

## Job description (AFC: JM145/22)

Job title:	Imaging Assistant	
Clinical Service Unit:	Diagnostic and Screening	
Division:	Core Clinical Services	
Corporate Area:	Imaging	
Salary band:	Band 3	
Responsible to:	Imaging Service Lead	
Accountable to:	Imaging Assistants Manager	
Hours per week	37.5 hours	
Location:	Milton Keynes University Hospital	
Manages:	Direct reports:	
	Indirect reports:	

## Milton Keynes Hospital Standards, Commitments and Behaviours

By living up to our values of We Care, We Communicate, We Collaborate, and We Contribute we deliver more than just a quality patient experience because we:

- Deliver safe effective and high-quality care for every patient. We treat everyone who uses our services with dignity, respect and compassion and we treat each other as we would wish to be treated ourselves.
- We say #hellomynameis, we keep patients informed, involved, and engaged in their treatment and care; and each other about what's happening in our hospital. We know we can speak up to make sure our hospital is safe, and our patients are well cared for.
- We are #teamMKUH We work together and with GP's, primary care, community care, social care and mental health providers and other hospitals to deliver great care and services for people in Milton Keynes, Buckinghamshire and beyond.
- We develop goals and objectives in support of the hospital's vision and strategy. We are willing to join and play our part to make our hospital the best it can be. We acknowledge and share best practice so that others can learn what works well and we learn from others so that we keep improving the services we provide.

## Aim of role

- To assist Radiologists, Radiographers, Sonographers, Assistant Practitioners and Clerical staff undertake a wide variety of tasks throughout the department, as part of the multidisciplinary team, to ensure service efficiency, whilst maintaining high standards of patient-centred care.

- Maintain knowledge and understanding of the range of examinations undertaken within the Imaging Department so that appropriate support and care can be given.

## Key working relationships

- Radiologists, Radiographers, Sonographers, Nurses, Assistant Practitioners, Clerical staff, medical staff, Wards and Department staff, Ancillary staff.
- Provide support and communicate effectively with multi-disciplinary teams within the Trust, as well as peers, patients, and carers.
- Provide and receive routine information. There will sometimes be barriers to understanding and communication difficulties to overcome – patience, empathy, tact and persuasion will be needed for the examinations to progress appropriately.
- Training, support and supervision of less experienced staff and those new to the role.

## Working Pattern

- As required across a 7 days **non-consecutive per week** , 24-hour service.

## Main duties and responsibilities

- Demonstrate awareness and respond to the wellbeing of a wide range of patients.
- To have a comprehensive knowledge and understanding of a variety of CT, MRI, Ultrasound, Fluoroscopy and General x-ray examinations. This should include anatomy and medical terminology relevant to a range of different clinical areas.
- Use acquired clinical knowledge to answer questions about Radiology examinations when making appointments and communicating with service users.
- Be fully conversant with all aspects of Radiology Information System and use the system for administrative tasks such as attending patients, post-processing examinations, booking appointments and assisting with queries.
- Provide administrative support, answer the phone and deal with queries as appropriate.
- Demonstrate and apply a working knowledge of Ionising Radiation Regulations 1999 (IRR99), Ionising Radiation Medical Exposure Regulations (IRMER), MRI safety, moving and handling, health and safety, infection control and information governance policies, as applied in each clinical area.
- Be prepared for potentially distressing or aggressive situations and behave appropriately.
- Liaise with ward staff to co-ordinate inpatient preparation and appointment booking for Radiological procedures.
- Liaise with paediatric team for booking MRIs under sedation for young children, send out appointments and provide relevant information to parents/carers in advance.
- To ensure effective communication with patients, colleagues, other multi-disciplinary teams and members of the public.
- To assist with the transportation of patients to and from the Imaging department.
- Prepare patients for clinical procedures and assist them to complete safety questionnaires prior to CT and MRI.

- Managing an Ultrasound list, inputting patient data correctly on equipment, adhering to appointment times where possible and ensuring smooth-running of the service
- When working in Ultrasound/Interventional radiology, you will be expected to assist with complex procedures such as joint injections, aspirations, and biopsies. These examinations will require awareness of aseptic techniques to ensure sterile fields are maintained.
- Chaperone or assist Radiographers, Radiologists and Sonographers undertaking intimate procedures.
- To assist patients with personal hygiene, including toileting and the safe handling and disposal of bodily fluids
- Assist with safe movement and transfer of patients onto and off the imaging equipment. Assist Radiographers with patient set up including safe changing and moving of MR Specialist coils when required.
- Perform intermediate clinical procedures, cannulation, as delegated by a registered professional.
- Undertake minor clinical procedures such as removal of intravenous cannulas, application of dressings etc. as instructed by a registered professional.
- Ensure examination rooms and auxiliary areas are clean and tidy and have adequate stock levels. This includes informing the modality lead when stock items require ordering.
- To participate in the Imaging Department Assistant roster, inclusive of weekend and evening duties as required by the service and work flexibly across all imaging modalities **and sites**
- To work in line with Trust policies and procedures.
- Ensure mandatory training is kept current, adhere to Manual Handling and Health & Safety policies to ensure all reasonable precautions are taken for managing own workplace safety and the safety of others.
- To always comply with Data Protection Act and Information Governance procedures.
- To complete clinical competencies for all areas
- To demonstrate high level of team working and autonomous practice, within specific guidelines, relevant to different working areas.
- Ensure patient safety and provide appropriate and professional care at all times.
- Observe safe practice within a controlled radiation area and strong magnetic field and maintain the safety of staff and patients.
- Ensure that enquiries are dealt with promptly and efficiently.
- Report any incidents and equipment faults in an accurate and timely manner to the modality lead Radiographer or equivalent.
- Attend regular staff meetings and participate in discussions to promote a safe, efficient service.
- To study for and complete Care Certificate if new to healthcare and apply your learned skills to benefit the department.
- To take responsibility for fulfilling the agreed personal development and attend Trust or external courses as required
- To participate in the Trust's annual appraisal system and have active input into setting personal development plan.
- To undertake any other reasonable duty as requested by Supervisor, Line Manager, or Radiology Clinical Services Lead.

