Moving to EXCELLENCE

NHS
The Shrewsbury and Telford Hospital
NHS Trust

# Diagnostic Radiographer

## Candidate Pack

# Colleague Benefits

## General

- 27 days annual leave entitlement, increasing with length of service, plus 8 bank holidays
- Flexible working policies
- Generous maternity pay and 2 weeks full pay paternity leave
- Colleague recognition scheme and long service awards
- Greener travel initiative, including cycle to work scheme and lift share
- Childcare information and support available, including onsite nurseries
- Discounted bus passes with Arriva

## Financial

- Access to various local and national discounts via various external websites
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

## Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

## Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men’s Health forms and MOT
- Discounts with local gyms

# Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level - from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction — between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

## C.A.R.E. Meaning and Practice

**Compassion** - Demonstrate genuine kindness, empathy and humanity in every interaction. Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

**Acknowledge** - Actively listen and be fully present. Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

**Respect** - Treat everyone with dignity, honesty and fairness at all times. Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

**Empower** - Enable people to be active participants in their care and work. Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included. Poppy's Promise is more than a framework - it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

## In daily practice, you can:

- Take a moment before entering a patient's space - centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions - consider how your approach made the patient or family feel

## All staff within the Trust are expected to:

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

# 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.***

- The role involves carrying out X-ray and basic CT scans safely and to a high standard.
- You will follow radiation safety rules to protect patients, yourself and other staff.
- You will look after patients during their scan and make sure they feel safe and cared for.
- You will work different shifts across days, nights and weekends as part of a 24/7 service.
- You will keep accurate records, follow all Trust policies and report any equipment problems.
- You will help support student radiographers once you have completed your induction.

# Job Description

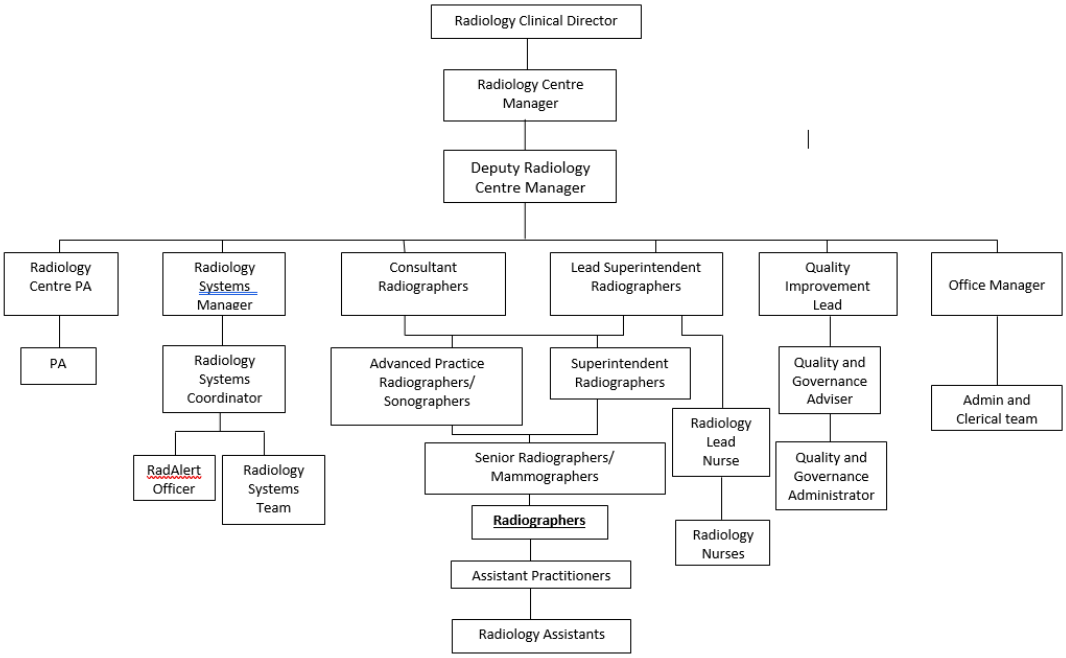
| | |
|---|---|
| **Job title:** | **Diagnostic Radiographer** |
| **Grade:** | **Band 5** |
| **Site:** | **The Princess Royal Hospital including rotation to Hollinswood House CDC** |
| **Accountable to:** | **Radiology Centre Manager** |
| **DBS required:** | **Yes, Enhanced DBS** |

## Post Purpose Summary

- To undertake X-ray examinations as an operator in accordance with IR(ME)R 2017, under indirect supervision of more senior member of staff.
- To undertake basic CT scanning as specified under Band 5 competence with potential to train further in CT
- To justify medical exposures using the Department's IR(ME)R Examination Protocols to ensure a safe effective x-ray service to all patients.
- To produce a good quality diagnostic image whilst keeping the radiation dose as low as is reasonably practicable.
- To assess and treat a workload of patients whilst maintaining a high standard of care to all patients and staff.
- To comply with Trust, Departmental, health and safety and Data protection policies.

