**JOB DESCRIPTION**

**Title:** Diagnostic Imaging Department Administrator

**Managerial**

**accountability:** Diagnostic Imaging Department Manager

**Professional**

**Accountability:** Diagnostic Imaging Department Manager

**Purpose of Role:**

* To work closely with the Department Manager and Radiographers, as part of an integrated team to assist with the delivery of safe, high quality services to patients and users of the service.
* To undertake accurate entry of patient information into the Hospital Information System.
* To coordinate and manage the scheduling/booking of patients referred to the department both internally and externally.
* To book, cancel and alter appointments for all patients following strict standard operating procedures/guidelines
* To demonstrate highly developed interpersonal patient management skills within the Imaging Department as required.
* To effectively communicate to patients the details of all imaging procedures undertaken within the Imaging Department.
* To be high organised and able to work under time pressures.
* To liaise effectively with all hospital departments and ensure that inter-departmental data flow is efficient and responsive at all times.
* To effectively use hospital booking systems
* To assist with managing patient flow both in to and out of the Imaging Department including the provision of a patient reception service.
* To assist the Imaging Department Manager with general administration duties within the Department.
* To maintain the Imaging Department Patient Record System, entering and editing accurately in accordence with local SOP`s/ guidelines.
* To proioristise tasks in order of importance and manage own time to complete all tasks to a high standard.
* To have a high level of customer service particulary during phone conversations with patients and staff. To include the ability to explain complex information in simple and understandable terms.

**Scope of Role:**

The role has clinical, organisational, administrative and developmental responsibilities. It is essential that the post holder has substantial pre-existing patient management skills and knowledge of clinical administation systems.

The Imaging Service is undergoing significant development and expansion and the holder of the post will be required to be flexible in terms of their working hours and days.

This job description is subject to change in consultation with the postholder to take into account changing organisational needs.

**Confidentiality**

The post holder must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Code of Confidentiality and the Data Protection Act 1998.

**Health & Safety**

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), to ensure that the agreed safety procedures are carried out to maintain a safe environment for patients, employees and visitors.

**Risk Management**

All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and when requested to co-operate with any investigations undertaken.

**Equal Opportunities**

The Authority has adopted an equal opportunities policy and it is the responsibility of every employee to comply with the detail and spirit of the policy.

Signature ............................................. Date......................

Signature of

Head of Department................................. Date......................

**PERSON SPECIFICATION FORM**

**POST TITLE:** Radiology Department Administrator

**DEPARTMENT:** Radiology

|  |  |  |
| --- | --- | --- |
| **FACTORS** | **Essential** | **Desirable** |
| 1. Physical Requirements | * Satisfactory Occupational Health clearance for the role specified.
* Enhanced level DBS clearance.
* Highly motivated
* Ability to sit for extended periods using computer screens.
 |  |
| 2. Education/ Qualifications | * Good general education
* Evidence of continual career development.
 |  |
| 3. Previous Experience | * Experience of working within primary or secondary healthcare administration.
* Basic medical experience
 | * Experience of working within a multi-modality Radiology Department.
* Previous administration experience.
 |
| 4. Skills / Knowledge / Abilities | * Good telephone skills including the ability to effectively communicate clinical information to patients and referring clinicians.
* Numerate and literate.
* Ability to work flexibly within the needs of the service including a willingness to work out of normal office hours including some evenings.
* Computer literate.
* Experience with managing multi-disciplinary patient scheduling/appointment systems.
* Working knowledge of current medical terminology.
 | * Experience of developing and managing Outpatient/Radiology patient scheduling.
* A basic understanding of clinical/Radiology procedures to ensure effective patient communication.
 |
| 5. Aptitude/Personal Characteristics | * Able to work under pressure.
* Flexible and adaptable.
* Motivation to provide a high standard of service.
* Able to use initiative and plan workload.
* Good attention to detail.
* Able to work as part of a small team.
* Willingness to learn new skills.
* Able to work with minimal supervision.
 |  |