## Key Performance Indicators

Work to Key Performance Indicators for the Department for the purpose of quality and performance monitoring against organisational objectives.

The job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder.

## Effort, skills and working conditions

<b>Physical skills</b>	<ul style="list-style-type: none"><li>• Proficient keyboard user to enter patient data.</li><li>• Frequently will need to move patients in wheelchairs, trolleys or beds in restricted spaces and use patient hoists (from the waiting areas and in examination rooms)</li></ul>
<b>Physical effort</b>	<ul style="list-style-type: none"><li>• Move patients between imaging and the wards on beds, trolleys and chairs occasionally.</li><li>• Assist patients to move from beds to trolleys and from chair to bed several times per shift in the examination room</li><li>• Move heavy ultrasound equipment weighing over 100kg short distance several times per shift, in the examination room, between rooms and to other locations for emergency examinations.</li><li>• Lifting heavy MRI coils several times per shift</li></ul>
<b>Mental effort</b>	<ul style="list-style-type: none"><li>• The work process involves accurately entering patient details on to a computer system and checking these are correct with the patient and the referral form which is performed many times a shift.</li><li>• Also, there is a need to answer the telephone which rings intermittently many times per shift and requires a change in the task to answer the phone to provide information or perhaps alter the immediate work schedule or rearrange patient appointments for later in the day. This then requires access to the computer booking system.</li><li>• Many times, during each shift there are interruptions from work colleagues or clinicians requesting information or changes to the previously arranged work schedule or for staff to move to a different work area or task.</li><li>• Frequent concentration for length of each examination.</li></ul>
<b>Emotional effort</b>	<ul style="list-style-type: none"><li>• The work involves direct contact with a variety of patients many of whom are very ill and may have come from DOCC, directly from A+E following a severe accident or from a cancer centre or hospice.</li><li>• Contact with these patients is maintained throughout the investigation and often the diagnosis is discussed with the patient</li></ul>

	<p>by the consultant or dictated and written in the notes to be taken away with the patient.</p> <ul style="list-style-type: none"> <li>• The patient often discusses the results and rightfully expect to be helped in a supportive manner.</li> <li>• On average these very ill patients are seen several times per week.</li> </ul>
<b>Working conditions</b>	<ul style="list-style-type: none"> <li>• There is frequent exposure to highly unpleasant working conditions as on most shifts there will be direct exposure to infectious patients and uncontained body fluids encountered during the examination of the patients from A+E, wards and clinics.</li> <li>• These patients may present with a variety of unpleasant conditions including faecal or urinary incontinence, open and bleeding wounds, fleas, lice and odiferous conditions all which of which must be personally dealt with, including the changing of linen, in order to manage the imaging investigation.</li> <li>• Also, encountered several times a week are patients with severely challenging behaviours such as those under the influence of drugs or alcohol but who require imaging</li> </ul>

## Performance management and appraisal

All staff are expected to participate in individual performance management process and reviews.

## Personal development and training

MKUH actively encourages development within the workforce and employees are required to comply with Trust mandatory training. MKUH aims to support high quality training to NHS staff through various services. The Trust is committed to offering learning and development opportunities for all full-time and part-time employees.

## General

All staff are required to comply at all times with any regulations issued by the Trust, especially those governing Health and Safety at Work and Infection Prevention and Control and to ensure that any defects which may affect safety at work are brought to the attention of the appropriate manager. All staff are required to work in a way that promotes the safety of our patients, staff and public by proactively preventing and managing patient safety incidences.

Reducing risk is everyone's responsibility. All staff must attend training identified by their manager or stated by the Trust to be mandatory. The Trust uses risk assessments to predict and control risk and the incident reporting system to learn from mistakes and near misses and so improve services for patients and staff. All staff are expected to become familiar with these systems and use them

The prevention and control of infection is a core element in the organisation's clinical governance, managing risk and patient safety programmes. In consequence, all employees are expected to: -

- i) Follow consistently high standards of infection control practice, especially with reference to hand hygiene and aseptic techniques,
- ii) Be aware of all Trust infection control guidelines and procedures relevant to their work.

All staff are required to respect confidentiality of all matters that they may learn relating to their employment, other members of staff and to the general public. All staff are expected to respect the requirements under the Data Protection Act 2018.

All staff have a responsibility for safeguarding children, young people, and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.

The Trust values equality and diversity in employment and in the services we provide. All staff are responsible for ensuring that the Trust's policies, procedures, and obligation in respect of promoting equality and diversity are adhered to in relation to both staff and services.

Staff are responsible for ensuring that they do not abuse their official position for personal gain or to benefit their family or friends. The Trust's standing orders require any officer to declare any interest, direct or indirect with contracts involving the Trust. Staff are not allowed to further their private interests in the course of their NHS duties.

If you have responsibility for a budget, you are expected to operate within this and under the Trust's standing financial instructions (available in the intranet's policies section) at all times.

This job description reflects the present requirements and objectives of the post; it does not form part of your contract of employment. As the duties of the post change and develop the job description will be reviewed and will be subject to amendment, in consultation with the post holder.

All staff are required to maintain professional standards such that they can pass all NHS Employer's standard pre-employment checks, including Fit & Proper Person Regulation tests for VSM roles, throughout the lifetime of their employment at the Trust.