

JOB DESCRIPTION

JOB DETAILS	
Job Title	Imaging Support Worker
Reports to	X-Ray Superintendent/ Lead Reporting Radiographer
Band	2
Department/Directorate	Medical Imaging/ Specialist Services

JOB PURPOSE
- To provide a flexible, efficient quality service extending care and consideration to patients, staff and visitors covering the RDUH NHS Foundation Trust - To receive work requests via Telephone, e-mail, face to face and the Trust's Task Management System - (EPIC – Include My Care System/Devices), take prompt and appropriate action in a courteous and helpful manner. In order to ensure that an effective and timely service is delivered to all service users. - Prioritise work and direct staff accordingly, via EPIC, My Care System/Devices, Rovers, e-mails and telephone to ensure optimum use of resource. - To undertake all general portering duties, dispatching, corridor clearance, furniture request / office moves, portering and reception duties whilst working at the Centre for Women's Health reception and any other Facilities role commensurate with the banding. - Support all patient moves and transfers in line with clinical requirements, this will involve dealing with venerable, confused and delirium patients – All staff will have Conflict resolution training as part of the general portering role

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
- Work a shift pattern as required by the department - Contribute to and work within a safe working environment. - Actively contribute to a harmonious working environment. - Carry out any Support Worker duties as required. - Will have a proven ability to multi-task. - Ensure medical gas bottles are moved/exchanged when necessary, individual equipment checks returning all empty medical gas cylinders to store for collection. - In addition, the post holder will be expected to carry out any other duties as required by the Management team and in line with your grade. - Undertake duties as required in line with your grade. - Cover colleagues' absences due to allocated breaks, sickness or annual leave including working other shifts - To report any accidents or incidents in a timely manner in accordance with the correct Trust procedure and systems.

- To carry out general ad-hoc requests as directed by Supervisor, Department Managers, On-Call Manager and Site Practitioner.

KEY WORKING RELATIONSHIPS

Areas of Responsibility: To provide a flexible, efficient quality service extending care and consideration to patients, staff and visitors covering the RDUH NHS Foundation Trust.

No. of Staff reporting to this role: 0

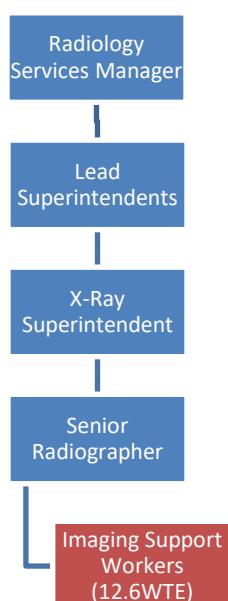
The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis

In addition, the post holder will deal with the wider healthcare community, external organisations and the public.

Of particular importance are working relationships with:

INTERNAL TO THE TRUST	EXTERNAL TO THE TRUST
• Superintendent Radiographers • Radiographers • Sonographers • Radiology Nurses • Radiology Services Manager • Departmental administrative staff • Radiology Assistants • Clinical/ Ward staff • Head of Facilities Management • Other facilities staff	• Patients, family members or carers • Visitors • Outside Workers

ORGANISATIONAL CHART



FREEDOM TO ACT

Work within established policies and standard operating procedures for the Portering service in Medical Imaging.

Escalates any issues to the Supervisor, Senior Radiographers, Superintendent Radiographers or Radiology Services Manager.

COMMUNICATION/RELATIONSHIP SKILLS

Provide and receive portering work requests received via EPIC, My Care System/Devices, Rovers, e-mails and telephone to ensure optimum use of resource.

Provide prompt responses to requests for updates.

Allocate Airwave Mattresses and other equipment in a timely manner using via EPIC, My Care System/Devices, Rovers, e-mails and telephone.

Greet and assist all patients/visitors in courteous and caring manner. Where there is an escalation in behaviour, escalate to line manager/ward manager and or the security team who will support.

Treat all service users and colleagues in a friendly and helpful manner, thus promoting and maintaining a good communication network with all service user groups.

Liaise with the Supervisors and Superintendent Radiographers to resolve any issues that may arise during their shift and make decisions as appropriate.

Have empathy with colleagues, patients/clients and visitors.

Participate in team, department and divisional meetings as required.

Manage email communication in a timely way and in line with the RDUH NHS Foundation Trust.

ANALYTICAL/JUDGEMENTAL SKILLS

Record all work requests accurately using the EPIC / My Care system.

Ensure that emergency procedures e.g. major incident, are carried out in accordance with the departmental policy using the approved paperwork as logged in the Emergency Preparedness file

Record all complaints, accidents, Incidents received accurately using email or the designated Trust reporting systems in accordance with the Departmental Policy.

Patients attending for imaging procedures could have a variety of mobility issues, the post holder will need to use their judgement to assess each situation to facilitate the safe transfer of patients between the department and wards.

