

JOB DESCRIPTION

GENERAL INFORMATION

Title: Imaging I&T Administrator

Grade: 4

Job base: Harefield but there will be a requirement for the post holder to work at other sites when requested by the IT Imaging services manager.

Accountable to: I&T Imaging Services Manager

Professionally accountable to (if applicable): Clinical Technology Director

Disclosure & Barring Service (DBS) checks (please delete as appropriate):

standard



Job summary

Utilising the Trust Information Systems to:

- Be responsible for the import of patient's images from outside institutions on to the Trust's Picture Archive and Communication System (PACS) in a timely manner;
- Be responsible for the export of patient's images to other institutions and individuals from the Trust as requested;
- Work within the PACS/RIS support team to ensure the systems run smoothly and support the day to day activities for the clinical and operational teams. Ensuring the accuracy of data, records and transfer logs are maintained always, and that patient confidentiality is maintained.

The post holder will work as a member of the PACS (Picture Archiving and Communication System) team to contribute to the delivery of an efficient and responsive I&T imaging service at Harefield, The Royal Brompton and the Wimpole street clinic. They will perform a range of administrative and system support functions under the guidance of the I&T Imaging services manager to ensure that the integrity of PACS and RIS (Radiology Information System) data is maintained. They will support the PACS Manager in the management of the RIS system and all other associated I&T imaging systems and modalities, monitoring and assisting in the maintenance of the peripheral hardware as required. The post holder is expected to carry out I&T imaging system training as required.

Main tasks and responsibilities

• Communication

- To extensively utilise various forms of communication – email, telephone, secure messaging services etc;
- To deal with requests from outside hospitals for images courteously, efficiently and competently;
- To take positive action if the availability of images is likely to effect a patient's treatment, both inside and outside of the trust;
- To liaise with wards and other departments within the hospital;
- Deal courteously, efficiently and confidentially with all enquires, assessing priorities, and initiating action as required;
- To liaise with Radiographers and radiologists to optimise service to patients and identify any potential problems with regard to availability of images;
- To report any associated irresolvable technical issues with the systems to the appropriate support providers, providing sufficient information and assistance to allow swift resolution.

• Patient/customer care (both direct and indirect)

- To take responsibility for the transfer of patient's images to and from the Trust using a variety of media – both electronic (e.g. IEP, SFT, P2P) and physical (CD, DVD, Blu-Ray, USB, HDD, film, paper);
- To ensure all patient data is accurately identified and stored correctly within the Trust systems and during transfer to prevent misidentification;
- To ensure compliance with regulatory requirements (e.g. the requirements of the Data Protection Act);
- To work closely with the I&T Imaging services manager and PACS manager over a wide range of issues and to assist with their clerical duties;
- To ensure all possible measures are taken to preserve patient confidentiality;
- To work closely with the Imaging IT systems manager to assist in the support of the Trusts Cardiology systems.
- Any other duties that may become necessary following discussion with departmental managers.
- PACS system administration and housekeeping tasks including:
 - Dealing with unspecified images.
 - Image import and export.
 - Data cleansing activities within PACS/RIS and other systems when directed by the PACS manager.

- Reconciling incomplete/inaccurate examinations.
- Creating and maintaining user accounts following appropriate protocols and procedures.
- Maintaining an accurate and up to date database.
- RIS system administration and housekeeping tasks including:
 - Dealing with duplicate patient records
 - Checking patient data against national records
 - Reconciling PAS/RIS discrepancies
 - Creating and maintaining user accounts following appropriate protocols and procedures
- To monitor and troubleshoot the departmental hardware and software, including where appropriate, installation, repair and maintenance, knowing when to report to and liaise with the appropriate staff including the I&T Imaging services manager and or other members of the I&T Imaging department.
- To be involved in data transfer, both locally and nationally, adhering to all data protection and patient confidentiality protocols and processes.
- To be involved in disseminating statistical information to the appropriate service leads.
- Assist in the day-to-day co-ordination of work in the team.
- The post holder will train users as necessary to use the current PACS and RIS systems.
- Respond to situations as they arise, including unplanned system downtime. Be familiar with the I&T major incident policy and all other relevant I&T imaging policies.
- With the support of the I&T Imaging services manager and deputies, independently problem solve and resolve issues, alerting the relevant staff members as appropriate.
- Respond to requests from system end users, both within and outside radiology.
- Participate in the implementation of new modalities/applications, working with different teams to ensure cohesive integration of systems and services.
- Be responsible for promoting the safe use of I&T equipment through both personal example and understanding of the importance of maintenance and proper usage.
- Assist in Root Cause Analysis (RCA) for allocated incidents and problems.
- Ensure that personal skill levels and current systems/applications knowledge and expertise is maintained to a high standard so that the level of work resolved personally is maximised.
- Participate in in-depth training to extend own knowledge of the systems and keep up to date with latest releases.