- To maintain at all times patients' privacy and confidentiality.

### Organisational Chart




## Scope and Range

- To work as part of a 24-hour 7 day working roster, including 8 and 12 hour shifts, On-call, Bank holidays and Weekends.
- To carry out x-ray examinations to the required standard
- To carry out x-ray examinations with supervision, (direct or indirect)
- To undertake basic CT scanning as specified under Band 5 competence with potential to train further in CT
- To be responsible for radiation protection of patients/carers/other staff during X-ray procedures.
- Involved in clinical instruction and training of students after a 3 month induction period.
- May take control of an X-ray room/ CT scanner in the absence of a senior radiographer (within scope of practice).
- To ensure the examination room is correctly prepared.

## Main Duties and Responsibilities of the Postholder

- To accept responsibility for the patient in their care during the radiographic procedure.
- To comply with the Trusts policies
- To undertake X-ray examinations as an operator in accordance with the IR(ME)R 2017.
- To authorise under protocol medical exposures using the Department's IR(ME)R Authorisation Protocols.
- Where examinations fall outside of authorisation protocols, to ensure justification by an IRMER Practitioner.
- To be aware of and practice all radiation protection procedures in line with IRMER 17 and IRR 17.
- To assess and treat a workload of patients whilst maintaining a high standard of radiography and care of the patients.
- To assist with audit projects as required.
- To maintain CPD, attend Statutory and Mandatory training on an annual basis and maintain competence for the post.
- To maintain associated records including paper and IT records to comply with IR(ME)R regulations and the Trust and Departmental policies and procedures
- To ensure all equipment is used correctly and any faults or concerns are reported to the senior staff and to record all faults in the room Log Book.
- To liaise with a wide range of staff caring for the patient: including medical staff, ward staff and staff from this and of other Departments
- To participate in the Department's out of hours service and shift system often working single-handed (after completion of the Department induction period).
- To disposal of any clinical sharps and clinical waste to the appropriate area.
- To supervise student radiographers (following completion of the Department induction period.)

## Systems and Equipment

The Band 5 Radiographer will be required to use the following equipment:

- Static x-ray rooms
- Mobile x-ray units and image intensifiers
- CT scanner
- PACS (Picture Archiving Communication System)
- Computerised radiology information system
- Computerised hospital patient information system

- Review (results reporting system).
- Beds, trolleys and wheel chairs
- Patient handling/moving equipment (manual and motorised)
- Oxygen cylinders

Also:

To know

- The site and position of the patient resuscitation equipment (adult and paediatric).
- All equipment that may come attached to a patient from the ward e.g. IV infusion pumps, Catheter bags etc.
- To know the Trust procedures for medical emergencies.

## Decisions,Judgements and Freedom to Act

A Band 5 Radiographer is required to:

- Prioritise their workload.
- Care for patients, carers, visitors, and relatives during their visit to the Department.
- To justify requests for radiographic examinations using the Department's IR(ME)R Examination Protocols.
- Bring any queries about requests not suitable for justification to senior staff.
- To professionally judge the quality of the radiographic image and assess if it provides the relevant information.

## Communication and Relationships

Will be required to liaise with:

- Consultants and medical staff in all specialities in the Trust
- All Radiology Departmental staff e.g. Radiologists, Senior Radiographic staff, students, nurses, assistants, helpers, clerical staff and porters.
- Liaise with other Departments/Wards regarding the examination and aftercare the patient will have when visiting the Department.
- Patients and their relatives
- Visitors.

Will be required to:

- Confirm with the patient (or carer if patient not capable) their identity, clinical problem and any previous attendance to radiology.
- Check pregnancy status of female patients.
- Gain patients consent for the examination (or carer if patient not capable).
- Give information about and instruction during the examination.
- Ensure the patient receives advice about the 'Aftercare' they must adhere to and how and when they will receive their report.
- Explain to relatives/parents/carers what is about to happen and how they can help.

