

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Radiology Information Systems Manager |
| **Reports to** | Head of Radiology |
| **Band** | Band 7 (Subject to formal matching) |
| **Department/Directorate** | Radiology |

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| **JOB PURPOSE** |
| The post holder will be responsible for the clinical operational management of the Clinical Imaging departments Information Technology systems. The post holder will have a professional background and a detailed knowledge of current Radiation regulations, Codes of Practice and Guidance. They will liaise closely with clinical, non-clinical and IT staff throughout North Devon District Hospital and third parties, to ensure delivery of effective and efficient Clinical Imaging IT Systems including the Picture Archiving and Communication System (PACS), Computed Radiography System (CRIS) and Q-Pulse across all Northern Devon Healthcare Trust sites, Community Sites and any other sites as required.  The post holder will be responsible for the Leadership and Management of the Clinical Imaging Information Systems team and be expected to demonstrate excellent Leadership and Management skills, leading a team that will provide an efficient delivery of all Radiology IT systems to ensure continuity of patient care at all times.  Additionally, the post-holder will be required to ensure that all Band 6 PACS / CRIS Links in all areas are fully trained and that a comprehensive CRIS / PACS training programme is in place for all users including an annual update.  The post-holder will play a leading technical role within the Clinical Imaging Systems Team and as the Team Manager, ensuring Service Level Agreements and Clinical Imaging Information Systems users expectations are either met or exceeded.  Participation in an on call / Out of Hours Service will be required to ensure Business Continuity. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * To be responsible for providing efficient and effective leadership and management of the Clinical Imaging Information Systems which include CRIS, PACS, IEP, VR reporting, Orthoview, Terarecon, Intellispace, Radiology Ordercomms, Q-Pulse and any other appropriate systems as required. * The post holder will be responsible for effective Leadership and Management of the Clinical Imaging Information Systems Team, co-ordinating workload of the Directorate. * To provide expect clinical knowledge on Clinical Imaging Information Systems * To be responsible for and lead the PACS / RIS clinical service provision * To make operational decisions at a Band 7 Team Lead level. * To ensure Staff are fully trained. * To lead on producing an effective departmental training and development programme for Clinical Imaging IT Systems for all staff * To attend Trust, Peninsula, domain & national meetings / conferences as required * To be responsible for managing and developing junior staff, undertaking appraisals in line with Trust policy and chairing panels for the recruitment of staff within the Clinical Imaging department * To play an active role in maintaining a team approach to the Clinical Imaging service * Use and store information in line with Trust confidentiality protocols, Freedom of Information, Data Protection Act and Caldicott guidelines * To proactively support the Radiography Service Lead in budgetary management * To represent the Trust and Clinical Imaging Directorate in a professional and expert manner at all times. |
| **KEY WORKING RELATIONSHIPS** |
| The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis.  In addition, the post holder will deal with the wider healthcare community, external organisations and the public.  This will include verbal, written and electronic media.  Of particular importance are working relationships with:   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | * Radiographers * Consultants * IT * Wider staffing body | * Outsourcing Companies * PACS provider * PRUG * RIS provider | |  | * Equipment suppliers | |  |  | |
| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| * The post holder will organise own workload on a day to day basis * Make operational decisions at a Band 7 Team Lead level. * Respond to queries from junior staff on decisions outside of their knowledge or capabilities; referring to system suppliers for additional support as required. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| * Prompt response or appropriate delegation of any PACS/ RIS queries. * Work closely with all relevant teams to ensure all work is progressed effectively. These teams include CITS, System Suppliers, Radiology Teams and third parties. * Work with System Trainers on common issues to help improve Training and user knowledge. * Convey complex data and information to various different levels and overcoming barriers * Communicate technical issues to non-technical staff * Deal efficiently and effectively with a wide range of enquiries from within and outside the NHS whilst promoting and developing good relationships and a positive image * Attend and contribute to discussions at Trust, Peninsula, domain & national meetings / conferences as required * All RDUH staff are expected to demonstrate appropriate Trust values, behaviours and attitudes that contribute to an organisational culture where patients are at the heart of everything we do. * Promote people’s equality, diversity and rights, and treat others with dignity and respect |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * Act as frontline member of staff to troubleshoot various computer related problems, either applications or hardware, and assess the most suitable solution if the problem cannot be resolved in a timely fashion * Assist other members of the team in resolving problems and queries, depending on area of expertise, to ease workload pressures. * Identify and escalate unresolved issues to the system suppliers promptly, ensuring all relevant information is included. * Checking documents and exception reports for errors and taking corrective action |
