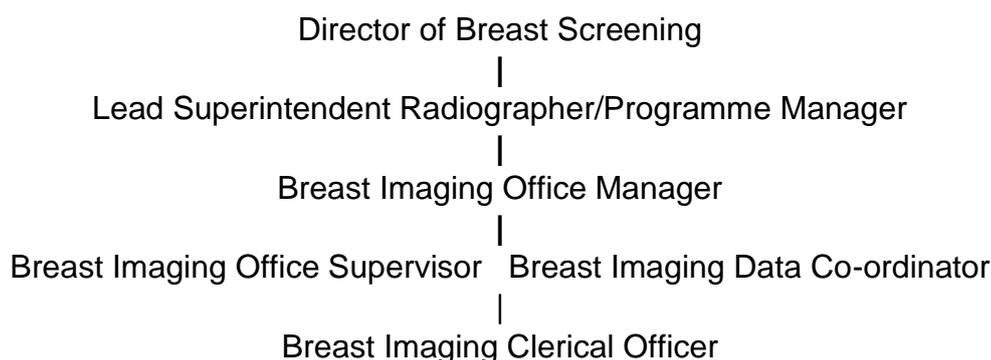


Job Description

Post Title	Breast Imaging Clerical Assistant
Base	Royal Shrewsbury Hospital
Department	Breast Imaging
Grade	Band 2
Manager responsible to	Breast Imaging Office Manager
Accountable to	Lead Superintendent Radiographer

Organisational position



Breast Imaging Clerical Assistant

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 Royal Shrewsbury 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 of the post holder

- 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 refiling, 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 upload digital images onto PACS and check that all images have transferred correctly.
- To collate all images and paperwork before and after reporting.
- To batch breast screening paperwork appropriately into assessment clinics, technical recalls and routine recalls for onward processing and inputting onto NBSS.
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- 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 – Semahelix, 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.

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; 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

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; 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 staff; 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.

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.

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 Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower staff at all levels to have the confidence, capability, passion and knowledge, to test changes and make improvements at the Trust and the communities we serve. Following a successful five year partnership with the Virginia Mason Institute in the USA, the Trust 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 to make improvements, whilst also providing training at various stages of your time at the organisation, as part of your continuing professional development.

Note

The above duties are representative of the post and any changes necessary in light of service needs will be made in discussion with the Breast Imaging Office Manager.

Job description agreement

Manager Name	Post holder Name
Signature	Signature
Date	Date

Revised 08.4.2019