

CLERICAL ASSISTANT – BREAST IMAGING

Candidate Pack



Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone

- Provide clerical support for the Breast Imaging Department, including managing appointments and patient records.
- Welcome patients at reception, check them in, and update attendance details on the department's computer systems.
- Answer phone calls and emails, helping patients and healthcare professionals with their queries.
- Prepare and file mammography records and keep the filing system organised and up to date.
- Work mainly at Princess Royal Hospital, with occasional travel to other Trust sites in Shropshire.
- Communicate effectively with patients, staff, and other hospitals, always showing tact and empathy.

Job Description

Job title:	Breast Imaging Clerical Assistant
Grade:	2
Site:	The Princess Royal Hospital, Telford with cross site working expected at The Royal Shrewsbury Hospital
Accountable to:	Lead Superintendent Radiographer
DBS required:	Standard

Post purpose / summary

- To provide clerical support to the Breast Imaging Department in the provision of screening and symptomatic breast services, creating and amending breast imaging appointments and recording the screening/symptomatic pathway and clinical outcomes.
- Receptionist responsible for greeting patients attending for Breast Imaging appointments and entering their attendance details on departmental IT systems (NBSS & CRIS).
- The post-holder will also assume responsibility for pulling and filing mammography records.

- The post is principally based at the Princess Royal Hospital, but the post-holder will be required to travel to other Trust sites within Shropshire.

Scope and Range

Working under the supervision of the Breast Imaging clerical team, duties are undertaken within the Breast Imaging department by following a daily list of tasks to be performed. The nature of the job will require the post-holder to be in regular contact with all members of the breast multi-disciplinary team and other screening units, hospitals and departments.

Main duties and responsibilities

- To provide clerical support to the Breast Imaging clerical team and the wider clinical breast team.
- To create and amend breast imaging appointments using NBSS/CRIS.
- To attend the assessment clinic pre-meeting and record the assessment plan for each woman in preparation for their arrival in clinic.
- As Receptionist, to greet breast screening and symptomatic patients as they arrive and accurately record their attendance on NBSS/CRIS. To also record the attendance of any MRI patients that may arrive when sitting on reception as a gesture of good will.
- To deal with the full range of telephone calls into the Breast Imaging Office, including enquiries from health professionals, the general public and clients/patients.
- To monitor the generic e-mail account and act upon any messages in a timely manner.
- To assist with requests for breast screening at an alternative service.
- To prepare breast imaging packets prior to clinic and to collate them ready for re-filing, ensuring all relevant data is filed within them.
- To make breast screening appointments and prepare clinic lists for women recalled for the second stage of screening.
- To carry out data audit checks in line with NHSBSP QA guidelines.
- To organise and maintain an effective filing system for all aspects of breast imaging.
- To manage incoming and outgoing post, prioritising work to ensure that urgent matters are dealt with in a timely manner.
- To undertake printing of letters, reports, clinic schedules and client forms.
- To dispatch screening invitation and results letters to agreed timetables.
- To request previous mammograms from other services/hospitals in a timely manner for both screening and symptomatic imaging.
- To collate all images and paperwork before and after reporting.

- To identify breast screening paperwork appropriately into assessment clinics, technical recalls and routine recalls for onward processing and inputting onto NBSS.
- To pull and file breast packets as necessary into the department's mammography film file.
- To comply with the policies of the National Breast Screening Programme relating to clerical matters.
- To attend monthly departmental staff meetings, take minutes and type them up for distribution to the team
- To comply with Trust and departmental policies and procedures and Health and Safety rules.
- To complete all mandatory training in accordance with Trust policy.
- To assist in keeping the Mammography Filing System up to date by discarding records that are no longer required (working to the NHSBSP Guidelines for retention of records).
- To assist in maintaining an accurate and tidy filing area and using the storage space effectively.

Communications and Relationships

- Effective communication skills are essential – verbal, written and e-mail.
- To liaise with a wide range of people on a regular basis - clerical and clinical colleagues, consultants, secretaries, histology, medical records, GPs and practice nurses, NHS Digital and Breast Screening Programme support teams, wards, clients/patients and their relatives/carers.
- To liaise with other breast screening services and hospitals regarding screening clients moving to/from other areas and the requesting and dispatch of their records.
- To provide general, non-clinical advice, information and guidance directly to patients/clients, relatives and carers, using acquired knowledge to inform clients of the benefits of mammography screening and breast awareness.
- Tact and diplomacy, patience and empathy are essential in the course of considerable patient/client telephone contact.

Systems and equipment

The post-holder will be required to use the following:

Equipment:

- Computer
- Printer
- Multi-function photocopier
- Telephone
- X-ray film viewers.

