questionnaires and liaising with MR radiographers when queries arise
- b) Use initiative and deal with matters independently when responding to changing patient signs/condition
- c) Report accidents, incidents, losses as they occur to the radiographer in charge and co-operate in any investigation relating to an accident or incident
- d) Attend yearly up-dates on all mandatory training, including basic life support, manual handling and moving.
- e) The post holder must understand and comply with all Trust and Directorate policies and procedures including Radiation Protection Legislation
- f) To ensure all departmental Local Rules for Radiation and MR Safety are implemented and adhered to at all times as directed by the Radiographer in charge.
- g) Any person applying for the post must first complete an MRI safety questionnaire to ensure they are MR safe.
- h) The post holder must use in a proper and safe manner the equipment and facilities provided.
- i) The post holder must be aware of correct handling techniques for specialised equipment and other associated kit in various modalities

- j) The post holder must comply with all relevant policies, procedures and training on infection prevention and control

Minimise the Risks Arising from Health Emergencies

- a) Report untoward incidents and occurrences regarding changes in the patient's condition to the radiographer as they arise.
- b) Recognise and respond appropriately to urgent and emergency situations, communicating with radiographers, radiologists and other members of the multidisciplinary team, regarding changes in the patient's condition and other useful information
- c) Assist in emergency care once training undertaken
- d) Ensure the safe transport and movement of patients within the Radiology department, including patients requiring a hoist

Develop Relationships with People that value them as Individuals

- a) Liaise with Allied Health Professionals, medical and other disciplines within our defined clinical area, other departments and hospitals.
- b) Be supportive to the patient and their family/carers at all times providing any basic nursing care required
- c) Act as a chaperone when required, after appropriate training

Receive and Transmit Information

- a) Be responsible for the Patient administration and verification as per departmental identification procedure
- b) Enter correct patient details on to modality work list
- c) Record and pass on any relevant information about the patient to the radiologist/Radiographer

Store and Retrieve Records

- a) Adhere to departmental and Trust procedures when using the Radiology and Hospital Information systems ensuring patient records are completed accurately
- b) Ensure patients' notes are updated and returned with the patient as per Trust policy

Enable Patients to Maintain their Interests, Identity and Emotional being whilst Receiving a Care Service

Well-

- a) Anticipate and act on the physical and psychological needs of the patient and

- meet the same.
- b) Provide a relaxed and professional environment conducive to promoting the well-being of the patient.
 - c) Support patient's equality, diversity and rights.

Contribute to the Effective Communication where there are Communication Differences

- a) Provide effective working relationships with patients/relatives/carers discussing anxieties and concerns providing reassurance taking into account any difficulties such as speech and language barriers. Liaison with nursing team/medical and multi-disciplinary teams
- b) Report any complaints to the radiographer in charge immediately.
- c) Report any concern regarding patient care as per Trust Policy

Develop in the Work Role

- a) Attend in-service training, study days, seminars, courses as rostered.
- b) Attend a yearly Appraisal to set objectives and Personal Development Plan for the following twelve months with manager.
- c) Assist with the training of new staff

Efficient use of Resources

- a) Be aware of the need for financial control and make efficient use of resources
- b) Undertake regular stock checks alerting radiographers of the need for ordering
- c) Maintain sufficient stock in the areas for daily requirements
- d) Ensure stock deliveries are recorded and put away

General Requirements Quality

Each member of staff is required to ensure that:

- a) The patient and customer is always put first
- b) That in all issues, the patient/customer requirements are met and all staff contribute fully to achieving the Trust corporate goals and objectives.

Professional

To assist qualified staff to meet individual patient's needs and maintain a healthy environment. To adhere to Trust policies and procedures

ABOUT THE TRUST:

Blackpool Teaching Hospitals NHS Foundation Trust is situated on the west coast of Lancashire, and offers a full range of district hospital services and community health services to a population of 1.6 million in Lancashire and South Cumbria.

The Trust provides services to the 440,000 residents of Blackpool, Fylde & Wyre and North Lancashire, as well as specialist tertiary care for Cardiac and Haematology services across the wider region.

We employ more than 6,500 staff, with a turnover in excess of £370m in 2014/2015 and have approximately 900 beds.

Our main activities are:

- Cardiovascular care at our Cardiac centre.
- Accident and Emergency at Blackpool Teaching Hospital.
- Community Midwifery and Women and Children's Services.
- Clinical research with an 80-strong team of nurses and doctors.
- Community nursing and school nursing.
- Recovery and rehabilitation for a variety of conditions including brain injury, stroke and elderly care.
- Sexual health and family planning services.
- Wellbeing and lifestyle including mental health services, heart health campaigns, and smoking cessation services.
- End of life and palliative care.

Between April 1 2014 and March 31 2015 we treated 100,662 day cases and inpatients (elective and non-elective), 329,257 outpatients and had 83,303 A & E attendances. The total number of community contacts was 1,228,494.

The Trust houses a state of the art Simulation & Skills Facility that provides training for all grades of staff to improve the safety and quality of the service that we offer our patients.

We run a portfolio of in-house courses that can be accessed by all staff to enhance their professional development needs. The training is supported by the use of modern equipment including part task trainers for such skills as venepuncture and full body manikins for the practice of emergency drills.

CONFIDENTIALITY:

In the course of your duties, you may have access to confidential information about patients, staff or health service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. The Trust has in place a 'Whistle blowers Policy' for staff wishing to express concerns.

INFECTION PREVENTION AND CONTROL:

Infection prevention and control is the responsibility of all Trust staff. All duties relating to the post must be carried out in accordance with the Trust hand hygiene and infection control policies and procedures.

QUALITY ASSURANCE:

Every employee is personally responsible for the quality of the work, which they individually perform. It is their duty to seek to attain the highest standards achievable both individually and collectively within their knowledge, skills and resources available to them in furtherance of the Trust's philosophy of pursuing quality in all its services.

HARASSMENT AND BULLYING:

The Trust condemns all forms of harassment and bullying and is actively seeking to promote a work place where employees are treated with dignity, respect and without bias.

EQUAL OPPORTUNITIES:

The Trust actively promotes equality of opportunity for all its employees. (In all the foregoing text any reference to one gender whether direct or implied equally includes the opposite gender unless specifically stated to be otherwise).