

JOB DESCRIPTION

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| Job Title: | Maternity Ultrasound Assistant/Clinical Support |
| Band | Band 3 |
| Care Group | Clinical Support |
| Directorate: | Radiology |
| Department: | Maternity Ultrasound |
| Location: | Poole Site |
| Accountable to: | Superintendent Sonographer |
| Accountable for: | |
| Main Purpose | <ul style="list-style-type: none"> To coordinate the booking of appointments for all Obstetric Ultrasound procedures in accordance with gestational dates and indicative time frames. This ranges from routine interval scans , to invasive procedures such as Amniocentesis. To provide an efficient, friendly, confidential and caring booking, advice and information service to patients regarding their specific appointment and procedure requirements. To liaise with patients, clinical staff and medical staff both within and outside the Trust to ensure patients are examined within the nationally agreed waiting time targets. To assist the Radiology Team in the delivery of the Diagnostic Services in line with nationally agreed waiting time targets To be responsible for providing a reception service for the appointed and ad hoc patients into the Department ensuring correct patient details, collating relevant documentation for examination whilst maintaining confidentiality and support for patients and their families. To care for the needs of patients before, during and after their examination within the ultrasound departments, looking after all aspects of patient's welfare, respecting their dignity and ensuring the patient leaves the ultrasound department safely. To undertake any other duties that may be assigned from time to time by mutual consent in accordance with Trust Policy and with development of the post. |

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General Duties

CLERICAL

1. Receive all patients, colleagues and visitors with dignity and respect in keeping with the Poole Approach. Maintaining a courteous and helpful manner at all times, especially when dealing with difficult or aggressive patients.
2. Deal with any enquiries and offer non-clinical advice to patients, relatives, visitors and staff from within and outside the hospital. This may require tact and persuasive skills when resolving problems or difficulties when there is a need to overcome barriers to understanding.
3. To use confident interpersonal skills enabling effective communication with GPs, Consultants and patients in a professional and courteous manner at all times.
4. To provide an efficient appointment service to all patients requiring specialised examinations.
5. To liaise with wards, referring clinicians and GP's on a daily basis to organise patient referrals for radiological examinations.
6. To book specialised procedures, Amniocentesis and Chorionic Villus Sampling and organise collection by the courier of samples to go to Laboratory in Salisbury.
7. To liaise with screening midwives and medical staff to book specialised procedures.
8. To facilitate outpatients agreeing a booked appointment to fit in to nationally set timescale, depending on stage of pregnancy, for specialised examinations on a face to face basis. This supports patient centred care and improves patient pathways through the Outpatient service.
9. Explain procedures and the requirement for preparation, and answer patient queries to ensure that patients have an understanding of the examination for which they have been referred, liaising with Midwives as required.
10. To discuss specific patient's needs with Consultant Obstetrician to ensure appointments are booked with the correct degree of urgency and for the most appropriate examination.
11. To have an awareness of patients with special needs (e.g. disability, people who need an interpreter etc) and the ability to utilise the resources available for benefit of the

patient.

12. To be aware of patient's specific needs and pass on relevant information to the clinical staff e.g. patient deaf or any infection control measures.
13. To liaise with Midwives to determine the correct preparation for specific examinations to enable the correct information to be provided to the patient.
14. To ask relevant patients the date of their last menstrual period in a discreet and sensitive manner in accordance with departmental protocol, and be able to book appointments appropriately.
15. To use confident interpersonal skills to remove barriers to effective communication with patients.
16. To demonstrate empathy and understanding for all patients.
17. Deal with all enquiries and resolve disputed appointment bookings, offer new appointments rearrange existing appointments for patients, other staff and GP surgeries.
18. To deal effectively with patient's complaints relating to appointment bookings and delays in clinics both face to face and on the telephone.
19. To be able to communicate sensitive and complex information to patients regarding radiological procedures, liaising with Midwives as required.
20. To be responsible for the quality data input of all patients details on CAMIS and the Radiology Management System, and to update all necessary changes accurately.
21. To liaise with ward staff to determine whether patients are fit for their examinations, and to organise the appointment appropriately, ensuring all relevant preparation is on the ward in time for the patient's appointment.
22. To cope with an unpredictable workload maintaining concentration to ensure accuracy and efficiency in their work despite frequent interruptions.
23. Deal with enquiries from medical staff, patients, relatives and the public both over the telephone and directly.
24. To become competent in the knowledge of departmental procedures.
25. Following a period of training with the clinical staff the Booked Appointments team will be able to offer basic advice and information seeking guidance and support from the radiology nursing staff as required.
26. To retrieve messages from answer phones and contact patients at a later stage to book appointments.
27. To retrieve notes prior to all examinations.
28. To be responsible for ensuring that all relevant notes and paperwork are available prior to the beginning of a Radiology examination list.

