

JOB TITLE Radiology Clinical Support Worker
BAND Band 2

Job Summary

- Assists and supports service users and staff by performing a variety of duties to support the provision of imaging services both before, during and after and radiology examinations
- Undertakes a range of administrative duties including reception work and the recording of patient and examination details
- Maintains clean environment, assisting with equipment decontamination and attending to patients' hygiene requirements

Responsible to

Reporting:

Accountable:

Professionally:

Responsibilities and Duties

Planning and Design

The day to day role of the RCSW will be determined by senior colleagues and registered staff and may change throughout the day to meet the needs of the service and ensure patient centred care. They will be expected to plan individual duties to align with the needs of their area of work, and remain compliant with all mandatory training requirements, highlighting to supervisors where refresher training is needed.

Clinical

The RCSW will support patients, service users and staff throughout imaging examinations and procedures.

Greet patients, performing initial identification checks and highlighting 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.

To prepare equipment for a basic trolley setting and assisting staff with setting the aseptic area, clearing trolleys and equipment post procedures, disposing of / packaging used equipment and linen for decontamination, handling and disposing of bodily fluids and ensuring a clean environment is maintained.

The preparation, cleaning, moving and basic checking of equipment such as oxygen cylinders, observation equipment and portable suction machines and packing / unpacking deliveries, linen and consumables.

Prepare non-prescription contrast agents for examinations, such as barium sulphate solutions under the supervision of registered staff
Immediately informing senior staff of any concerns relating to a patient's condition and using appropriate departmental procedures to gain urgent and emergency assistance.

Attend 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.

Communications

Explain basic examination information to patients / carers / relatives.

Communicate regularly with a multidisciplinary team to contribute to the efficient running of radiology services, including contacting patients, wards and other departments both in person and via telephone to organise examinations and arrange any necessary preparation as detailed by senior staff.

Use a range of verbal and non-verbal communication techniques to communicate effectively with peers, colleagues, multidisciplinary team members, patients, carers and visitors and demonstrate the ability to maintain this communication where barriers may exist, i.e., cultural differences, language barriers, sensory impairment, or physiological difficulties.

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

Non-Clinical

Clean a variety of medical / imaging equipment and clinical areas, adhering to decontamination procedures and processes

Work effectively both as part of a team and individually within departmental standard operating procedures, able to prioritise own workload, achieve delegated tasks and support colleagues.

Commit to the provision of out of hours, shifts, and cross site working as required to ensure service provision is maintained.

Maintain a flexible approach to the role, understanding that changing clinical requirements may dictate differing duties to be undertaken

Support departmental audits, staff / patient satisfaction surveys, and service improvements relative to own role.

Digital and Information

Use a variety of software programmes such as Radiology Information Systems (RIS), Picture Archiving and Communication System (PACS), and Welsh Clinical Portal to facilitate efficient radiology service and contribute to the maintenance of accurate patient records

Obtaining previous records / images / results when requested by registered staff

Accurately record patient, examination, and procedure details (i.e., radiation dose, pharmaceutical used, operator / reporter details), ensuring all required documents are scanned and using paper recording systems where / when required

Identifying potential duplicate records, informing senior colleagues to ensure issues are rectified and radiology records are accurate and complete

Opening, distributing and sending mail (both physical and electronic) as required, ensuring imaging request information is accurately recorded within Radiology Information Systems and highlighting any inconsistencies to senior staff

Finance and Budget

Facilitate the effective use of resources by utilising stock in date order, reporting when availability falls below acceptable levels or standards.

Management, Leadership and/or training

Support the induction and training of newly employed RCSWs through the demonstration of own duties and role.

PERSON SPECIFICATION

Qualifications and Knowledge

Essential

GCSE qualifications (grades 9 – 4 or A* - C) or equivalent, to include maths and English
A commitment to undergo on the job training to achieve Level 2 in Health and Social Care/Clinical Healthcare Support

Desirable

NVQ Level 2, or equivalent, in health care related subject

Experience

Essential

Previous experience of working with the public in paid or voluntary roles
Experience of using computers

Desirable

Previous healthcare / imaging department experience
Clerical / office experience

Skills and Attributes

Good communication skills
Able to demonstrate a positive, caring, and compassionate attitude
Ability to deal with distressing situations
Must be motivated and possess a non-judgemental attitude towards others

Works well both as an individual and as part of a team

Willing to seek out learning, accept instruction and give/receive constructive feedback

Welsh Language Skills are desirable levels 1 in understanding, speaking, reading, and writing in Welsh (please delete as appropriate)

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

Willingness to undertake further training