| **PLANNING/ORGANISATIONAL SKILLS** |
| * Effectively coordinating the daily operation of the Clinical Imaging Information Systems * Responsible for organising own workload daily, ensuring all priority work is progressed or escalated quickly and efficiently. * Management of imaging queues and storage areas to maintain good housekeeping of the systems * Ensuring all staff are trained appropriately on all systems including voice recognition. * Organise servicing and repair of relevant system * Coordinate timely system upgrades and communicate to relevant personnel * Ensure the planning of yearly appraisals of Clinical Imaging colleagues are performed when due. |
| **PATIENT/CLIENT CARE** |
| * To provide supervisory support to a team that will provide an efficient delivery of all Radiology IT systems to ensure continuity of patient care at all times. |
| **POLICY/SERVICE DEVELOPMENT** |
| * Provide expert clinical knowledge on Clinical Imaging Information Systems, participating in policy and service development within this speciality. * Responsible for and lead the PACS / RIS clinical service provision. Identifying and evaluating opportunities for innovation and improvement, and act to implement these changes. * Advise the Principal Radiographer and Service Managers on issues which will affect the Clinical Imaging Information Systems service |
| **FINANCIAL/PHYSICAL RESOURCES** |
| * To proactively support the Head of Radiology in budgetary management * Ensure all Trust resources are used efficiently, safely and effectively in particular the high value workstations utilised in Radiology * Ensure all PACS and RIS equipment is kept maintained and working, escalating breakdowns and unresolved issues to suppliers or local IT |
| **HUMAN RESOURCES** |
| * The post holder will be responsible for effective Leadership and Management of Information Systems Team, co-ordinating workload of the Directorate. * Responsible for managing and developing junior staff and chairing panels for the recruitment of staff within the Clinical Imaging department * Maintain and update own training relevant to post. Taking an active part in the development review of own work suggesting areas for learning and development in the coming year. * Assist in the review of manpower resources within the practice area, helping assess workload and identify changing skill mix as required. * Undertake sickness reviews of Clinical Imaging system colleagues in line with Trust Policy. * Ensure all line managed staff receive annual appraisals/clinical supervision in line with Trust Policy. |
| **INFORMATION RESOURCES** |
| * Responsible for the provision of a quality technical service to support all aspects of digital image capture transfer and storage from a wide range of modalities * Responsible for the operation, administration and integrity checks of CRIS, PACS, IEP, VR system, Orthoview, Terarecon, Radiology Ordercomms and any other appropriate systems as required. * Participate in the testing, configuration, training and roll out and support of all new releases of the above software. * Provide technical support for all the above systems to all users of these systems ensuring that all incidents or tasks raised for assistance or support are completed promptly and to a high standard. * Responsibility to add and modify the configuration of imaging systems for the benefit of the Trust (i.e. adding new locations, business units) in accordance with the requirements of the Trust. * Lead on producing an effective departmental training and development programme for Clinical Imaging IT Systems for all staff * The post holder holds high level System Administrator Access to CRIS, PACS, Voice Recognition, Q-Pulse & other relevant systems. This entails a high level of privileges and the knowledge to undertake administrative functions of the data within agreed protocols countywide * Improving, maintaining and promoting high standards of data quality throughout the department and wider CRIS/PACS users. * Ensure all patient records are accurate and up to date. * Use and store information in line with Trust confidentiality protocols, Freedom of Information, Data Protection Act and Caldicott guidelines * Support requests for information, statistics and access to systems in line with Trust policy * Interrogating the statistical package to provide timely and accurate statistical data reports |
| **RESEARCH AND DEVELOPMENT** |
| * Responsibility to recognise the importance of research and development within the department. * Participate in audit and research as required |
| **PHYSICAL SKILLS** |
| * The post holder will have advanced computer skills to operate a range of image related software * Possess a thorough knowledge of systems integration between the various Trust patient database applications * The ability to learn new applications as required |
| **PHYSICAL EFFORT** |
| * Frequent requirement to sit in a restricted position at display screen equipment for the majority of the working day. |
| **MENTAL EFFORT** |
| * The work pattern is unpredictable, with frequent interruption. There will be a requirement for concentration for accurate data entry. * The post holder must be able to exercise professional self-regulation and provide supervision for staff in training. * The post-holder will be required to maintain an up to date CPD portfolio in accordance with HCPC regulation. A working knowledge of the Trust protocols and policies and mandatory training as listed in the Clinical Skills Passports must be maintained and regularly refreshed through attendance at staff training sessions or successful completion of e-learning modules |
