

RECRUITMENT INFORMATION PACK

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Ultrasound Imaging Assistant Team Lead



Job particulars

Job Title	Ultrasound Imaging Assistant Team Lead
Pay Band	AFC Band 4 – subject to job matching
Location	Mile End Hospital Community Diagnostic Centre (MEH CDC) with some rotation to The Royal London Hospital and St Bartholomew's Hospital
Reports to	Modality Lead Sonographer
Responsible to	Lead Sonographer for the MEH CDC and Networked Services

Job purpose

The post holder will be responsible for the day-to-day management of the Imaging Assistants, ensuring efficient running of the ultrasound services in relation to their roles across the Mile End, The Royal London and St Bartholomew's Hospitals. The post holder will do this by working collaboratively across the multi-disciplinary team and by coordinating the rotation of the Imaging Assistants, ensuring they are allocated appropriately across the departments. The post holder will also be responsible for the supervision and training of the Imaging Assistants within ultrasound to ensure they have the right skills to perform their duties effectively, maintaining safe and compassionate care at all times. The post holder will be key in minimizing patient wait time and ensuring patient flow by effective liaison with wards, acute areas or other areas required by the lead sonographers. The post holder would also be expected to perform regular safety huddles and escalate patient, equipment and staff concerns to the lead sonographers and be able to act as a point of liaison for company representatives or engineers.

Key working relationships

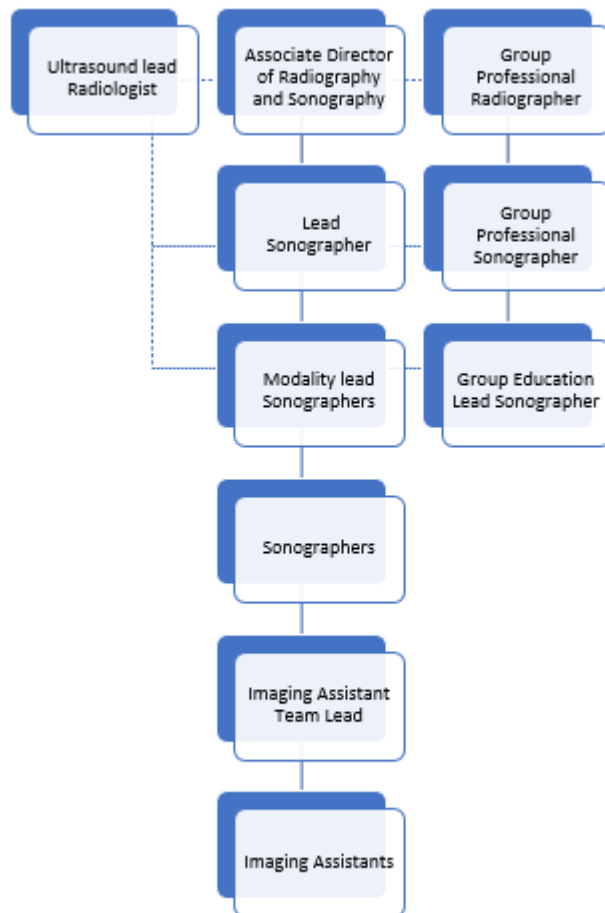
Internal	External
Lead Sonographer for MEH CDC and Network Services	GP's
Modality and Clinical Lead Sonographers	Patients/service users inc. carers and relatives
Imaging Assistants	Other hospitals



Sonographers (including Bank and Agency)	Engineers
Radiologists	Company representatives
Ultrasound Trainees	CQC
HCA's and Nurses	
Porters	
Clinicians	
Radiographer Students	
Infection Control / Decontamination Teams	
Estates and Facilities Team	
PACS Team	
MEH, RLH and SBH Imaging Leads	
Admin and Clerical Staff	
Clinical Physics	
PALS Team	

Structure chart





Main duties, responsibilities, and results areas

Communication

1. Develop and maintain relationships and effective communication mechanisms with staff and their representatives across the multi-disciplinary team including ward based staff members.
2. Ensure collaborative working between staff within the Trust and outside of the hospital by communicating in a professional, accurate, tactful and confidential manner when dealing with all forms of enquiries.



