

JOB TITLE: Nuclear Medicine and PET/CT Clerical Officer

Band: 3

JOB OVERVIEW: (No more than 3 statement)

Provide patient support, counselling and welfare of patients for the Nuclear Medicine and PET/CT Sections, including ensuring the correct patient preparation and preparation compliance ahead of complex examinations. Ensure the smooth and efficient running of the Nuclear Medicine Main Reception Office and to provide clerical and administrative functions associated with the daily work of Nuclear Medicine and PET/CT.

Responsible to:

Reporting: Nuclear Medicine Clinical Team Lead

Accountable: Nuclear Medicine Clinical Team Lead

Professionally: Nuclear Medicine Office Staff

Main Duties of the Job

Provide support to the Healthcare Scientists in the provision of the Nuclear Medicine and PET/CT services in South West Wales, by providing the initial contact in the patient journey.

Work strictly within the context of these duties and to undertake reasonable and relevant duties as may be considered necessary by the Clinical Team Lead and the Head of Nuclear Medicine.

The post holder will be able to demonstrate an ability to work under his/her own initiative. A key element of this post is understanding and dealing with frequently changing priorities in order to respond to internal and external requests, some of which may be urgent and/or complicated. Often this will involve dealing with patients who are unwell, in pain, upset or angry.

Main Responsibilities

- Deal politely and effectively with patient enquiries, on all aspects of the Nuclear Medicine service (including DXA and PET/CT), either by telephone or in person, ensuring confidentiality is maintained at all times;
- Lead in the scheduling of patient appointments in accordance with guidelines with regard to current waiting lists;
- Lead in the management of the receipt, logging and routing of referrals, then filing in the appropriate files in line with current practice;
- Ensure the accurate recording of patient details onto the relevant computer databases;
- Book in patients on arrival and ensure the paperwork appropriate to the request is available to the technical staff;
- Ability to answer questions regarding the PET/CT scan and provide information on PET/CT scanning within their competence at a level suitable to the patient;
- Ability to answer questions regarding all areas of the Nuclear Medicine service and provide information on imaging and DXA scanning within their competence at a level suitable to the patient;
- Liaise with the lead technologist and the Clinical Team Manager ensuring that patients due for PET/CT clinics have had their scans prior to clinic appointment and the reports completed;
- Provide access to data and records as required by the inspectors if requested by the technical/scientific staff;

- Carry out an initial patient assessment in the form of a patient questionnaire ensuring the data collected is accurate, and provides accurate patient measurements for the scanning technician. This may include obtaining data from hard of hearing patients;
- Carry out routine checks on the complex equipment used in Nuclear Medicine in accordance with current work instructions. Reporting any deviations to the technical staff;
- Ensure all equipment used in nuclear medicine conforms to current cleansing procedure on a daily basis;
- Raise invoices for Private Patients according to the Policy of the Trust and in an accurate manner;
- Provide monthly statistics regarding number of patients scanned and waiting lists both for SBU and other trusts to the Clinical Team Manager and according to demands;
- Organise the Nuclear Medicine Reception Office and prioritise all day-to-day workload in conjunction with other Nuclear Medicine Receptionists.
- Provide and lead the provision of training of Nuclear Medicine Reception Office staff;
- Deal with numerous enquiries from patients, technical staff and sometimes difficult consultants and be able to communicate with medical and technical staff within this Trust and other hospitals;
- Liaise with ward staff/consultants/porters/ambulance/general practitioners/clinicians regarding any appointments or carriers/taxis via the telephone or in person to ensure prompt and safe transport of patients;
- Liaise with estates and parking staff regarding any problems arising from the move of the PET/CT and DXA mobile trailers;
- Exercise frequent levels of tact/patience/concentration when dealing with telephone calls regarding patient management;

- Assist with sorting mail, filing, telephone, photocopying, faxing, laminating documents and emailing;
- Ordering of non-core items through Supplies and IT;
- Ordering of core radiopharmaceuticals through appropriate ordering systems for the daily provision of the Nuclear Medicine and PET/CT services;
- Handle sensitive and confidential information preserving patient confidentiality and with due regard to the requirements of the GDPR (General Data Protection Regulations);
- Text processing, storage and processing of patient data;
- Check receipt of all referrals, ensuring all the relevant information is available and correct for all ARSAC License Holders to countersign and return, and returning any incomplete referral forms;
- Responsible for recording patient related information on computerised and manual systems using both the Radiology Management System (RadIS) and Myrddin System;
- Ensure patient an effective and efficient appointment system, resolving disputed appointment times, offer new appointments and rearrange existing patients;
- Responsible for sending out patient appointments ensuring correct information is given for the investigation required. This necessitates high levels of concentration due to the variation in examinations taking place;
- Log patient arrival on the computer system by verifying correct details and direct them to the appropriate waiting rooms, for diagnostic investigations and radionuclide therapy;
- Ability to deal sensitively with patients and relatives ranging from mentally and physically incapacitated individuals of all ages;
- Assist technical staff when necessary which could mean sitting with patients in a radioactive environment;

- Occasionally transporting and assisting radioactive patients to other parts of the hospital, occasionally wheelchair bound patients;
- Provide advice and support in a sympathetic manner by communicating with stressed and emotional patients;
- Provide training and communicate work changes introduced into the office to clerical & technical staff;
- Responsible for the nuclear medicine filing and storing system of patient records and scans;
- Assist with maintenance of the Nuclear Medicine stationery stock and facilities, when required, namely ensuring the correct daily supply to the mobile PET/CT unit of materials and equipment;
- Co-operate with senior staff in the planning of service developments in Nuclear Medicine;
- Provide assistance with the development and implementation of changes within the area of responsibility;
- Responsible for the clinical appearance of the Nuclear Medicine corridor;
- Responsibility includes the security of the Nuclear Medicine section at the end of the day, by ensuring main exit/entrance is locked (or of the Radiology Office, as appropriate).

Essential Qualifications & Knowledge	Desirable (for use in shortlisting)	Essential Experience	Desirable (for use in shortlisting)
BTEC/Vocational level 3 or equivalent level knowledge	<p>Evidence of formal educational training.</p> <p>Previous NHS experience.</p> <p>Good understanding of service provisions.</p>	Prior experience with dealing with members of the public.	<p>Previous clerical management experience & in-depth knowledge of departmental procedures.</p> <p>Understanding & knowledge of Hospital Information Systems.</p> <p>Previous experience in clerical roles.</p>
Essential Aptitude and abilities	Desirable (for use in shortlisting)	Other	
<p>Can demonstrate SBU values</p> <p>Good interpersonal & communication skills. Ability to communicate information to colleagues, patients, other staff and with suppliers at all levels.</p> <p>Ability to work independently & to work as part of a multi-disciplinary team and focus on patient care and service provision.</p> <p>Competent in the use of databases,</p>	<p>Training Skills</p> <p>Welsh Speaker (Level 1)</p>	<p>Essential:</p> <p>Able to work hours flexibly.</p>	

<p>spreadsheets and word processing.</p> <p>Able to demonstrate situations where effective leadership and management skills have been used.</p> <p>Able to demonstrate tact and diplomacy when working with others.</p> <p>Self-motivated and enthusiastic.</p> <p>Ability to get on with colleagues and other professional staff.</p> <p>Ability to work alone or as part of a multi-disciplinary team.</p> <p>Ability to deal sympathetically with patients and their relatives.</p> <p>Good general communication skills.</p> <p>Ability to work flexibly.</p> <p>Commitment to service development.</p>		
---	--	--

Organisational Chart & Technical Document



