

JOB TITLE **Lead Radiology Clinical Support Worker**
BAND **Band 4**

Job Summary

- Be responsible for day-to-day line management of all RCSWs, ensuring the workforce is aligned and represented within service requirements, and taking responsibility for the creation and review of all supporting governance documents.
- Co-ordinate RCSW education and training requirements, undertaking assessments to contribute to accredited learning, and creating and delivering in-house training and mentorship.
- Work alongside registered staff to assist with and deliver imaging examinations and procedures.

Responsible to

Reporting:

Accountable:

Professionally:

Responsibilities and Duties

The Lead RCSW role will be varied and reflect the changing needs within imaging services to ensure patient centred care.

Provide frontline operational management responsibility for all RCSW staff, ensuring appropriate allocation of staff across imaging modalities to facilitate efficient imaging services, lead on supporting the education and training needs of RCSWs, creating and reviewing RCSW policies and procedures, and ensure the workforce is represented and considered in relation to new imaging services and pathways.

Work directly alongside registered staff to support the delivery of various imaging examinations and procedures, mentoring, instructing and supervising junior RCSWs, as well as undertaking delegated tasks such as IV cannulation.

Planning and Design

Plan and schedule weekly/monthly RCSW rosters for both the substantive and bank workforce to ensure appropriate provision of the support workforce to align with radiology service requirements.

Prioritise and manage own workload, adapting as required to ensure radiology services are supported.

Schedule and chair RCSW staff meetings to ensure two-way communication between managers and the support workforce is maintained.

Improvement and Monitoring

Manage RCSW sickness in line with organisational HR policies, conducting return to work interviews and signposting to staff wellbeing resources as required.

Perform risk assessments for delegated areas / duties relating to RCSWs, ensuring compliance with Health and Safety audits.

Monitor incident reporting where related to RCSWs, suggesting and implementing changes to practice where relevant.

Advice on amendments for RCSW protocols and procedures, ensuring duties are supported by appropriate training and governance documentation.

Ensure accurate and comprehensive recording of all examination resources, enabling reporting pathways to be enacted within required timeframes.

Ensure all RCSWs are informed of any changes to reporting procedures which will impact RCSW processes, i.e. priority codes, allocations etc.

Communications

Liaise with senior managers and supervisors to contribute to the provision of efficient imaging services, participating and representing the RCSW workforce at departmental managers meetings.

Communicate regularly with a multidisciplinary team, including contacting patients, wards and other departments both in person and via telephone to organise examinations and arrange any necessary preparation as detailed by registered staff.

Provide factual information about examinations to patients, before, during and after procedures, ensuring patients and staff remain updated about any unexpected delays.

Use a range of verbal and non-verbal communication techniques to communicate effectively and overcome any communication barriers, i.e., cultural differences, language barriers, sensory impairment, or physiological difficulties.

Respond appropriately to routine and non-routine queries, take telephone and in person messages and pass on accurate written and verbal information to patients and staff in a timely manner.

Possess skills and knowledge to support RCSW staff with the resolution of conflict and verbal complaints, undertaking first line disciplinary and concern management.

Clinical

Greet patients, perform initial identification checks and MRI safety questionnaires and highlight any issues or inconsistencies to senior staff, collecting, directing, transporting, and escorting patients to / from examination rooms and the department, assisting with the transfer and positioning of patients using appropriate manual handling techniques and aids as required.

Chaperone and provide care for patients undergoing intimate examinations, ensuring dignity and confidentiality is maintained at all times.

Undertake the insertion and removal of intravenous cannulas, flushing with prefilled saline devices

Prepare and administer oral contrast agents / medicines for a variety of examinations after supply by registered staff and in line with legal and pharmaceutical requirements and acting as a second checker where these are to be administered by a registered practitioner.

Prepare equipment for administration of intravenous medicines / contrast by registered staff where legal mechanisms allow

Understand a range of medical and anatomical terminology to perform initial patient positioning for a range of imaging procedures / assisting registered staff with patient transfer and positioning using manual handling aids where necessary

Prepare equipment for a complex trolley setting and clear trolleys and equipment post procedures, disposing of / packaging used equipment and linen for decontamination, handle / transport / dispose of specimens and bodily fluids and ensuring a clean environment is maintained. Working alongside and under the direction of senior registered staff, assist with aseptic techniques and examinations such as fine needle aspirations, TRUS biopsy, musculoskeletal injections.

