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CAJE REF Wales/WPF/2023/0030

APPROVED 26/03/2025

# JOB TITLE Wales Health Care Support Worker (Radiology)

# BAND 2

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| Job Summary | | |
| * Assist and support 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. * Undertake a range of administrative duties, including reception work and the recording of patient and examination details. * Maintain 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 Healthcare Support Worker (Radiology) 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. The postholder 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.  **Care**  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.  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 inform senior staff of any concerns relating to a patient’s condition and use appropriate departmental procedures to gain urgent and emergency assistance.  Attend to patients’ hygiene needs and assist with dressing/undressing and toileting requirements.  Demonstrate awareness of radiation and MRI safety, ensuring the safety of self 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.  **General**  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.  Obtain 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 required.  Identify potential duplicate records, informing senior colleagues to ensure issues are rectified and radiology records are accurate and complete.  Open, distribute and send 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 staff members 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 | | |
| **Essential**  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.  Work well both as an individual and as part of a team.  Willing to seek out learning, accept instruction and give/receive constructive feedback.  **Desirable**  Welsh Language Skills are desirable levels 1 to 5 in understanding, speaking, reading, and writing in Welsh. | | |
| 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. | | |