

JOB DESCRIPTION

POSITION:	Radiology Patient Transfer Assistant – Rotating Shifts
BASED AT:	The Royal Shrewsbury Hospital
DEPARTMENT:	Radiology
RESPONSIBLE TO:	Deputy Centre Manager

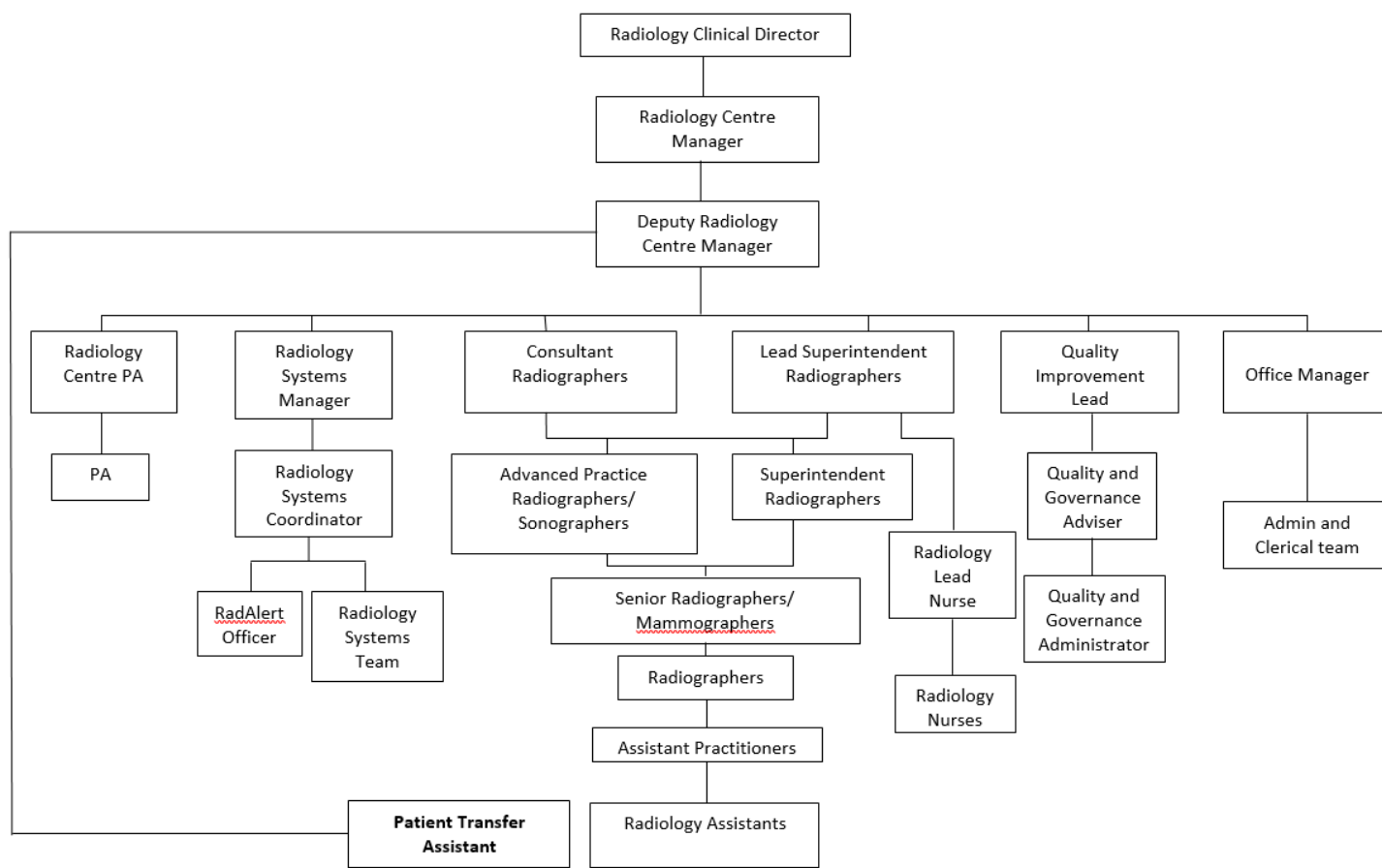
POST PURPOSE

The Patient Transfer Facilitator role is one of a team providing a wide range of services created by the demands of the Radiology Department that are outside the IR(ME)R regulations. The post holder will work within the Trust Values with duties to include:

- The movement of patients between the radiology department ,wards and clinics and other departments, ensuring patient safety is a priority during patient transit
- Ensuring an effective and comprehensive handover of patient requirements and needs takes place every time with clinical staff.
- Highlighting any concerns regarding patient transit to ward staff directly
- Using the Radiology Assistant handover check sheet guide with ward staff to effectively identify level of patient needs. To liaise with the ward, department and clinic staff to carry instructions and messages related to the patients care and pass onto the radiographers.
- Ensuring the relevant documents accompany the patient.
- Using the radiology information system to record the patient's attendance and utilise the portering module of the system during all shifts effectively for accurate audit purposes

