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| Job Title:    Responsible to:    Areas of responsibility include: | Radiology Services Manager  Head of Clinical Services    Managing the delivery of safe, responsive and effective patient care.  Statutory and regulatory compliance, Clinical Governance, Health & Safety, Infection Control, Safeguarding &Information Governance |
| ABOUT THE HEALTHCARE MANAGEMENT TRUST | |
| At the Healthcare Management Trust we are committed to delivering the highest quality healthcare and understand that our well-trained, passionate team of employees lie at the heart of delivering the service our patients and residents expect.  Our team of employees share our vision to provide world class healthcare, and we continuously improve the skills within our workforce to ensure we maintain our position within the healthcare sector. We know our team have a wealth of knowledge and experience, and by working together we develop an exciting and innovative workplace. | |
| JOB PURPOSE | |
| * To take Managerial responsibility of the day to day running of the Radiology Department. * To provide clinical, professional and managerial leadership to all staff working within the Radiology department. * To ensure a high standard of evidence-based care is consistently delivered to patients. * To ensure that the Radiology department is safe, effective, caring, responsive and well-led and meets statutory and legislative requirements. * To act as a role model and patient advocate, ensuring a positive patient experience for all. * To be responsible for Information Governance standards. | |
| KEY RESPONSIBILITIES | |
| Clinical   * To ensure the highest standard of evidence-based care is delivered to all patients and their families. * To act as patient advocate, ensuring privacy, dignity and confidentiality are met. * To ensure a high standard of infection control and the prevention of all avoidable healthcare associated infections * To maintain an appropriate standard of confidentiality. Any disclosures of confidential information (including personal information kept on computer or other media) made unlawfully outside the proper course of duty will be treated as a serious disciplinary offence. * To undertake imaging tasks in compliance with HMT IR(ME)R procedures and Local Rules, in line with governmental and departmental protocols. * To advise as an expert in imaging technique, radiation safety and patient care. * To check patient identification and documentation, and ensure the appropriate radiographic examinations are carried out in accordance with departmental protocols and clinical requests. * To assess patients, plan and implement examination procedures within specialty. * To operate equipment, assess patients’ needs and adapt and modify radiographic techniques according to the patient's condition. Attend to patients' welfare at all times. * To evaluate resultant images for diagnostic quality and alert clinicians of any abnormality when appropriate. * To organise facilities for carrying out routine and specialist investigations. Lead and supervise radiographic and support staff in the preparation of those sessions. * To oversee, plan and implement the departmental Quality Assurance programme to ensure compliance within regulatory standards. * To participate in the provision of an 'Out of Hours' on-call service, to support full 7 day service delivery as part of contracted hours. * To be familiar with, understand and apply the principles of Radiation Safety, both nationally and locally regulated or protocol led, defining and arranging safe systems of work. * To undertake local reporting systems for patient and staff safety incidents compliant with legislation for Ulysses reporting, to include accidental/erroneous administration of contrast media (\*and / or exposures compliant with IRMER). To instigate the resultant action planning to better manage systems. * To undertake local investigations within modality and complete a full report to regulatory bodies as required, including but not limited to HMT SHH (St Hugh’s Hospital) Radiation Protection Advisor and HMT SHH Radiation Protection Committee. * To provide expert training in specialist equipment and give theoretical instruction, practical guidance, and supervision to less experienced staff, student radiographers, Assistant Practitioners and trainee radiologists. * To schedule and undertake work assessments as required for trainee staff and accreditation programme candidates. * To assist with the practical experience of newly inducted staff, educate and promote adherence to HMT Working Policies for all staff groups within the department. * To timely manage the shift rota and all other 'Out of Hours' and 'On call' rosters, in line with departmental requirements, negotiating additional cover to meet demands for additional radiographic provision. * To deal with day to day queries generated by patients and staff. * To supervise and liaise with staff for radiological appointments; and where indicated involving referrers and radiologists; and adapting standard bookings for patient specific conditions. * To assist in the implementation of all manual and electronic information systems ensuring consistently accurate data collection and recording, in support of standard data collection, performance activity, audit and capacity and demand analysis. * To record patient dosimetry in compliance with local requirements for dose reference levels. | |