29. To assist in the training of new staff in clerical and clinical duties.
30. Liaise with other supporting departments. i.e. Ante-natal ward, Ante-natal clinic, Delivery suite, Genetics Lab at Salisbury .
31. To comply with Health & Safety at Work Act, the Data Protection Act and the Philosophy of the Poole Approach.

CLINICAL

32. Weighing and measuring of patients prior to 12 week scan and recording the information in the digital maternity system.
33. To chaperone and assist during the patient examinations and procedures as required.
34. To ensure all patient and staff areas are tidy, adequately stocked and clean.
35. To top-up all linen stocks and collect supplies as required.
36. To put all used linen out for collection.
37. To prepare aseptic trolleys for procedures and clear the trolleys in a safe manner post procedure.
38. To ensure specimens are collected by courier for delivery to the Genetics Lab at Salisbury.
39. To schedule the scanning of any inpatients either Maternal or Neo-natal.
40. To liaise with the Genetics lab at Salisbury with regard to samples and ordering of transport medium.
41. Assist in the manual handling of patients, equipment or stock

Communication and Working Relationship Skills

- Deal with any enquiries and offer non-clinical advice to patients, relatives, visitors and staff from within and outside the hospital. This may require tact and persuasive skills when resolving problems or difficulties when there is a need to overcome barriers to understanding.
- To use confident interpersonal skills enabling effective communication with GPs, Consultants and patients in a professional and courteous manner at all times.
- To liaise with wards, referring clinicians and GP's on a daily basis to organise patient referrals for Obstetric examinations.
- To liaise with screening midwives and medical staff to book specialised procedures.
- To be able to absorb and communicate sensitive information efficiently.
- To ensure timely and effective communication with senior team members on all professional matters.

Analytical and Judgemental Skills

- To be flexible in respect of working arrangements, to ensure the needs of the patient are met.
- To act on own initiative where appropriate to ensure the safety of the patient

Planning and Organisational Skills

- To provide an efficient, friendly, confidential and caring booking, advice and information service to patients regarding their specific appointment and procedure requirements.

Responsibility for Patient/Client Care, Treatment and Therapy

- To assist the Radiology Team in the delivery of the Diagnostic Services in line with nationally agreed waiting time targets
- To be responsible for providing a reception service for the appointed and ad hoc patients into the Department ensuring correct patient details, collating relevant documentation for examination whilst maintaining confidentiality and support for patients and their families.
- To care for the needs of patients before, during and after their examination within the ultrasound departments, looking after all aspects of patient's welfare, respecting their dignity and ensuring the patient leaves the ultrasound department safely.
- To undertake any other duties that may be assigned from time to time by mutual consent in accordance with Trust Policy and with development of the post.

Responsibility for Policy / Service Development

- To take responsibility for ensuring personal mandatory training, electronic and classroom delivered, is up to date.
- To adhere to all departmental policies.
- To comply with current and future policies as implemented by University Hospitals Dorset NHS Trust, to include Health & Safety, Poole Approach and all other policies.

- To assist the department in meeting all waiting time targets and to be responsive to future needs of the organisation.

Responsibility for Finance, Equipment and Other Resources

1. To ensure the proper use of equipment and supplies to reduce waste.
2. To ensure the care and safe use of Trust equipment.

Responsibility for Human Resources, e.g. Supervision, Training, HR Advice and Management

1. To provide training and support to new members of the Maternity Ultrasound Team.
2. To ensure that training manuals are fully utilised and updated regularly.
3. To participate in the Trust appraisal scheme as an appraisee.
4. To attend meetings, course and professional events as appropriate.

Responsibility for Information Resources and Administrative Duties

- To carry out data entry and general clerical duties as detailed above
- To clarify patient details provided on the request form with medical staff.