3. Communicate effectively by taking an active role through verbal, electronic or written methods with professional colleagues, including participating in staff meetings where necessary, providing feedback on the service and ensure that information is disseminated throughout the whole team.
4. To frequently use both verbal and non-verbal communication skills to effectively communicate with patients who often present with complex barriers to effective communication, including aggressive and abusive behaviour. This will include providing advice to patients, carers and family members in order to promote understanding of the aims of the imaging procedure.
5. To communicate with patients and clients through the use of advocates, information leaflets and if necessary, family members or carers in an appropriate manner to their level and understanding.
6. To deal with complaints from patients, carers or other professionals, logging all complaints and providing the correct information as and when necessary, referring on to the appropriate ultrasound lead where required and in accordance with the Trust's complaints procedures.

Organisational

7. To assist with the recruitment of Imaging Assistants using the TRAC recruitment system, working alongside the Modality Lead Sonographers to write adverts and job descriptions.
8. Manage the day-to-day prioritisation and co-ordination of the Imaging Assistants, including authorising leave and allocating duties to ensure all areas are covered appropriately in line with service needs and staffing levels. Escalating issues to the Modality Lead Sonographers as required.
9. To monitor and maintain accurate and timely recording of shifts and leave on Healthroster to ensure Imaging Assistants are paid correctly and do not breach working time directives.
10. Manage sickness absence of the Imaging Assistants in line with Trust policies, undertaking welcome back meetings and liaising with the Modality Lead Sonographer with any management and phased return to work cases.
11. To chair departmental Imaging Assistant staff meetings, working together with the Lead Sonographers to prepare the agenda and ensure accurate minutes and action logs are recorded.
12. Ensure the Imaging Assistant induction programme is completed on all new starters, including appointing mentors and undertaking probationary reviews.



13. Assist the Lead Sonographers in investigating and responding to complaints and incidents raised within the department.
14. Provide assistance and support as required with departmental audits or service improvement projects.
15. To ensure all Imaging Assistants perform the Trust Care certificate and maintain skills that will ensure they can recognise a deteriorating patient.

Professional:

16. To keep up to date with own mandatory and statutory training (MaST) and ensure all Imaging Assistants comply with these obligations and adhere to regulatory requirements.
17. To maintain own continuing professional development and career pathway to develop skills and knowledge, addressing any training needs to maintain high standards of practice within the ultrasound service.
18. To develop the Imaging Assistant team by participating in the staff appraisal scheme and undertake appraisal conversations of the Imaging Assistants, formulating personal development plans to address any training needs identified. Ensuring that all appraisals are appropriately recorded in trust systems.
19. To supervise and deliver training and support to Imaging Assistants working in the ultrasound departments to address any skills gaps and help improve their competencies.
20. To have good working knowledge of Microsoft Office applications, CRS, Healthroster, RIS-e, Viewpoint and PACS in line with the duties carried out by Imaging Assistants within the department, and to undertake further training as required.
21. To make recommendations for change and contribute to improvement ideas within the department.
22. To lead as an effective role model in terms of adhering to Trust values and delivering high standards of clinical practice, ensuring governance standards are maintained at all times.

Clinical:

23. To assess ultrasound capacity, gain valid informed consent and have the ability to work within the legal framework with patients who lack the capacity to consent to treatment (including intimate examinations such as Transvaginal and Testes ultrasound scanning).



24. To use and promote correct manual handling techniques to all staff in work area.
25. To maintain accurate and concise records of all imaging received by the patient and track images effectively and efficiently using the appropriate ICT and RIS-e/PACS and CRS systems.
26. Be responsible for ensuring all Imaging Assistants undertake cleaning and stock checks appropriately.
27. Ensure unreported scans are followed up and ensure Imaging assistants document which Clinician/Sonographer scanned the relevant patient.
28. Ensure that weekly hand hygiene audits are performed.
29. Help oversee and coordinate Inpatients and Inpatient interventional procedures.
30. To ensure that patients are chaperoned in keeping with the trust chaperone policy preventing lone working and ensuring that patients are appropriately monitored, especially for signs of deterioration.
31. Ensure Imaging assistants process checklists correctly (e.g. minor invasive procedure checklists scanned into RIS/PACS system).
32. Report Equipment issues to clinical engineering and escalate to US modality leads if necessary.
33. Ensure Imaging assistants check resus trolley daily.
34. Ensure Imaging assistants are up to date with their and help organise any training that the Imaging assistants may require.
35. Ensure patients are aware of patient of the feedback process by promoting actively with each patient.
36. Assist in the review of the appointment diaries to ensure no wasted capacity, highlighting empty slots to the lead sonographers and service manager as appropriate.