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| COMMUNICATION |
| * Communicate with and provide support for patients’ relatives, carers and visitors. * Liaise with other clinical areas as necessary for the co-ordination of patient care. * Communicate with patients and professional colleagues in situations that may be sensitive due to pressures of work or where the patient’s condition may be a barrier to comprehension and compliance, e.g. Claustrophobia, learning difficulties or injury traumatised. * Work closely with the consultants for the achievement of effective patient management ensuring that individual consultant care protocols are followed. * Ensure patient records are accurately maintained and completed to a high standard. * Be aware of the need for confidentiality both within the written and spoken word and ensure correct storage of patients’ records at all times. * Report all accidents and untoward incidents appropriately and complete a Datix in accordance with HMT policy. * Actively support equality and value diversity. |
| MANAGERIAL |

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| • | To efficiently manage the Radiology department, ensuring that resources are used effectively whilst maintaining high standards of patient care. |
| • | To monitor and ensure patient satisfaction and be proactive in managing any issue that are identified. |
| • | To ensure the Radiology department is compliant with IR(ME)R and IRR17 and other statutory legislation through working closely with a range of advisory bodies to include but not limited to the HMT SHH Radiology Protection Advisor (RPA), the HMT SHH Medical Physics Expert (MPE), the Lead Practitioner, the HMT SHH Radiation Protection Committee, the HMT SHH Radiation Protection Supervisor (RPS); and by proactively developing and applying best practice and regulatory policy and procedures. |
| • | To ensure that all policies, procedures, guidelines and work instructions that relate to the Radiology department are regularly reviewed and updated, as required. |
| • | To participate in the setting of standards and agree clinical audit topics with the Head of Clinical Services, ensuring that the identified audits take place with any actions implemented. |
| • | To discuss and promote innovations that will improve patient care. |
| • | To be responsible for maintaining the safe custody of all medications, ensuring that all related policies and procedures are strictly adhered to. |
| • | Attend key meetings as required. |
| • | Locally manage absence/sickness of any member of staff in the department/area, according to Trust Policy, including monitoring, reporting and completing return interviews. Liaising with Human Resources to deliver local management of ongoing long/short term absences. |
| • | Be responsible for monitoring targeted activity compliance within specific area/department. Providing timely activity information to imaging managers contributing to timely accurate imaging trajectory performance reporting. |
| • | Liaise with System providers, to update, amend and rectify data collected department wide, including reviews of process, systems and accountability. |
| • | To develop, monitor and maintain standards of care in accordance with HMT policies, guidelines, protocols and professional regulations. |
| • | To manage staff working within the clinical specialty including appraisal, rotas, recruitment & selection and to supervise students and trainees. |
| • | To manage staff annual leave, toil and training to maintain a core staffing resource |
| • | Be responsible for the operational supervision and management of an appropriate area, assessing and managing workflow to utilise available resources, in liaison with other staff in the department, and in the hospital. |
| • | Collaborative working with management teams to develop/modernise service delivery, analysing service provision, service needs and development needs to support the Trust ability to meet capacity and demand pressures, through safe structured, planned schemes. |
| • | To lead the Radiology department to excellent standards as set out within the KLOE of the Care Quality Commission (CQC), safe, effective, caring, responsive and well-led. |
| • | To assist the Head of Clinical Services with implementing any new service development or initiative that affects the departments. |
| • | To ensure that Customer Care standards are adhered to, in accordance with the Customer Care Policy. |
| • | To assist the Head of Clinical Services with investigating incidents, accidents, concerns, near-misses, nonconformities and complaints, ensuring that statements are collected within agreed deadlines and in accordance with HMT Clinical Governance Policy. |
| • | To ensure that all objectives and any actions identified for the department are agreed with the Head of Clinical Services and documented, implemented and reviewed on a timely basis. |
| • | To be responsible for the ordering of all supplies. |
| • | To ensure that equipment in the Department is regularly maintained and where required, repaired or replaced on a timely basis. |
| • | To complete activity figures and regular returns as required by the organisation. |

