

NEW VICTORIA HOSPITAL

**JOB DESCRIPTION**

<b>POSITION INFORMATION</b>
<b>1. Job Details</b>
Post/Title: <b>Team Leader Patient Service Advisor</b>
Responsible To: <b>Imaging Manager</b>
Accountable To: <b>Director of Clinical Services</b>
<b>2. Job Summary</b> (A brief description of the main purpose of the post)
To be responsible and accountable for the development and delivery of a high quality, cost effective imaging service to patients and consultant users.
To greet patients on arrival and assist with registering for examinations or booking appointments.
To deal with appointment queries over the telephone.
<b>3. Role of the Department</b> (The function of the department in which the post holder works)
To be part of a multidisciplinary team providing Imaging services to Outpatient and In patients users.
Modalities: <ul style="list-style-type: none"><li>• X Ray</li><li>• Fluoroscopy</li><li>• Ultrasound</li><li>• Mammography</li><li>• CT</li><li>• MRI</li><li>• Mobile X ray for Wards and Theatre</li><li>• PACS throughout the hospital</li></ul>
<b>4. Key Working Relationships</b> (The range of individuals and organisations the post holder has contact with, how regularly and for what purpose)
<ul style="list-style-type: none"><li>• Director of Clinical Services As required for Clinical Decisions</li><li>• Consultant Radiologists Daily to discuss departmental issues</li><li>• External Agencies As required (GP Practices)</li><li>• Imaging Manage Daily to discuss any issues</li><li>• Imaging Office Administrator Daily</li></ul>

## **5. Duties and Responsibilities of the Post**

- To ensure all policies and procedures pertaining to the Imaging Department are adhered to.
- To work flexible hours to accommodate the opening hours of the MRI unit and the Main Imaging Department.
- To work under the guidance of the Imaging Office Administrator and Imaging manager.
- To provide a fast, efficient appointment choice to patients, consultants and other referrers with due regard to the urgency of any request.
- To register patients on arrival and inform the Imaging Technician/Radiographer.
- To attend to any queries from patients and consultants or other departments in the hospital.
- To be fully conversant with the Meditech System.
- To actively promote New Victoria Hospital and the Imaging department to potential users.
- To demonstrate excellent verbal, written and interpersonal communication
- To ensure high standards of cleanliness and presentation are maintained within the department at all times.
- To be able to implement change and work under pressure.
- To undertake any tasks as designated by the Imaging Manager.

## **INDIVIDUAL RESPONSIBILITIES**

### **6. General**

The post holder is expected to:

- Adhere to Hospital policies and procedures and relevant legislation including the requirements of any professional bodies
- Understand and incorporate the organisational values into daily working practice:
  - Compassionate
  - Exceptional
  - Ethical
  - Evolving
- Attend mandatory training as identified by the Hospital
- Develop own knowledge, skills and experience through supervision practice and educational opportunities within the spirit of lifelong learning
- Work as part of a team and collaborate with colleagues
- Ensure good communication links are established with all other departments within the hospital
- Maintain a high level of security awareness

### **7. Health and Safety**

Employees must be aware of the responsibilities placed upon them under the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

### **8. Risk Management**

All staff has a responsibility to report all clinical and non-clinical accidents, incidents or near-misses promptly via Datix and to co-operate with any necessary investigations undertaken.

## **9. Confidentiality and Information Governance**

The post holder must keep up to date with the requirements of information governance; undertake mandatory training and follow the Hospital policies and procedures to ensure that hospital information is dealt with legally, securely, efficiently and effectively.

It is important that the post holder processes personal identifiable information only in accordance with the Hospital's Information Security policy.

The post holder must manage the records they create or hold during the course of their employment with the Hospital in an appropriate way, making the records available for sharing in a controlled manner subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines e.g. ISO27001, the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679), Freedom of Information Act 2000, Caldicott Guidelines and professional codes of conduct on confidentiality.

It is likely that the post holder will be in contact at some time with a form of information system, and therefore are responsible for implementing and maintaining data quality. The post holder, when making entries into the records, must ensure that these are legible and attributable and that the record keeping is contemporaneous. It is essential that all information recorded is accurate, complete and relevant.

## **10. Equality and Diversity**

Employees are responsible for ensuring that they assist in the implementation of this the Hospital's Equality and Diversity policy by:

- Not discriminating in the course of their employment against fellow employees, customers, suppliers, or members of the public with whom they come into contact.
- Not inducing or attempting to induce others to practice unlawful discrimination and reporting any discriminating action to the Hospital management.

## **11. Infection Control**

It is a requirement of the Department of Health that all Healthcare workers accept personal responsibility for compliance with infection control policies and procedures at any time when working in clinical areas.

## **12. Safeguarding Children and Vulnerable Adults**

It is the responsibility of the post holder to be familiar with their role and responsibility around safeguarding children and adults at risk.

### PERSON SPECIFICATION

Factor	Essential	Desirable
Qualifications	Computer literacy	Worked in a medical environment
Knowledge	Some medical knowledge	
Experience		
Skills and aptitude	Ability to interact effectively at all levels of organisation with excellent communication and interpersonal skills	Highly motivated Proactive, calm pleasant and honest disposition