| **EMOTIONAL EFFORT** |
| * Occasional requirement to manage unplanned interruptions to CRIS/ PACS which require prompt addressing to reduce impact to service. * Occasional requirement to manage challenging situations, which may arise with difficult system users |
| **WORKING CONDITIONS** |
| * Use display screen equipment for substantial proportion of working day. |
| **OTHER RESPONSIBILITIES** |
| Take part in regular performance appraisal.  Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling  Contribute to and work within a safe working environment  You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection  As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust’s disciplinary policy) up to and including dismissal.  You must also take responsibility for your workplace health and wellbeing:   * When required, gain support from Occupational Health, Human Resources or other sources. * Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health. * Follow the Trust’s health and wellbeing vision of healthy body, healthy mind, healthy you. * Undertake a Display Screen Equipment assessment (DES) if appropriate to role. |
| **APPLICABLE TO MANAGERS ONLY** |
| Leading the team effectively and supporting their wellbeing by:   * Championing health and wellbeing. * Encouraging and support staff engagement in delivery of the service. * Encouraging staff to comment on development and delivery of the service. * Ensuring during 1:1’s / supervision with employees you always check how they are. |
| **DISCLOSURE AND BARRING SERVICE CHECKS** |
| This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check. |
| **GENERAL** |
| This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.  Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.  Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E’s track record of excellence in research, teaching and links to the university with NDHT’s innovation and adaptability |

PERSON SPECIFICATION

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| **Job Title** | Radiology Information Systems Manager |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  BSc Radiography or equivalent Professional qualification in Information Technology or equivalent experience  Current HCPC registration or equivalent professional registration  Portfolio demonstrating evidence of CPD  Post graduate Management qualification  Evidence of training in managerial skills e.g. project management, leadership etc | E  D  E | D  D |
| **KNOWLEDGE/SKILLS**  Expert knowledge of Imaging Systems and the inter-relationship of these with other clinical services within a complex hospital environment.  Ability to use Microsoft Office products e.g. Word. Excel and Power point competently  Excellent understanding of confidentiality, the Data Protection Act and data protection issues  Understanding of Trust network infrastructure  Able to deal confidently with 3rd party suppliers and build effective working relationships | E  E  E | D  D |
| **EXPERIENCE**  Experience of working in a Senior role in a busy department and working environment  Experience of effective staff leadership and team management  Awareness of managing budgets/being an authorised signatory  Proven experience of leading on successful change management and service redesign.  Experience of training both individuals or large groups of staff | E  E  D | D  D |
| **PERSONAL ATTRIBUTES**  Highly self-motivated, enthusiastic and organised with the proven ability to effectively lead and manage a team  Strong communication and interpersonal skills  Well-developed analytical skills with ability to interpret data, produce reports and policies and present information clearly, concisely and in a variety of formats.  Ability to work well under pressure.  Resilient, flexible and able to adapt to ensure achievement of objectives  Flexible in working patterns and location  Flexible approach to work.  Ability to demonstrate commitment (through a collective agreement) to provide out of hours work, which may include Bank Holiday periods  A Disclosure and Barring Service check satisfactory to the organisation.  Ability to undertake duties  Mandatory training | E  E  E  E  E  E  E  E  E  E  E |  |
| **OTHER REQUIREMENTS**  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.  Ability to travel to other locations as required. | E  E |  |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | Y/N |  |  |  |  |
| Contact with patients | Y/N |  |  |  |  |
| Exposure Prone Procedures | Y/N |  |  |  |  |
| Blood/body fluids | Y/N |  |  |  |  |
| Laboratory specimens | Y/N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | Y/N |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | Y/N |  |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | Y/N |  |  |  |  |
| Animals | Y/N |  |  |  |  |
| Cytotoxic drugs | Y/N |  |  |  |  |
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| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | Y/N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | Y/N |  |  |  |  |
| Dusty environment (>4mg/m3) | Y/N |  |  |  |  |
| Noise (over 80dBA) | Y/N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | Y/N |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y/N |  |  |  |  |
| Heavy manual handling (>10kg) | Y/N |  |  |  |  |
| Driving | Y/N |  |  |  |  |
| Food handling | Y/N |  |  |  |  |
| Night working | Y/N |  |  |  |  |
| Electrical work | Y/N |  |  |  |  |
| Physical Effort | Y/N |  |  |  |  |
| Mental Effort | Y/N |  |  |  |  |
| Emotional Effort | Y/N |  |  |  |  |
| Working in isolation | Y/N |  |  |  |  |
| Challenging behaviour | Y/N |  |  |  |  |