Working conditions

Criteria	Description
Physical	<ul style="list-style-type: none"> Keyboard skills required.



	<ul style="list-style-type: none"> • The role may involve the post holder in a high degree of physical effort, especially when moving patients. • The post holder may be sitting at a computer station for prolonged periods of time. • The post holder may be required to travel between Trust sites. • There are frequent times when they will be required to sit and / or stand and / or walk. • Dexterity in manipulation of small items and packets in a sterile field • Can be both physically and mentally taxing.
Emotional	<ul style="list-style-type: none"> • Frequent distressing and emotional circumstances. • Works with patients with cancer, terminal or debilitating illnesses, major trauma and breaking of bad news. • May have to deal with patients and their families who are angry / upset / tearful. • To be able to cope with the emotional stress of managing patients who are dying, and their distressed relatives. • To also be able to manage clinical situations where visually distressing sights of open wounds and injury occur and to ensure the support of other team members in this situation. • Post holder has to be able to work successfully under pressure of time and resources. • Ability to work in stressful and emotionally charged situations for long periods of time.
Working Conditions	<ul style="list-style-type: none"> • Combination of office and clinical based working environments with long periods of VDU usage. • To work effectively in an environment that requires the sharing of equipment such as computers or desk space. • To cope with exposure to patients with communicable diseases. To also cope with exposure to bodily fluids to



	comply with Trust infection control procedures in the handling and disposal of such products.
Mental	<ul style="list-style-type: none"> • The post holder requires high levels of concentration at all times, as they deal with heavy demands from a variety of sources. • The post holder will require stamina. • The post holder will be subject to frequent interruptions due to the nature of the role. • The work is often unpredictable, and the post holder may have to adapt to change in short time frames and be able to deliver outcomes. • The ability to work under pressure and to always maintain concentration. • Logical and practical.

Code of Conduct for NHS Managers

As an NHS Manager, you are expected to follow the Code of Conduct for NHS Managers (October 2002). www.nhsemployers.org/. This supports us to develop a sustainable workforce and bring the very best out in people.

Safeguarding adults and children

Employees must be aware of their responsibility to maintain the wellbeing and protection of vulnerable children and adults. If employees have reason for concern that a patient is 'at risk' they should escalate this to an appropriate person i.e. line manager, safeguarding children's lead, matron, ward sister/change nurse, site manager or consultant (October 2002) www.nmc-uk.org/

Person specification

Domain	Essential Criteria	Desirable Criteria
Qualifications	NVQ Level 3 or equivalent. Care Certificate.	Foundation Degree, NVQ Level 4 or equivalent experience. Leadership training / qualification.



Experience	<p>Healthcare background with direct clinical experience working as a Healthcare Support Worker/Assistant.</p> <p>Experience of managing and supervising teams / staff.</p>	<p>Previous experience working in a Radiology/Ultrasound Department.</p> <p>Experience of audit and change management.</p> <p>Undertaking recruitment practices.</p>
Knowledge	<p>Computer literate with knowledge of Microsoft Office applications.</p> <p>Evidence of continuing professional development.</p>	<p>Knowledge of CRS and RISE/PACS.</p>
Skills	<p>Excellent organisational and time management skills.</p> <p>Effective communication and interpersonal skills.</p> <p>Able to work collaboratively with other disciplines.</p> <p>Good analytical and problem-solving skills.</p> <p>Able to work on own initiative.</p> <p>Leadership and motivational skills.</p> <p>Ability to deal with conflict and stressful situations.</p>	
Other	<p>Able to work under pressure.</p> <p>Excellent team working.</p> <p>Lead by example, prompting the highest standards of</p>	



	<p>personal and professional integrity.</p> <p>Commitment to the continuous development of self and other staff.</p> <p>High level of self-motivation, drive for performance and improvement.</p> <p>Commitment to developing culture of openness and partnership.</p> <p>Demonstrates understanding and commitment to equality, diversity and inclusion.</p>	
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