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CAJE REF Wales/WPF/2023/0031

APPROVED 26/03/2025

# JOB TITLE Wales Radiology Support Worker

# BAND 3

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| Job Summary |
| * Independently undertake direct clinical tasks delegated from registered staff across the multiple imaging disciplines, to facilitate efficient radiology services.
* Work alongside registered staff to assist with examinations such as fine needle aspirations, biopsies, fluoroscopy examinations.
* Undertake a variety of administration and clerical duties required within the role, such as booking and scheduling examinations, under the direction of registered staff.
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| Responsible to |
| Reporting:       | Accountable:       | Professionally:       |
| Responsibilities and Duties |
| **Planning and Design**working alongside registered staff, co-ordinate with others to plan and adapt schedules to accommodate urgent and emergency referrals.Book examinations, transferring images electronically, and obtaining previous imaging and results, highlighting any potential issues to senior staff. **Clinical**Support patients, service users and staff throughout imaging examinations and procedures.Greet patients, performing initial identification checks and MRI safety questionnaires and highlighting any issues or inconsistencies to senior staff.Collect, direct, transport, and escort 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 act 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 and assisting registered staff with patient transfer and positioning using manual handling aids where necessary.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.Position and remove rectal tubes required for CT examinations of the large bowel.Prepare equipment for a complex trolley setting, assisting staff with setting the aseptic area.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.Preliminary selection of appropriate MRI coils and immobilisation aids that may be required across a range of imaging modalities.Work in an unsupervised capacity to monitor and record patient observations and condition, and feedback regularly to supervising staff, e.g., blood pressure and oxygen saturation checks.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.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**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.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 with peers, colleagues, multidisciplinary team members, patients, carers and visitors and overcome communication barriers, 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.Possess skills and knowledge to support the resolution of conflict and verbal complaints.**General**Clean a variety of medical / imaging equipment and clinical areas, adhering to decontamination procedures and processes.Prepare, clean, move and maintain a range of imaging and medical equipment.Recognise safeguarding concerns and initiate procedures, where appropriate and under the direction of registered staff.Work alone in a specified setting relevant to role and experience, under indirect supervision. 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.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.**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.Under direction of registered staff, schedule, book and modify examinations using electronic systems.At the request of registered staff, obtain previous imaging / results / records and perform electronic transfer of images and examinations to other hospitals / external reporting agencies.Accurately record patient, examination, and procedure details (i.e., radiationdose, pharmaceutical used, operator / reporter details), using electronic systems, ensuring all required documents are scanned and using paper recording systems when 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 and maintain appropriate levels, reporting or ordering supplies as required.**Management, Leadership and/or training** Support the induction and training of newly employed staff through the demonstration of own duties and role. |
| PERSON SPECIFICATION |
| Qualifications and Knowledge  |
| EssentialLevel 3 qualification in relevant healthcare subject, or possess the equivalent skills, knowledge and experience with a commitment to undertake on the job training to NVQ Level 3 accreditation.Understanding of the role of radiographic support workersDesirableBasic knowledge of anatomy and physiologyKnowledge of clinical work |
| Experience |
| Previous experience of working with the public in paid or voluntary rolesExperience of using computers**Desirable**Experience in supportive/assistant role such as Radiology Support Worker or HCSW or experience working within a hospital / caring environmentExperience in a range of clinical skills including aseptic techniques |
| Skills and Attributes |
| **Essential**Good verbal and written communication skillsAble to demonstrate a positive, caring and compassionate attitudeAbility to deal with distressing situationsWorks well both as an individual and as part of a team with good organisational and time management skillsMotivated and possess a non-judgemental attitude towards othersWilling 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 checkAbility to move and handle equipment and assist with manual handling of patients |