Undertake a range of clinical tasks delegated by registered staff, such as positioning and removal of CT rectal tubes, preliminary selection of MRI coils, initial patient positioning for imaging, recording and monitoring of patient observations and condition.

Understand common complications of procedures undertaken, recognising the signs of a deteriorating patient and contrast media reaction, taking appropriate immediate action and escalating to senior staff / use departmental procedures to gain urgent and emergency assistance

Understand the basics of a range of medical conditions, adapting individual duties to reflect the impact these may have on the patient, clinical practice and imaging requirements

Attending to patient's hygiene needs and assisting with dressing / undressing and toileting requirements

Demonstrate awareness of radiation and MRI safety, ensuring the safety of themselves and supporting staff to ensure the safety of others

Non-Clinical

Provide logistical support to imaging leads to co-ordinate equipment maintenance, fault reporting, and scheduling of engineer visits.

Maintain safe working environment, ensuring all RCSWs adhere to local policies and procedures and national guidance.

Able to recognise safeguarding concerns and initiate procedures where appropriate and under the direction of registered staff

To work alone in a specified setting relevant to their role and experience, under indirect supervision (i.e., via telephone).

Undertake defined QA / QC checks on equipment working to set procedures and protocol in line with their area of work and training.

Support and participate in departmental audit processes, either individually or as part of a team to support service improvements.

Finance and Budget

Complete pay returns for RCSW staff.

Ensure the efficient use of resources by utilising stock in date order, maintaining adequate levels and ordering stock as required.

Management, Leadership and/or Training

Participate in all stages of recruitment, interviewing, and selection of applicants for RCSW vacancies and onboarding of Band staff, and undertake exit interviews as required.

Demonstrating role and supervising junior staff in completion of clinical and administrative duties, providing advice, instruction and/or training to both groups and individuals.

Create and deliver RCSW induction resources and training, ensuring mandatory training and competency requirements are met and maintained and undertaking formal assessments for staff completing Level 2 and Level 3 learning.

Maintain a clinical competency matrix for RCSW staff.

Undertake annual development reviews for all RCSW staff, formulating personal development plans including SMART objectives, and provide mentorship and coaching as required.

Ensure RCSW annual leave is recorded and approved in line with departmental requirements.

Assist senior managers in ensuring that the appropriate arrangements are made to investigate and respond to all complaints or concerns relating to RCSWs in conjunction with the appropriate governance team.
Support the investigation and resolution of any recorded incidents involving RCSWs.

Digital and Information

Deliver training on digital and informatics systems to RCSWs and other staff as required.
Provide support for internal PACS teams, delivering a range of duties as required.
Use a variety of software programmes to facilitate radiology service provision and contribute to the maintenance of accurate patient records.
Precise inputting of patient demographics, recording of accurate examination and procedure details and sensitive data.
Transferring of radiological images and reports to external organisations.

PERSON SPECIFICATION

Qualifications and Knowledge

Essential

Level 3 qualification in Clinical Imaging Support / Clinical Healthcare Support plus additional training and experience to Level 4
Agored Assessor qualification or equivalent experience

Desirable

Foundation Degree, NVQ Level 4 or equivalent

Experience

Essential

Demonstrable experience and knowledge of the RCSW role

Desirable

Experience of managing and supervising groups of staff
Experience of supporting and / or delivering staff training

Skills and Attributes

Excellent organisation and time management skills, able to effectively manage competing priorities both individually and as part of a team
Leadership and motivational skills
Excellent interpersonal skills
Standard computer skills including MS Office
Welsh Language Skills are desirable levels 1 in understanding, speaking, reading, and writing in Welsh (please delete as appropriate)

Desirable

Analytical and problem-solving skills

Other

Satisfactory Standard/Enhanced DBS clearance including an/a Adults and Childrens Barred List check

Ability to move and handle equipment and assist with manual handling of patients Ability to move and handle equipment and assist with manual handling of patients.

Flexible to meet the needs of the service