

## **JOB DESCRIPTION and PERSON SPECIFICATION**

<b>JOB TITLE:</b>	Ultrasound / Clinical Aid Support Worker
<b>RESPONSIBLE TO:</b>	Ultrasound Team Leader
<b>ACCOUNTABLE:</b>	Kleyn Senior Management Team
<b>KEY CONTACTS:</b>	Patients, Referring Clinicians GP's /Nurse practitioners, Consultant Radiologists and Sonographers, Senior Managers, and Clerical staff.
<b>HOURS of EMPLOYMENT:</b>	16 Hours per week – working across sites Mon-Sat (not every day) Sites are Greater Manchester and Warrington.

### **1. JOB SUMMARY:**

To work as part of a team in order to provide a confidential point of contact for patients, both on the telephone and in person to support the delivery of an efficient and effective Ultrasound Service in a primary care setting..

To operate Kleyn Ultrasound Service computer system, telephone system, photocopier, fax machine and any other IT communication system which forms a critical part of the delivery of the service.

To promote a helpful, courteous and positive image of Kleyn Ultrasound Service at all times.

### **2. DUTIES AND RESPONSIBILITIES OF THE POST:**

The role and level of responsibility of the role will depend on the nature of the work of the team. Generally the duties are to assist Sonographers in a clinical environment to provide Ultrasound Scans on patients within a Community setting within GP practices. Other duties, but not exclusive, are as follow:

- An ability to operate computer IT equipment and Microsoft Office, particularly, Excel, Access and Word.
- Respond promptly to all queries and requests.
- Ensure sufficient information is recorded to retrieve medical record, record DNAs and other changes promptly.
- Explain ultrasound procedures (as necessary) to patients in a courteous and polite manner, recognizing peoples' needs for alternative methods of communication and respond accordingly.
- Ensure that patients without appointments, but who need 'urgent consultation', are seen in a logical and non-disruptive manner.
- Promptly report to the appropriate manager any problems encountered with the Ultrasound Systems.
- Liaise with patients.
- Undertake administrative tasks associated with the service for example, filling in forms etc. as required.
- An ability to accurately file, both alphabetically and numerically.
- Attend and participate at ultrasound meetings as required

- Adhere to Kleyn Ultrasound Procedures at all times.
- Provide annual leave, sickness or any other type of cover for Clinical Aide colleagues.
- Order stationery and supplies, as required, to maintain stock level as required.
- All staff is expected to be security and safety conscious.
- An understanding, acceptance and adherence to the need for total strict confidentiality at all times.
- Assisting in maintaining agreed stock levels of consumable items.
- Preparing and assisting clinical practitioners (Consultant Radiologists/Sonographers) with general and specialised diagnostic procedures.
- Act as a chaperone in the presence of intimate examinations.
- Ensuring a clean and hygienic working environment – infection control.
- Meeting and greeting patients prior to their examination.
- Being involved in the manual handling of patient.
- Recognising equipment faults and reporting these immediately.
- Understanding basic maintenance of equipment.
- Ensuring equipment switched on and functioning prior to clinical session.
- Assisting the Consultant Radiologist and Ultra-sonographer.
- Maintaining patient privacy and dignity at all times.
- Safeguarding of vulnerable adults.
- Contributing to record keeping.
- Data protection.
- Healthy and safety.
- Clerical duties.

Training is a key element of these tasks.

### **Management of Medical Records for Ultrasound Sessions**

- Ensure that all records are accurately assembled in advance of each Ultrasound session.
- Ensure that the records are available for the Practitioner in the instance of urgent consultation.
- Retrieve and file records as required, ensuring that strict alphabetical order is adhered to.
- Ensure correspondence, reports, results, etc. are filed efficiently.
- Ensure records are kept neat and tidy and in good repair, with all necessary information recorded correctly on the outer cover.
- Sort and amalgamate new records received, return recalled records and enter relevant data onto computer.

### **Ultrasound Consulting Rooms**

- Ensure that the ultrasound suite is prepared in readiness for each consulting session, checking full range of forms and requirements, re-stocking as required.
- Check the ultrasound suite at the end of each consulting session and room is left clean, tidy and secure in accordance with infection control policies and security policies.

### **Managing databases**

- Set up and maintain new users according to service protocol, ensuring they have access to required applications.
- Ensure templates are up to date and accurately entered within appropriate time frames.
- Ensure backups are carried out to a regular schedule and that the backups are restorable.
- Load upgrades ensuring they run in accordance to instructions and that all users are aware of any resulting changes or updates.
- Troubleshoot IT problems and identify solutions. Where appropriate, report IT faults to appropriate supplier's helpdesk.

### **Training support**

- Ensure new staff know how to log on to the desktop and any applications they require and that they understand the protocol on data security

### **Any Other Duties Commensurate with the Post**

- Undertake any other delegated duties, considered appropriate to the post, as specified by the Kleyn Senior Management Team.

This Job Description may be subject to review and change by the Kleyn Senior Management Team

### **Confidentiality:**

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential.
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

### **Health & Safety:**

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the Kleyn Health & Safety Policy, to include:

- Using personal security systems within the workplace according to Kleyn guidelines.
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks.
- Making effective use of training to update knowledge and skills.
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
- Reporting potential risks identified.

### **Equality and Diversity:**

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation.
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

### **Personal/Professional Development:**

- The post-holder will participate in any training programme implemented by Kleyn as part of this employment, such training to include:
- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

### **Quality:**

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk.
- Assess own performance and take accountability for own actions, either directly or under supervision.
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance.
- Work effectively with individuals in other agencies to meet patients' needs.
- Effectively manage own time, workload and resources.

## PERSON SPECIFICATION

<b>Essential</b>	<b>How Tested</b>	<b>Desirable</b>	<b>How Tested</b>
Clear Understanding of Information Governance; Data Protection Requirements.	Interview	English, Maths GSE or equivalent European Computer Driving Licence (ECDL), Particularly, Excel and Access.	Application
Excellent Communication Skills on levels, including person to person, telephone and email.	Interview	Previous NHS experience.	Application
Able to demonstrate numeracy and literacy skills to the required standards.	Application / Interview	Understanding of Ultrasound procedures.	Application
To be a good team player.	Interview		
An ability to use own judgement, resourcefulness, common sense.	Interview		
Ability to work flexibly, across sites with minimum supervision.	Interview		
Self-Motivated.	Interview		
Good Organisational Skills.	Interview		
Good Time Management.	Interview		
A full clean driving licence.	Application / Interview		

This Job Description and Person Specification reflect the current position and are subject to change in the light of service or organisational developments. The content will be reviewed with the post holder after the initial probationary period to make any necessary adjustments.

I have read and understood the above job description.

Signature of employee ..... Date .....