



RADIOLOGY CLERICAL OFFICER

INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, 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

Option to buy and sell additional annual leave

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

- Blue Light Card
- Health Service
- Discounts NHS

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

Job Title	Radiology Clerical officer
Band	3
Directorate	Radiology – Clinical Support services
Accountable to	Radiology Office Manager
DBS Required?	Yes – Standard

JOB OVERVIEW

1. The post holder will support the radiology clinical teams and the wider management team to ensure smooth delivery of a quality patient focused service. To deliver an efficient and effective administrative service for radiology which includes reception duties and coordinating appointments for outpatients and in-patients.
2. To be able to work independently and on own initiative with minimum supervision to carry out the duties of the post, working closely and communicating effectively with other members of the radiology team and teams from other departments such as referring consultants, CNS, medical secretaries, staff from clinical teams within the trust, community teams and GP practices.
3. To be responsible for monitoring and booking referrals for outpatient appointments which include suspected cancer patients and ensure they are planned in accordance with agreed service guidelines and in line with National waiting times and clinical targets.
4. To be responsible for the coordinating of In-patient scans into relevant modality lists, working

with ward staff/doctors to pass on appointment times and specific preparation details required for the patients scan.

5. To meet and greet patients, relatives and staff who attend the department or via telephone, to be able to give them direct help or give directions to obtain assistance from the appropriate person.

6. To maintain accurate electronic records using Radiology software (wellbeing), the Trusts Patient Administration System (PAS), TQuest (GP referrals), Somerset register and Review.

Main Duties and Responsibilities

- To provide comprehensive administrative support to the Radiology department and wider management team. Reception Duties – Service Delivery
- To meet patients who attend the radiology department, attend them for their appointment, deal directly with their query, or seek assistance if required.
- The post holder is expected to use the Trusts Patient Administration System (PAS) Sema ensuring all relevant patient information recorded accurately and updated accordingly upon contact with the patient or upon notification of changes in circumstance.
- To deal with day-to-day enquires from patients, radiology consultants, referring consultants, CNS, and other staff within the trust including staff working in other clinical centres. This may be to give direct help or giving directions to obtain assistance from the appropriate person.
- Throughout the day bring across electronic GP orders received to the request list and assign for vetting if required.
- Send out Partial book letters daily to outpatients and manage these on an urgency basis.
- Deal with clinical staff bringing In-patient requests into radiology, ensure they are scanned on to radiology system (wellbeing) before advising them to discuss with a consultant radiologist.
- Deal with all outpatient requests that are received into the department, ensuring all data is transferred correctly on to radiology system (wellbeing) including the correct examination code is entered and assign for vetting if required.
- Ensure that request cards are filled in correctly and arrange return to the referrer if they are incorrect.
 - Print daily patient radiology reports, distribute to wards, Clinics or outside referrers via internal trust post or external post.
- Open and sort Post that arrives at the radiology department.
- To maintain and manage office stationery, to be checked on a weekly basis to ensure an appropriate level of stock is always available and to communicate to deputy Office Manager when stocks are low.
 - To maintain and manage the stock level of the colonic study capsules. Ensure a weekly check of these are done and new order is completed to ensure these do not drop below an appropriate level.
 - To maintain and manage the stock level of the Gastrogaffin Oral preparation. Ensure a weekly check of these are done and communicate to CT team if a new order is required.
- To comply with Trust and Departmental procedures. Fire and Health and Safety.
- To comply with the “system of work” for the controlled areas of the department.

In patient co-ordinator – Service Delivery

- The post holder is expected to plan and prioritise workload using their own initiative working to agreed Guidelines and Standard Operating Procedures to support decision making.
- Deal with Care coordination centre referrals for patients requiring DVT scans. Liaise directly with the centre should there be any missing referrals for that day.
- Responsible for the daily management of emails received to the generic department email, answer emails that they can or forward on to relevant radiology team member where necessary.
- Book In-patient scans into relevant modality lists, liaise with ward staff/doctors to pass on appointment time and specific preparation details required for patients scan.
- For speciality in-patients requests such as paediatrics or interventional procedures discuss directly with consultant radiologist to agree when procedure can be performed.
- To book haematuria patients in line with their one stop clinic appointments, by using the Trusts

Administration system (PAS) Sema to check patients lists on specific clinic diaries. And to liaise directly with the 2ww Booking team for relevant referrals that are required.

- To book PMB Patients directly for their US scans using the shared folders to obtain relevant referrals from 2ww booking team.