PLANNING/ORGANISATIONAL SKILLS

Understand and observe safe working practice in line with Health and Safety guidelines and be familiar with the department's operating procedures.

By using all the information at hand prioritise the workload to ensure the department is providing a responsive service.

Plan and organise the dispatch of tasks to Porters in a fair and timely manner with use of - EPIC, My Care System/Devices, Rovers and telephone, providing the relevant and adequate information required to carry out the task

PATIENT/CLIENT CARE

Medical Imaging is a direct, front-line patient-facing department. The post-holder will be meeting patients every day. There is direct patient contact, so excellent interpersonal skills and the ability to provide compassionate and safe care is essential.

Provides service to patients.

General transportation of patients within the Trust premises under the direction of Supervisors or the Medical Imaging Department Management Team.

POLICY/SERVICE DEVELOPMENT

The post-holder will work within departmental protocols.

FINANCIAL/PHYSICAL RESOURCES

Ensure all equipment required to carry out duties is safe and prepared for use.

HUMAN RESOURCES

Report any problems or concerns relating to Portering staff activities.

The post holder may be required to demonstrate duties, mentor and support new starters and other team members as required.

Undertake other training in addition to mandatory/statutory training, as required for the role.

To take part in regular performance appraisal

INFORMATION RESOURCES

Be responsible for data entry of job requests into the portering team.

Promptly receipt and issue of portering work requests received via EPIC, My Care System / Devices, Rover and telephone, or in person from service users via telephone, email. Ability to prioritise response, based on dynamic risk assessment.

RESEARCH AND DEVELOPMENT

The post-holder will take part in departmental audit, including but not limited to; Imaging Support delays, Uniform audit and Response to a Major Incident.

PHYSICAL SKILLS

Be computer literate, have standard keyboard skills and able to use electronic systems / equipment, including EPIC / My Care Devices.

PHYSICAL EFFORT

The role involves frequent physical tasks such as, pushing, pulling of beds, equipment, manual handling, it also requires long periods of walking / standing.

General transportation of patients/equipment and other items within the Trust premises under the direction of Supervisors or Medical Imaging Department Management Team

MENTAL EFFORT

The workloads can be unpredictable and so the post-holder will need to use their experience and skills to adapt and overcome challenges when they arise.

Frequent concentration required in the day-to-day portering duties, where care and attention is required.

Predictable shift work / shift times.

EMOTIONAL EFFORT

Frequent indirect exposure to distressing and/or emotional circumstances

Occasional contact with distressed service users.

WORKING CONDITIONS

Regular use of VDU equipment

The post-holder will be expected to observe the use of controlled areas for radiation safety.

Occasional exposure to challenging behaviour by service users.

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.
- Post-holder is 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 (DSE) if appropriate to role

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.

PERSON SPECIFICATION

Job Title	Imaging Support Worker
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Requirements	Essential	Desirable
<u>QUALIFICATION/ SPECIAL TRAINING</u> GCSE Grade A-D (9-3) in Maths and English, or equivalent experience Customer service training Patient Manual Handling & Basic Life Support training Courses/ Training specific to the role	E	D D D
<u>KNOWLEDGE / SKILLS</u> Knowledge of Hospital Support Service functions. Computer literate with a good understanding of Microsoft applications Good written and verbal communication skills Good organisation skills Ability to multi-task Ability to follow instructions Understanding of confidentiality Ability to communicate on all levels with patients/visitors and staff Excellent telephone manner Ability to working a busy environment Good decision-making skills Understanding of the General Data Protection Regulations	E E E E E E E E E E	D D
<u>EXPERIENCE</u> Previous experience of organising workload Previous NHS/Healthcare experience Previous experience of working in a support services function Previous experience of dealing with the public Experience of shift working Experience of working with patients/clients Previous proven experience of working as a team member Experience of working in a busy, acute environment Experience of dealing with difficult /distressed / challenging people and situations. Experience of working in a customer focused environment	E E E E E E	D D D D D
<u>PERSONAL ATTRIBUTES</u> Ability to work on own initiative on routine matters Willingness to undertake any relevant training Adaptable, flexible and reliable approach to work. Courteous and professional attitude Commitment to personal/professional development Ability to deal with difficult and sometimes challenging individuals, emotional and sensitive situations, in the course of duties when carrying out reception duties, face to face or via telephone. Ability to prioritise workloads within a timed schedule Ability to be firm/assertive/ Self confident Enthusiastic, approachable and motivated Flexible to meet the needs of the department/service Able to cope with bereavement / illness Ability to remain calm and work under pressure Approachable	E E E E E E E E E E E	

Caring disposition	E	
<u>OTHER REQUIREMENTS</u> Excellent attendance record Ability and willingness to work weekends and public bank holidays including Christmas and New Year	E	D

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