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| * To identify and discuss with the Head of Clinical Services any potential areas for developing the service or for maximising financial opportunities. * To identify risks, carry out risk assessments and ensure the departmental risk register is regularly reviewed and kept up to date. * To report to the Head of Clinical Services any issue of significance or concern. |
| FINANCIAL |
| * To effectively manage the service and work closely with the Head of Clinical Services in order to meet the financial targets for the Radiology department and service. * To ensure that stock levels are adequate and controlled. * To be involved in the preparation of the Radiology service budget and be conversant with the monthly departmental performance reviews. |
| STAFF MANAGEMENT |
| * To exercise fair and firm leadership, establishing and maintaining high morale in the Radiology department. * To monitor the level and standard of work produced by the staff, and guide, coach and advise them as appropriate. * To facilitate the professional development of all line-managed staff to ensure that they are competent to provide the service required. * To identify the training needs for line-managed staff and ensure that mandatory training requirements are met and documented. * To maintain sound and effective working relationships and communication with all hospital staff and consultants. * To ensure that line-managed staff are complying with all policies that are relevant to their role and area of working. * To produce staff duty rotas to meet the activity of the Radiology department, ensuring that staffing levels appropriately reflect case mix and dependency levels. * To assist with the selection and recruitment process, ensuring that all new staff receive an appropriate and completed induction to the hospital and associated departments. * To participate in appraisal reviews with appropriate staff as per HMT’s policy. * To be responsible for, with support from the Head of Clinical Services and Human Resources, all staff issues within the departments pertaining to sickness, conduct and performance management. * To assist in regular staff meetings and ensure minutes are circulated. * To support staff development and professional goals * To delegate duties within the departments according to staff skills and abilities |
| GENERAL |
| In addition to the key job responsibilities detailed in this job description all employees at Sancta Maria Hospital are expected to comply with the following standards:    Infection Control  To maintain a clean, safe environment, ensuring adherence to the Hospital’s standards of cleanliness, hygiene and infection control.    Health & Safety  To take reasonable care to prevent injury to themselves or others who may be affected by their acts or omissions.    To co-operate fully in discharging HMT policies and procedures with regard to health and safety matters.  To immediately report to their manager any shortcomings in health and safety procedures and practice.    To report any accidents or dangerous incidents to their immediate manager and safety representative as early as possible and submit a completed accident / incident form and complete a Datix    To use protective clothing and equipment where provided.    Whilst the aim of the hospital is to promote a co-operative and constructive view of health and safety concerns in the organisation, all staff must be aware that a wilful or irresponsible disregard for safety matters may give rise to disciplinary proceedings.    Equality & Diversity  Be aware of need for own personal development and be prepared to attend and undertake any necessary training, being aware of the need to develop oneself and to strive to increase personal knowledge.    Contribute to making the clinical environment conducive to learning and development where individuals feel able to discuss ideas and action as well as showing initiative.    Safeguarding children, young people and vulnerable adults  Healthcare Management Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff are therefore expected to behave in such a way that supports this commitment.    Information Governance  All staff have an individual responsibility for creating accurate records of their work and for making entries into and managing all patient records effectively in line with all the Health Record Keeping Policies and Procedures in order to meet the Hospital’s legal, regulatory and accountability requirements.    Governance  To actively participate in governance activities to ensure that the highest standards of care and business conduct are achieved.    General Policies, Procedures and Practices  To comply with all HMT and Hospital policies, procedures and practices and to be responsible for keeping up to date with any changes to these.    Freedom to Act  The post holder will be accountable for their own actions, using own initiative, acting autonomously within their designated area but working within HMT policies and procedures. |