Appointments – Service Delivery

- The post holder is expected to plan and prioritise workload using their own initiative working to agreed Guidelines and Standard Operating Procedures to support decision making.
- To deal with all telephone enquiries coming through the radiology call centre.
- To appoint, cancel or rearrange any outpatient appointments from incoming calls.
- To deal with any telephone enquiries from within the trust and other organisations.
- To operate and maintain an efficient and effective Booking service for out-patient appointments (CT, CTVC, US, MRI, Plain Films, Fluoroscopy, and interventional procedures). Ensuring clinical priorities are maintained and recorded appropriately within the radiology system (wellbeing) and that patients are planned for their scans in accordance with their clinical priority i.e. Cancer or urgent patients followed by routine patients by longest wait in line with the National waiting times.
- To have knowledge of the preparation required for all x-ray procedures.
- The post holder must ensure when booking outpatient scans the examination code is cross referenced with the vetting notes and protocol to ensure they match, also to use Trust Review system to check up to date EGFR (Blood) results for contrast CT scans.
- The post holder will be expected to use the Somerset Cancer database to ensure patients are on a cancer pathway to ensure they are recorded as the correct urgency to allow patients to be appointed within the correct time frame.
- Responsible for signing patient prescription form to confirm posting of preparation for Virtual CT Colonoscopies. To ensure patient details on preparation is cross referenced with patient details to ensure being sent to correct patient.
- To ensure TCI Forms for bed requests are completed and sent to the relevant trust booking team when booking interventional procedures.
- The post holder will be responsible for ensuring effective data quality of the waiting list ensuring when notification is received from Clinical teams or patients that their scan is no longer required the patient will be removed appropriately and in a timely manner. Ensuring the referral is returned to the referrer with all relevant information.
- The post holder will be responsible for ensuring that lists are planned in accordance with radiology templates and utilisation timings to maximise radiology throughput and achieve National waiting times.
- The post holder is responsible for communicating with patients whose appointments are to be cancelled due to operational or unforeseen clinical issues.
- The post holder will assist and support the Office/deputy manager in the training of new team members by demonstrating own duties where necessary and shadowing new team member until full competency is achieved and they are able to work unsupervised.
- The post holder must escalate any concerns through to the office/deputy manager.

Responsibility for Staff, Resources and Information

- Will be required to demonstrate administrative duties to new or less experienced employees or provide basic training on admin systems
- May require day to day supervision and/or co-ordination of staff
- Responsible for maintaining stock control (e.g. consumables, admin stock) and ordering and maintaining office supplies and stationery
- May handle patient valuables

- Frequent data entry, text processing and storage of data.
- Updates, maintains and stores clinical or non-clinical records

Policy and Service Development

- To be aware of, and follow, all relevant Trust policies including those on information governance and data protection.
- To be aware of service improvement opportunities and actively seek opportunities to provide comment and suggestions on improving policies and working practices within the department/service.

Organisational, Analytical, Decision Making

- To plan and organise straightforward activities which may be ongoing. This may include staff rotas, clinics, meetings, managing diaries.
- To make judgements involving facts or situations, some of which require analysis. E.g. when deciding how to respond to queries, making decisions around dairy commitments and how meetings or clinics will be organised.
- To be guided by standard operating practices and well established procedures for matters that are generally routine, referring any non-routine matters to colleagues as needed.

Communication and Working Relationships

- Provide and receive routine information requiring tact or persuasive skills or where there may be barriers to understanding, this includes the provision of written or verbal information to colleagues.
- Communicates complicated administrative information to staff from other departments and/or external contacts verbally or in writing.
- Provide and receive complex or sensitive information (e.g. patient records)
- May be required to exchange information with patients, relatives and staff on a variety of departmental matters and procedures.

Physical, Mental and Emotional Effort

- The post holder will frequently be required to sit or stand in a restricted position for a substantial proportion of the day.
- Frequent concentration required for administrative and duties, where the work is unpredictable due to urgent requests, e.g. problems with scheduling or rostering that require urgent amendments, urgent need for data or information for colleagues/meetings.
- Exposure to distressing or emotional circumstances is rare
- Use VDU equipment more or less continuously



PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.



QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> NVQ Level 3 or equivalent qualification or experience Good basic education Grades A-D (9-4 or Equivalent) Must Include Mathematics and English. 	<ul style="list-style-type: none"> NVQ Level 3 in administration

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Experience in an administration role Knowledge of secretarial or administrative procedures and systems 	<ul style="list-style-type: none"> Experience in the NHS Experience in arranging appointments for radiology procedures Use of Trust patient information system Order in which appointments can be arranged. Medical terminology

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none">• Clear communicator both in writing and verbally• Able to share information with tact or persuasive skills where necessary• Able to analyse situations and information• Must be proficient in the use of Microsoft Office and have standard keyboard skills	<ul style="list-style-type: none">•

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; 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 AND CYBER SECURITY

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.

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 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.

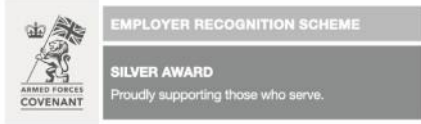
The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

The Trust is a no smoking/e-cigarette/vaping organisation except for designated external areas, in accordance with Trust Policy.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





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[Getting to The Royal Shrewsbury Hospital](#)

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