To maintain patient confidentiality at all times

Responsibility for Research and Development

As required by the service

Freedom to Act

1. To work with the Screening and other Midwives to ensure that the case mix of investigations reflects the changing demands of the service.
2. The post holder will work independently and manage own workload, adhering to Policies and Protocols in relation to the Maternity Ultrasound Service

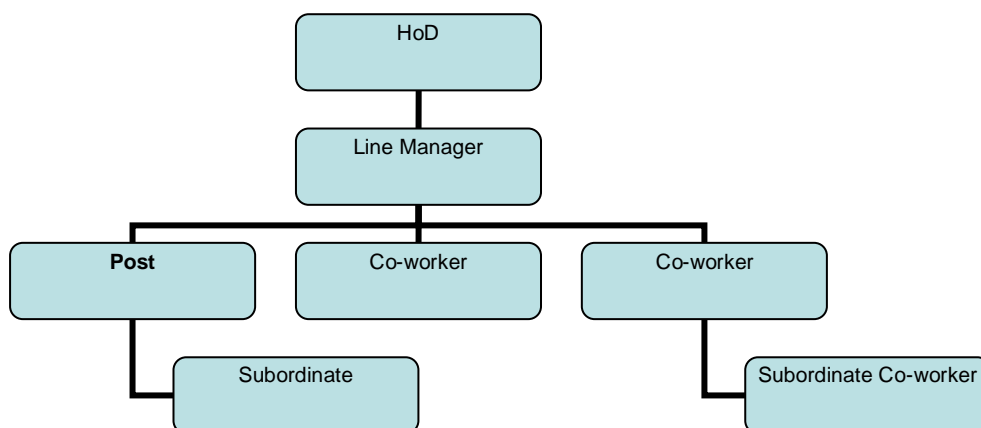
3. The post holder will also take responsibility for giving preparations as prescribed and instructions for examinations and procedures to patients

Mental, Physical, and Emotional Effort

1. Working within a busy and pressurised environment which can be highly emotional..
2. Acting as frontline staff when agreeing booked appointments face to face with patients and on the telephone.
3. Dealing sensitively and confidentially with patient queries.
4. There may be exposure to unpleasant working conditions or hazards, such as verbal aggression from patients and their relatives.
5. The post holder will deal with a significant volume of work sometimes of a complex nature requiring periods of concentration within a work pattern, which is sometimes unpredictable.
6. Frequent exposure to emotional and distressed patients due to the nature of the examinations for which they have been referred.
7. Frequent requirement for sitting in a restricted position.
8. Frequent requirement for concentration is required when dealing with patients' requirements and questions. The demands on the post holder are unpredictable.
9. There is a need for all staff to adopt a flexible approach to their duties to meet the operational demands of the department.
10. There are occasional interruptions, requiring multi-tasking to take place at the request of the Line Manager.
11. Occasionally assisting the Sonographers with patients who have been given bad news and supporting patients and their carers in a highly emotional atmosphere..

Any Other Specific Tasks Required

Organisational Structure of Department



Transforming our Hospital Services in Dorset

This is a very exciting time to join our hospitals in Dorset. We are in line to receive a significant national investment of £201 million to help transform our services and redevelop Poole Hospital and the Royal Bournemouth and Christchurch Hospitals, now merged as University Hospitals Dorset. We have been able to access these national funds because we have such a good plan in Dorset.

Our vision is to join up our services so they can be delivered in a more integrated way. We have a great opportunity together to improve outcomes for patients, make better use of all our resources, and ensure our services can be provided on a sustainable basis.

For developing our workforce, the aim is to establish modern, well-equipped centres of excellence with sustainable roles for staff, standardisation of education and training so that we can attract and retain skilled clinical and non-clinical staff to Dorset. This is a great opportunity for you to be part of the transformation change activity taking place following the merger of two hospital trusts to form University Hospitals Dorset NHS Foundation Trust last October.

CONDITIONS OF SERVICE

As laid down by the University Hospitals Dorset NHS Foundation Trust.

Smoking

The Trust has a responsibility to provide a safe and healthy environment for everyone who is working, visiting or living on hospital premises. Smoking is NOT allowed on site except for within the designated smoking areas and shelters for staff and patients.

The Trust will not tolerate smoking in undesignated areas and there is a zero tolerance approach to all staff who continue to do so. We will continue to provide support to staff, patients and visitors who want to give up smoking.

In the interests of promoting responsible healthcare all staff should refrain from smoking when off-site in uniform or wearing an identifying NHS badge in any public place.

Data Protection

All staff are required to comply with the Data Protection Act and the Trust's Data Protection Policy. Staff are responsible for ensuring that any personal data which they hold is kept securely; that personal information is not disclosed either orally or in writing to any unauthorised third party; that personal data is only accessed where there is a legitimate business need and only where such processing is consistent with the purposes for which the data was collected.