ORGANISATIONAL POSITION

Radiology Centre Organisational Structure



SCOPE & RANGE

1. MAIN DUTIES AND RESPONSIBILITIES

- 1.1 The post holder is required to escort patients between the radiology departments, wards, clinics and other departments.
- 1.2 The post holder is required to attend to the needs of the patient during the journey.
- 1.3 The post holder is required to liaise with the ward, department and clinic staff to carry instructions and messages related to the patients' care.
- 1.4 The post holder is required to ensure the relevant documents accompany the patient.
- 1.5 The post holder is required to use the radiology information system to record the patients attendance, and inform the radiographer of previous imaging history.
- 1.6 The post holder is required to keep wheelchairs, patient trolleys and associated equipment clean and ready for use, and report any faults to the Superintendent or senior radiographer take an active part in the maintenance review of equipment and help provide information which is useful for radiology audit.
- 1.7 The post holder is required to promote the Radiology service and act as a point of contact between the wards and the department.

- 1.8 The post holder is required to reassure the patient and provide basic information about the examination during the journey.
- 1.9 The post holder is required to help with the movement of patients in the examination rooms and to act as a chaperone.
- 1.10 The post holder is required to maintain patient confidentiality at all times.
- 1.11 The post holder is required to be responsible for complying with Health & Safety rules, agreed policies and procedures of the Radiology Department, the local code of practice for the protection of persons against ionising radiation, and the agreed policies and procedures of the Royal Shrewsbury Hospitals NHS Trust.
- 1.12 The post holder is required to keep examination and waiting rooms tidy and deal with any spills.
- 1.13 The post holder is required to cover administrative duties as required.

2. PHYSICAL DEMANDS

- 2.1 The post holder will be required to maneuver hospital trolleys and wheelchairs.
- 2.2 The post holder will be required to assist patients on and off trolleys, beds and hospital furniture.
- 2.3 The post holder will be expected to be able to communicate and reassure a patient without giving any in depth detail.
- 2.4 The post holder will sometimes have to comfort patients who are anxious about their examination
- 2.5 The post holder may have to deal with drunk and aggressive patients.

3. SYSTEMS AND EQUIPMENT

- 3.1 The post holder is required to have a basic understanding of the radiology computer system sufficient to check a patient's identity and radiology history, record patient's attendance, and confirm reporting status.
- 3.2 The post holder is required to be able to use the Hospital computer systems to check all patient demographics

4. DECISIONS, JUDGEMENTS AND FREEDOM TO ACT

- 4.1 The post holder will contribute to production of policies and procedures and be actively involved in the making of changes within the department using lean ideas and lean methodology.
- 4.2 The post holder will be able to make minor changes when situations occur in the absence of the Manager, however changes should be made with dignity and respect to others opinions.
- 4.3 The post holder will be required to work using their own initiative and to be able to accept tasks using the Trust's tracking system which processes jobs.
- 4.4 The post holder is expected to be familiar with all the departments and locations throughout the hospital.

5. COMMUNICATION AND RELATIONSHIPS

- 5.1 The post holder will need to have the ability to liaise and communicate with colleagues within the department, patients, visitors, relatives, other staff members, members of the general public and also members of staff from other outside organisations.
- 5.2 The post holder will be expected to take accurate messages by telephone, written or verbal communication.
- 5.3 The post holder will need to be respectful and sympathetic when dealing with patients and their carers/relatives.
- 5.4 The post holder will be expected to be able to communicate effectively with colleagues during shift changeovers regarding outstanding duties etc.

6. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS

- 6.1 Occasional exposure to distressed/verbally aggressive patients and members of the public.
- 6.2 Frequent concentration is required when recording and checking patient information and using mechanical equipment within the confines of the hospital.
- 6.3 Concentration is required within the context of dealing with frequent interruptions and unpredictable work patterns when extra effort is required to meet the demands of the hospital.
- 6.4 Physical exertion to include walking for long distances each day, lifting, pushing and pulling, general moving and handling tasks in line with the Trust's statutory training.

7. WORKING CONDITIONS

- 7.1 Primarily working within the confines of the hospital.

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.

The post holder may be required to perform other duties which are commensurate with the grade and agreed by the postholder and line manager.

This job description can only be altered with the approval of the post holder and line manager.

JOB DESCRIPTION AGREEMENT

I have read and understood the duties that are expected of me in the role of Porter.

Manager:

Name: _____

Signature: _____

Date: _____

Post Holder:

Name: _____

Signature: _____

Date: _____