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| NOTES |
| The job holder will work primarily within the hospital with occasional visits to and meetings at other hospitals or centralised function offices.    This is an outline job description setting out general responsibilities and tasks the post-holder may be required to undertake. It is not comprehensive and the post-holder may be required to carry out other duties and responsibilities from time to time as determined by HMT. The job description will also be subject to change inline with the needs of the Hospital and the Organisation.    Staff will be expected to carry out their duties in line with their terms and conditions and contract of employment, the standards stated in the staff handbook and will be required to follow HMT policies and procedures and as stated in the HCPC Guidance documentation.    Staff have a contractual duty to ensure that mandatory training is current and will be expected to participate and undertaken further developmental training specific to their role. |

*This job description has been signed off as an accurate and fair description of the role by the following members of the Healthcare Management Trust Executive Team;*

Person Specification: Radiology Services Manager

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| Skills/Competencies/Qualifications   * A Registered Radiographer and a relevant post-registration qualification.      * Excellent clinical skills relevant to the role; sound knowledge of current professional issues and evidence of on-going professional development.      * The ability to manage, motivate, support, develop staff in addition to possessing commercial awareness and management experience as there is a need to balance the provision of quality care while maintaining a business focus. | | | | |
| CANDIDATE PROFILE | | | | |
| CRITERIA | ESSENTIAL | | DESIRABLE | |
| Knowledge | * Significant, relevant, clinical experience at senior level * Ability to prioritise own workload and maintain consistent standards * Forward thinking, innovative * Demonstrates strong organisational skills and abilities * Ability to work on own initiative but also as part of a team * Ability to plan strategies which impact positively across the service * Financial acumen * Knowledge of professional policies and procedure * Knowledge of patient pathways, and the key role of diagnostic imaging. * Experience of clinical governance & a commitment to clinical supervision and staff development | | * Understanding of the regulatory requirements and broader policy issues in the independent health sector and how these can be translated to operational delivery * Understanding of the objectives and challenges in delivering services within the independent sector * First line manager training, e.g. Review/appraisal, sickness monitoring. | |
| Qualifications | * HCPC registered * BSc Radiography or equivalent * Evidence of CPD | | * Completion of training/development programmes (relevant to role) * Teaching / Mentoring experience and /or qualification * Leadership/Management   qualification   * Masters degree, or equivalent experience | |
| Experience | •       •  • | Post graduate experience in radiography.  Ability to successfully manage people and change  Experience of conflict management Experience of working with patient groups  3 years post registration experience  Able to provide specialised advice concerning patient care. | •  • | Experience in different areas of MRI  Professional clinical experience in a specialised modality  Knowledge of budgets/financial control   * Experience of working in private healthcare |
| Skills | * • * •   •  •  • | Flexible approach  Able to prioritise and meet deadlines effectively  Time management skills  Ability to use initiative and make decisions  Analyses problems and implements effective and appropriate solutions  Effective leadership skills  Able to meet the physical requirements of the role for example able to work on your feet all day and able to wear lead coats for extended periods of work if appropriate. | • | Evaluation of performance, evidence of reflective practice and self development |
| Communication | •  •  •  • | Excellent communications skills, written and oral  Ability to influence and motivate staff to deliver challenging targets  Able to motivate and support others and encourage effective team working Understands the importance of confidentiality and dealing with sensitive information | •  •  •  • | Experience of use of a medical software package  Proven record of effective use of networking and influencing skills  Ability to think strategically Experience of presenting information to a wider audience |

**Job Description Agreement**

**Job Title: Radiology Services Manager**

**Department: Radiology**

**I declare that I have read the Job Description and Person Specification and confirm that this is an accurate and fair description of the role.**

**Signature:.................................................. Date:.............................................**