Equality and Diversity

The Trust is positively committed to the promotion and management of diversity and equality of opportunity. Equality and diversity is related to the actions and responsibilities of everyone – users of services including patients, clients and carers; work colleagues; employees; people in other organisations; the public in general.

All employees have a responsibility to ensure that they act in ways that support equality and value diversity and must comply with the responsibilities placed upon them by employment legislation and the equality duties.

Health and Safety at Work

Everybody within the Trust has a legal responsibility for the health, safety and welfare of themselves and others at work. These duties are set out within the Health and Safety at Work etc. Act (HASAWA) 1974, the Management of Health and Safety at Work Regulations (MHSAWR) 1999, and in other relevant regulations and guidance notes.

All Staff

In accordance with HASAWA and the Trust Health & Safety policy, all staff have legal responsibilities;

- to take reasonable care for themselves and others that may be affected by their acts/ omissions
- to co-operate with their manager/ supervisor to enable them to carry out their legal duties e.g.
 - shall report all hazards and defects to their line manager/ supervisor
 - shall report all accidents, incidents, near-miss events to their manager/ supervisor and via an adverse incident report (AIR) form (Trust policy)
- to use all work equipment, materials and substances in accordance with any training and instruction provided (e.g. medical devices, chemicals, mechanical aids, machinery, plants, vehicles, and personal protective equipment)
- to ensure they attend all annual mandatory training and attend health and safety training as required for the post.
- to comply with trust and department health, safety & risk policies and procedures
- not to interfere with or misuse anything provided to secure health and safety .e.g. wedge fire doors open, remove first aid equipment, break locks off systems

All Managers/ Heads of Department and Clinical Leaders

In accordance with the Trust's Risk Assessment policy and Risk management strategy, all managers/heads of department and Clinical Leaders are responsible for ensuring that they and their staff, comply with all Trust and department health and safety policies and procedures.

Safeguarding

The University Hospitals Dorset NHS Foundation Trust is fully committed to safeguarding the welfare of all children and young people, and vulnerable adults by taking all reasonable steps to

protect them from harm. All staff will receive appropriate training and induction so that they understand their roles and responsibilities and are confident about carrying them out.

Infection prevention and control

The prevention and appropriate management of infection is of paramount importance in the quality and safety of the care of patients, and to the safety of visitors and members of staff. It is the responsibility of all staff to be aware of, assess and minimise these risks and comply fully with Infection Prevention and Control Policies.

The Health Act 2008 establishes a Code of Practice for the Prevention and Control of Health Care Associated Infections. It sets out criteria by which NHS managers ensure that patients are cared for in a clean environment, with a safe water supply, where the risk of Healthcare Associated Infections (HCAI) is kept as low as possible.

Managers, Heads of departments and Clinical Leaders are responsible for ensuring that:

- The necessary equipment and mechanisms are in place to support infection prevention
- health care workers are free of and are protected from exposure to communicable infections during the course of their work, and that all staff are suitably educated in the prevention and control of HCAI

Carbon sustainability

The Trust is committed to continual improvement in minimising the impact of its activities on the environment and expects all members of staff to play their part in achieving this goal and in particular to work towards a 28% reduction in carbon emissions by the end of 2020/21 (based on a 2013 baseline).

DBS/Disclosure and Barring Service (CRB)

As part of our recruitment procedure this post will be subject to a Criminal Record Disclosure. A Disclosure is a document containing information held by the police and government departments. Disclosures provide details of a person's criminal record including convictions, cautions, reprimands and warnings held on the Police National Computer. Where the position involves working with children, Disclosures will also contain details from lists held by the Department of Health and Social Care and the Department for Education and Skills (DfE) of those considered unsuitable for this type of work.

This post is subject to the policies, procedures and rules approved by the Trust and as varied from time to time. All staff are required to familiarise themselves with, and comply with the Trust's policies, procedures, rules or statements of practice. These can be accessed through the Intranet, your Department Manager, or through Human Resources.

Job Description Agreement

All job descriptions which are developed for job matching purposes must be signed by both the line manager and the staff member and the effective date of when the role changed entered. Please see re-grading and job evaluation policy.

Any job descriptions amended or updated through the results of a personal review should also be signed and dated by both the line manager and staff member and a copy retained on the personal file.

Signed..... Date.....Manager

Signed.....Date.....Employee

Review of this Job Description

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of changing service needs. This job description will be reviewed in conjunction with the post holder on an annual basis at appraisal.