

CLERICAL OFFICER – 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.

- The role supports the Breast Imaging Office by helping with daily clerical work for both screening and symptomatic services. It involves organising appointments, preparing paperwork, and keeping patient records accurate and up to date.
- The post-holder helps supervise the Clerical Assistant and keeps the office running smoothly when senior staff are away.
- The job includes speaking with patients, families and many healthcare staff, often dealing with sensitive or emotional situations. It requires good communication skills, accuracy when using computer systems and the ability to manage a busy workload.
- The role is mainly based at the Royal Shrewsbury Hospital but may involve travel to other sites in Shropshire.

Job Description

Job title:	Clerical Officer- Breast Imaging
Grade:	Band 3
Site:	The Royal Shrewsbury Hospital
Accountable to:	Lead Superintendent Radiographer
DBS required:	Standard

To support the Breast Imaging Office Manager (BIOM) and Supervisor (BIOS) in carrying out the full range of clerical duties for the screening and symptomatic breast services.

To maintain the smooth running of the Breast Imaging Office in the absence of the BIOM or BIOS, prioritising workload and delegating tasks.

To help supervise the work of the Clerical Assistant and assist in her duties, providing cover as necessary.

The post is principally based at the Royal Shrewsbury Hospital but the post-holder may 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/secretarial support to the Breast Screening Programme Director and Programme Manager, BIOM, Breast Care Nurses, Consultant Radiologists and Surgeons.
- Manage and prioritise own workload.
- To assist with on-the-job training of new staff members within the office.
- Prioritise and supervise workload of the Clerical Assistant providing assistance and advice as necessary.
- To provide cover for essential tasks in the absence of the BIOS and assist in the smooth running of the department in the absence of the BIOM.
- To create and amend the full range of breast screening and symptomatic follow-up appointments using NBSS and CRIS.
- To organise screening assessment clinics and appointments in line with national performance standards.
- To check paperwork following film-reading, ensuring that those cases highlighted for assessment clinic, technical recall and routine recall are processed and dealt with appropriately.
- To prepare all relevant documentation for weekly MDT meetings and accurately document outcomes by collating documentation for forwarding to the surgeons.
- To update each woman's NBSS record to accurately reflect MDT decision, collate benign results for the Breast Care Nurse and arrange any outstanding appointments.
- To attend the assessment clinic pre-meeting (in the absence of the Receptionist) and record the assessment plan for each woman in preparation for their arrival in clinic.
- To ensure that all care homes are alerted by letter when screening is due in each area within Shropshire.
- To greet breast screening and symptomatic patients/clients as they arrive and accurately record their attendance on CRIS. To also record the attendance of any MRI patients that may arrive when sitting on reception as a gesture of good will.
- To type up letters on behalf of the Consultant Radiologists, Radiographer and Surgeons for filing in the patient record and forwarding to their GP.
- To deal with the full range of telephone calls into the Breast Imaging Office, including enquiries from health professionals, the general public and distressed clients/patients.
- To handle difficult enquiries beyond the scope of the Clerical Assistant.
- To trace any women that may have had previous screening in another area using BS Select.
- To accurately transfer all written clinical outcome information relating to diagnostic tests and treatment onto the NBSS computer system.
- To record the numbers of screening attendees/non-attendees and to close clinics and reconcile clinic totals.
- To prepare the breast screening packets for re-filing, ensuring all relevant data is filed within them.

- To book all interventional procedures from the request list on a daily basis, ensuring that they are appropriately vetted by a Radiologist or Consultant Radiographer.
- To monitor the Breast Screening e-mail account and act upon any messages in a timely manner.
- Ensure that a trained interpreter is available during appointments for women whose functional language is not English, along with written information.
- To ensure that all requests for screening at an alternative service are dealt with in a timely manner.
- 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 ensure that all letters, reports, clinic schedules and client forms are available and dispatched to 7 appropriate clinicians, including GPs.
- To monitor the reporting of images taken so as to avoid any breaches according to NHSBSP guidelines.
- To dispatch screening invitations and all results in a timely manner on a daily basis.
- To request/dispatch previous mammograms from/to other screening areas in a timely manner making use of the Image Exchange Portal (IEP)
- To retrieve and file breast packets as necessary.
- To attend monthly staff meetings, take minutes and type them up for distribution to the team.
- To comply with the policies of the National Breast Screening Programme relating to clerical matters.
- To comply with Trust and departmental policies and procedures and Health and Safety rules.
- To complete all mandatory training in accordance with Trust policy.

Communications and Relationships

- To liaise with a wide range of people on a daily 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 communicate effectively and accurately - verbally, in writing and via e-mail.
- To develop and maintain effective relationships with colleagues.
- The sending of official letters to General Practitioners and other breast screening units/hospitals.
- To liaise with other breast screening units 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 screening and breast awareness.

- Develop knowledge of departmental clinical procedures to be able to offer basic support to patients and clients.
- Demonstrate tact and diplomacy, patience and empathy in the course of considerable patient/client telephone contact.
- Communicate appropriately with a range of clients taking account of different backgrounds and cultures, special needs, challenging behaviour, distress and aggression.
- Deal with enquiries from clinicians, other organisations and members of the public.

Systems and Equipment

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

Equipment

- Computer
- Printer
- Multi-function photocopier
- Telephone
- Dictaphone

Systems

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

Education and Training

- Take responsibility for own personal development.

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 may 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.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Minimum of 3 GCSE grades 9-4 (or equivalent) including English and Mathematics 	
Experience	<ul style="list-style-type: none"> • General office experience • Data input to a high degree of accuracy • Experienced PC and keyboard user • Proficient in the use of Microsoft Office particularly Word, Excel, Outlook 	<ul style="list-style-type: none"> • Previous experience of working in a healthcare setting • Secretarial experience • NBSS computer system • Breast Screening Select system • Competent in the use of Trust IT Systems – CRIS, PACS, CareFlow, Review • Good knowledge of medical terminology
Knowledge and skills	<ul style="list-style-type: none"> • Able to work in a multi-disciplinary team comprising junior colleagues, peers, senior medical staff and managers • Self-motivated and able to work on own initiative • Able to assist with the work of others • Decisive and confident in absence of line 	<ul style="list-style-type: none"> • Strong interpersonal skills and ability to liaise confidently at all levels

	<p>manager</p> <ul style="list-style-type: none"> • Excellent communication skills in dealing with a range of people e.g. colleagues, doctors, patients, general public • Ability to keep calm when faced with aggressive/emotional situations • Ability to prioritise workload for self and others and work under pressure to tight deadlines • Able to work quickly and efficiently to constantly high standards, handling frequent interruptions • Able to understand the critical importance of confidentiality • Self-motivation and enthusiasm • Able to concentrate for long periods when working on a PC • Flexible and adaptable approach in order to meet deadlines and workload demands • Attentive to detail and able to work to a high degree of accuracy whilst handling frequent interruptions 	
Other	<ul style="list-style-type: none"> • Flexible to meet the needs of the service • Able to work at Trust sites away from RSH base 	

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).

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 and sensitive 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;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- 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.

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.