To discuss and communicate with other staff in the Department:

- Equipment problems
- Protocols.
- Necessary patient history to colleagues, keeping in mind confidentiality.

## Physical, Mental and Emotional Demands of the Post

Mental demands

- To deal with a demanding and often unpredictable workload.
- Frequent interruptions to answer queries.
- To work quickly and skilfully to produce the best image with the least radiation dose, whilst maintaining a high standard of patient care.
- To prioritise workload, particularly challenging during" out of hours" shifts
- Verbal and direct physical contact with all patients
- To maintain confidentiality.
- Concentration is needed for the positioning of patients, exposure factors, viewing of images, and associated administrative duties
- In some areas concentration has to be of a very high standard for sustained amounts of time, particularly when undergoing training. e.g. CT.
- Bleep interrupts your concentration during out of hours

Physical Demands

- Accuracy and dexterity are needed to position patients and give intravenous injections.
- Wearing a lead apron for prolonged periods of time.
- Frequent positioning and manoeuvring of all patients.
- Frequent moving and positioning of heavy X-ray equipment with every patient. (X-ray machine)

- Frequent pushing of trolleys, beds and wheelchairs (50% of all patients)
- Working in cramped conditions when X-raying patients on the wards.

Emotional demands

- Empathy for both patients and relatives.
- Frequent distressing situations, working with the terminally ill, and road accident victims.
- Dealing with difficult and distressed patients and their emotional feelings
- Dealing with children and patients with learning difficulties.
- Producing images of diagnostic quality on difficult patients who are both physically and emotionally traumatised.
- Child abuse victims

## Working Conditions

- Working in an environment that is potentially hazardous if correct working practice is not adhered to: ionising radiation
- Have to deal with all bodily fluids and odours daily.
- Processing chemicals, which have an obnoxious smell and are potentially harmful if the correct protocols for handling are not carried out.
- Verbal and physical aggression occasionally.
- Regular contact with: angry, difficult, drunk and upset patients.
- Have to be aware of and deal with infectious diseases.

The prevention and management of acquired infection is a key priority for the Trust. The post holder is required to ensure, as an employee, that his/her work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or themselves:

1. All staff must be aware of infection prevention and control policies, practices and guidelines appropriate for their duties and must follow these at all times to maintain a safe environment for patients, visitors and staff;

2. All staff must 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;

3. Any breach of infection control policies is a serious matter which may result in disciplinary action;

4. All staff have a responsibility to 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. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **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 -** The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. 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. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face 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 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; and
- Participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

## 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 Trusts Safeguarding Children procedures and guidelines.
    - You attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

## Smoking Policy

SaTH NHS Trust has a smoke-free policy. Smoking is not allowed in or on any of the trust's grounds or premises or in any Trust-owned or leased pool vehicle. Applicants should be aware that it may not be possible to smoke throughout working hours.

## Terms and Conditions

These are in accordance with the Agenda for Change Terms and conditions

**To undertake any other relevant duties that may be required.**

**This job description will be reviewed at intervals with the post holder**

# Person Specification

**Please note:**

**Progression onto a substantive Band 5 Diagnostic Radiographer post is conditional on completion of training. Failure to qualify and obtain professional registration will result in this post being withdrawn.**

| Essential | Requirements to commence training: | On completion of training |
|---|---|---|
| **Qualifications** | • E Qualification's meeting entry requirements for Diagnostic Radiographer Degree/ conversion Apprenticeship (Hons) Diagnostic Radiography and Imaging | • BSc (Hons) Diagnostic Radiography<br>• HCPC Registration |
| **Experience** | • Qualified Assistant Practitioner in General Imaging currently working | |
| **Knowledge and skills** | • Good communication skills<br>• Able to participate in clinical work in most areas of the dept.<br>• Able to assess how to communicate with people with difficulties<br>• Able to assess patient conditions<br>• Capable of using PACS and the | • IR(ME)R 2017<br>• IRR17 Regulations<br>• COSHH |

| | | |
|---|---|---|
| | Radiology Information System<br>• Be involved with clinical instruction (after induction)<br>• Able to prioritise workload<br>• Computer literate | |
| **Other** | • Capable of moving Radiology equipment and positioning patients.<br>• Team player.<br>• Availability to work out of hours | |

## 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 & 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;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

## Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. 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;
- 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 staff;
- 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;
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

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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.

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    - you are familiar with and adhere to the Trusts 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 aims 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.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won’t be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and

thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

## Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.