



Job Description

Post title: Clerical Assistant

Hours: 37.5 hours per week.

Salary: £21,892

Accountable To: Dr David Wilson, Consultant Radiologist

Line Manager: Clinical Manager

JOB SUMMARY

The main duties and responsibilities will be divided between clerical and clinical duties as directed by the Clinical Manager.

Administrative duties

- To assist with all office related duties such as answering the telephone; opening incoming post and distributing to clinical and administrative staff as required; scanning and filing documents; taking and recording payments. liaising with other departments within St Luke's Hospital.
- To work closely with the other St Luke's team members to provide a first-class service to patients and referrers.
- To assist with maintaining St Luke's Radiology Care Quality Commission accreditation.
- Deal with patient enquiries in a sympathetic and confidential manner and maintain a high standard of customer care at all times.
- Maintain patient confidentiality at all times.
- Answer all communication including telephone, email and face to face queries, in a timely manner and action as appropriate.
- Attend Departmental meetings and training as required to ensure that you maintain an up-to-date working knowledge of procedures.
- Any other duties at the request of the clinical manager, which may be needed to fulfil the objectives of the post.
- The workload split will vary from week to week.

Clinical cover

- To train as cover for the Radiology Assistant as required, to the Radiologists during ultrasound clinical and research. This includes - collecting patients from the waiting room; checking identity and demographics; caring for the patient during the procedure; laying trollies for interventional procedures; recording drugs used; ensuring the patient has the appropriate post procedure documentation; cleaning the ultrasound probe between patients; ensuring the room is clean and tidy for the next patient and at the end of the day.
- Personal protective equipment: staff working within the hospital must wear face coverings onsite and full personal protective equipment whilst undertaking clinical procedures. We expect high standards of hand washing and undertake audits of these procedures.



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- Staff working within a clinical setting will perform sterile techniques of which training will be provided if needed.
- Staff to Attend compulsory training in emergency procedures and cardiopulmonary resuscitation.
- Opportunity to train as a healthcare assistant issuing formal certificate of training.
- Adhere to St Lukes Radiology Policies and Procedures

The post holder is expected to dress in smart, clean attire (top and trousers provided) and wear shoes suitable for a clinical environment.

- This job description aims to describe the main day to day roles; however other duties may be delegated from time to time. The job description is reviewed during annual appraisals.

Person Specification

Knowledge, skills and experience		Essential	Desirable	Assessed by
	Good oral and written communication skills	√		Test and interview
	Accurate data entry	√		Test
	Previous experience in a similar role		√	Interview
	Basic knowledge of medical terminology		√	Interview
	Good basic IT skills (Word and Excel)	√		Test
Personal attributes				
	Excellent interpersonal skills	√		Interview
	Caring	√		Interview
	Enjoys working in a small team and contributes to maintaining a good team spirit	√		Interview
	Maintains a professional attitude at all times when dealing with patients, referrers, visitors and colleagues.	√		Interview
	Able to stay calm and manage difficult situations	√		Interview
	Punctual	√		Interview
	Completes tasks according to agreed timetables	√		Interview
	Has a flexible approach to work, responding to service needs	√		Interview
	Smart appearance	√		Interview
Physical skills	Be physically able to undertake the role with any reasonable adaptations	√		Interview

Dr David Wilson Consultant Radiologist

August 2021

Please send your CV and supporting information to info@slro.co.uk

Closing date: 06/09/21