

Role:	Senior Radiographer for BMI Chiltern Hospital
Function:	Hospitals
Reports to:	Imaging Manager
Key Contacts:	Patients, Visitors, Consultants & other BMI staff
Level:	Grade M5
Location:	BMI Chiltern Hospital, Great Missenden & Other BMI Premises as required

Role Purpose:

- To Image patients according to the referral letter in conjunction IRMER policies and procedures and good clinical practice.
- To process images as appropriate.
- To liaise with radiologists, referrers and other staff to give the patient the best possible care.
- To be aware of hospital and department Policies and Procedures.
- To be familiar with local rules and adhere to them.
- To be familiar with and participate in the department's Quality Assurance systems.
- To participate in department administration and patient billing.
- To undertake any other duties as required by the Radiology Manager.
- To liaise with the Radiology Manager and the Deputy Radiology Manager in the efficient management of the Radiology department.
- To maintain patient and business confidentiality at all times.
- Ensure that all patients are treated promptly, courteously, efficiently and effectively at all times.
- To attend and participate in all departmental meetings.
- To participate in the on-call system.
- To attend all mandatory training

Core Responsibilities:

- To set and maintain the highest standards of imaging and patient care, leading by example.
- To participate in the on-call rota including bank holidays and weekends if required
- To supervise and mentor less experienced Radiographers commensurate with skill set.
- To ensure that training and quality issues are addressed promptly and effectively and that relevant information is properly communicated to those who require it.
- To promote and maintain effective working relationships and communication with clinicians and other health care staff
- To attend mandatory training programmes as required
- To participate in CPD, attend lectures and read articles to help develop new ideas
- Demonstrate continuous improvement of healthcare practice
- To work within the principals and framework of the HCPC
- To maintain effective communication across the multidisciplinary team.
- To take reasonable care of all equipment used, reporting any faults or breakdowns
- Ensure correct maintenance of all equipment and instrumentation in the department
- To take early remedial action to limit effects of equipment failure or damage
- To participate in regular QA of all equipment as required.
- Comply with government IRMER 2000 and IRR99 Radiation Protection and Safety legislation.
- To maintain a professional approach at all times, preserving the dignity and confidence of patients including during their preparation and aftercare.
- To be aware of actions and attitudes on patients and visitors to the department

Key Accountabilities:

- Maintain professional standards in accordance with the RCR, SCOR

- Ensure compliance with standards in respect of all legislative requirements (including but not limited to CQC, SHE, DSE, Fire, COSHH, BLS, Manual Handling, Safeguarding Children, Information Security, and Infection Control)
- Manage complaints and take corrective actions as appropriate
- Ensure the correct billing of patients
- Ensure the timely and accurate completion of charge forms, insurance claim forms, patient records and other documents. Ensure all such forms are stored safely and in accordance with Data Protection legislation
- Support departmental/ hospital marketing activities and participate in promotional activities as appropriate e.g. lectures, presentations, clinical trials
- Help to promote a culture of customer service throughout the Diagnostic Imaging department, and identify areas for improvement as appropriate
- Maintain relationships with patient services
- Build and maintain positive working relationships with consultants
- Manage direct reports effectively, delegating appropriately and holding them accountable for the delivery of specific objectives and targets
- Support the training and development of other members of the team, sharing knowledge and best practice and contributing to teaching sessions
- Participate in departmental meetings and support the Imaging Manager in the management of the Imaging Team
- Provide support to other managers in the hospital as appropriate, to help deliver the hospital clinical, commercial and operational targets
- Ensure that the requisite mandatory training courses are completed within the required timescales
- Keep abreast of developments in Diagnostic Imaging by attending relevant courses and maintaining an up to date personal portfolio

Key Performance Indicators:

- Patient satisfaction
- Complaints
- Competencies
- Clinical quality indicators (e.g. infection rates)
- CQC reports
- EBITDA, profit growth and labour efficiency of team

Knowledge / Skills / Qualifications:

- Must be a qualified General Radiographer - BSc (Hons) Diagnostic Radiography
- Must be a registered with the HCPCUK
- Proactive and driven to succeed
- Strong organisational and planning skills, including risk management
- Results driven, possessing a proven track record of delivering against targets
- Able to make judgements involving complex facts or situations which require the analysis, interpretation and comparison of a range of options
- Strong interpersonal skills
- Knowledge of registered body and HCPCUK Codes and guidelines and their implications for practice
- Knowledge of the Care Standards Act and Care and Quality Commission Requirements
- Knowledge of Quality Assurance tools
- Knowledge of Human Resource policies, tools and techniques, including interviewing, conducting performance reviews and performance coaching
- Must have been involved in mentoring and teaching in previous role
- Must be proactively involved in own development and have leadership aspirations / attributes

Key Behaviours

Think Customer: Focuses on the needs of customers, primarily our patients and consultants. Identifies and prioritises the customer's needs. Understands situations from the customer's perspective, and

provides solutions, which fit the customer's needs. Focuses on customer service and care and takes a proactive approach to their needs and ownership of their issues.

Own Your Part in Delivering Results: Demonstrates determination, resourcefulness and purpose to personally deliver the best results for the organisation. Takes ownership for the whole situation including actions, outcomes and consequences.

Leadership: Develops a compelling sense of purpose and direction. Motivates and empowers others to align their efforts to achieve our goals. Creates an open and trusting environment. Demonstrates high moral standards and integrity in all matters.

Impact & Influencing: Persuades, convinces and influences others to enable progress and deliver success. Takes a partnership approach, aiming for an outcome that is mutually beneficial. Has a high degree of self-awareness and maintains a calm demeanour in stressful and challenging situations whilst still achieving desired outcomes.

Be One Team: The ability to gain an understanding of the needs of others, build strong relationships and drive action that is mutually beneficial for both individuals and the company. Always behaves in a way that is consistent with the BMI Behaviours and is receptive to further improvement.

Innovate, Adapt & Change: Develops new insights into situations, questions conventional approaches, encourages new ideas and innovations. Is open to change. Is flexible and adaptable to changing circumstances, being tolerant of necessary change and fluidity within the organisation.

I accept this as my role profile, which may be subject to change to meet the needs of the business