Systems:

- Trust & departmental operating systems – CareFlow, CRIS, BS SELECT, NBSS, PACS, IEP, Review, Somerset, Microsoft Office and e-mail.

Decisions, judgements and freedom to act

- Organises own workload in line with responsibilities and timescales agreed with Breast Imaging clerical team.

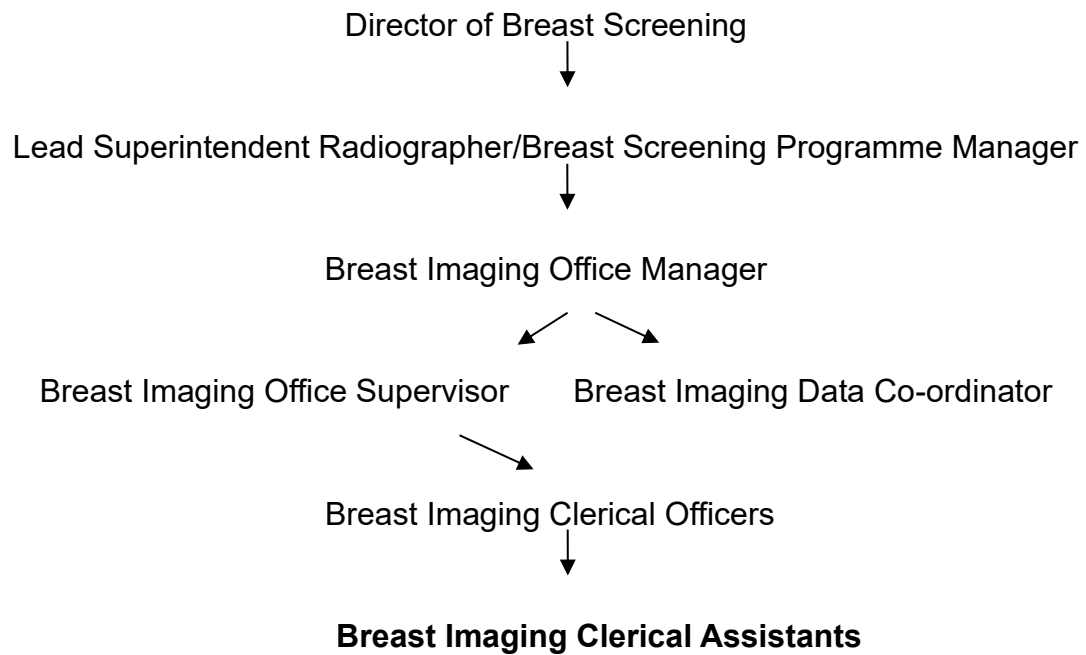
Physical, Mental and Emotional demands of the post

- Combination of sitting, walking, standing and reaching with daily requirement for effort when carrying notes and x-rays.
- The post-holder will be required to work in the Mammography film file which is remote from the Breast Imaging Department on an underground level.
- Inputting of essential information onto the computer database on a daily basis requires accuracy and concentration.
- Dexterity required in the use of a computer keyboard for much of the work.
- Ability to concentrate and produce accurate work while handling frequent interruptions.
- Ability to meet deadlines for appointments, results and audit in line with nationally-set targets.
- Emotionally demanding and distressing situations may arise when dealing with patients, clients and their relatives who are facing the possibility of a breast cancer diagnosis.

Working conditions

- Possible exposure to the emotional/aggressive behaviour of patients, clients or their relatives.
- Frequent and prolonged use of VDU.
- Working in dusty filing areas.
- Job rotation and desk sharing on a daily/weekly basis.
- Potential for cross-site working at the Princess Royal Hospital, Telford – to be able to drive and to have the use of a vehicle.

Organisational position



Person Specification

	Essential	Desirable
Qualifications	GCSE's at grades 9 – 4 including Maths and English	Typing or IT qualification
Experience		- Office Experience - Experience in a healthcare setting - Filing experience in large filing systems - Experience of CareFlow and CRIS - Prior experience of hospital IT systems, e.g. NBSS, CareFlow, CRIS, Review, Clinical Portal
Knowledge and skills	- Working knowledge of Microsoft Office e.g. Word, Excel, E-mail - Understanding of confidentiality - Good verbal & written understanding of the English language - Excellent communication skills with colleagues and patients - Competent PC user and keyboard skills - Proficient in use of Microsoft Office – Email, Word, Excel - Able to work in a multidisciplinary team	

	• Able to work using own initiative	
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General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

Health and safety

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

Infection prevention and control (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

Information governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.

Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.

Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional standards and performance review

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

Safeguarding children and vulnerable adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trust's Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

Social responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous improvement

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH

continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