Undertake other duties required by the I&T Imaging services manager due to the demands of the imaging service.

- **Policy & Service development**

To be familiar with all Trust and Directorate policies and to abide by them;

To observe the guidelines set out in the Image Data Transfer Policy, and keep accurate records;

To contribute to the updating of the Image Data Transfer Policy;

To attend meetings as directed by Imaging Managers.

- **Resource management**

- To prioritise and deal with the multiple tasks demanded of this role, in a timely and organised fashion;

- To allocate the limited electronic transfer resources appropriately, considering the various parameters of the data transfers requested (urgency, size, severity etc.);

- To order stocks of consumables when necessary.

- **People management**

- To take positive action if the availability of images is likely to affect a patient's treatment, both inside and outside of the trust;

- To proactively alert management of any impending breach of tolerances.

- **Information management**

- To transfer patient data both in and out of the Trusts Radiology Systems utilising various media both to and from other institutions following the relevant policies and guidance;

- To create CDs from PACS containing patient's images to transfer to outside institutions.

- To liaise with Cardiology or other Imaging departments where associated data is also requested;

- To allow the effective internal transfer of information between Radiology, Cardiology, Echocardiology in order to service data transfer needs.

- To keep and maintain accurate records of image transfer requests;

- To use the Radiology Information Systems to identify unmatched data and action accordingly;

- To use the Radiology Information Systems to prevent duplication of transferred data.

- **Research and development**

To assist in research when deemed necessary by the IT Imaging services manager.

Core Behaviours

- To abide by the Trust's Core behaviours for staff and all other Trust policies, codes and practices including standing financial instructions, research governance, clinical governance, patient and public involvement, codes and practices, and health and safety.

Other duties

To undertake any other duties commensurate with the grade as requested.

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

ADDITIONAL INFORMATION

Trust mission

To be the leading national and international centre for the diagnosis, treatment and care of patients with heart and lung disease, creating and disseminating knowledge through research and education

Confidentiality

During the course of your employment you may have access to, see or hear information of a confidential nature and you are required not to disclose such information, particularly that relating to patients and staff.

In order to comply with the Data Protection Act 1998, you must not at any time use personal data held by the Trust for any unauthorised purpose or disclose such as data to a third party.

You must not make any disclosure to any unauthorised person or use any confidential information relating to the business affairs of the Trust, unless expressly authorised to do so by the Trust.

Health & Safety

Smoking

It is the policy of Royal Brompton & Harefield NHS Foundation Trust that all people who work for the Trust or, while on its premises, obtain treatment or visit the Trust in any capacity, do so without exposure to tobacco smoke, and so smoking of cigarettes and E-cigarettes is not allowed anywhere on any Trust premises.

The Trust aims to provide appropriate support, in partnership with local Occupational Health and Community Services, to ensure that Trust staff and patients can access practical help and support in their attempts to stop smoking.

This policy is based on clear evidence that, in addition to the health risks taken by smokers themselves, others who breathe in exhaled tobacco smoke (passive smokers) have increased risk of disease.

NHS Estates have notified all NHS agencies that E-Cigarettes and the charging there of are not permitted within any Trust property (including accommodation).

Diversity

You are always required to carry out your responsibilities with due regard to the Trust's Diversity policy and to ensure that colleagues or staff that you manage receive equal treatment throughout their employment with the Trust.

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 investigation undertaken.

Conflict of interests

You may not without the consent of the Trust engage in any outside employment. In accordance with the Trust's Conflict of Interest policy, you must declare to your manager all private interests which could potentially result in personal gain as a consequence of your employment in the Trust. Interests that might appear to be in conflict should also be declared to your manager.

In addition, the NHS Code of Conduct and Standards of Business Conduct for NHS Staff (HSG 93/5) requires you to declare all situations where you or a close relative or associate has a controlling interest in a business (such as a private company, public organisation or other NHS voluntary organisation) or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. You must therefore register such interests with the Trust, either on appointment or subsequently whenever such interests are gained. You should not engage in such interests without the written consent of the Trust, which will not be unreasonably withheld. It is your responsibility to ensure that you are not placed in a position that may give rise to a conflict between your private interest and your NHS duties.

CODE OF CONDUCT FOR PROFESSIONALLY QUALIFIED STAFF GROUPS

All staff are required to work in accordance with their professional group's code of conduct (e.g. NMC, GMC, DoH Code of Conduct for Senior Managers).

Disclosure & Barring Service checks (where relevant)

If the post has been identified as being an 'eligible position' under the *Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975* or, in some cases, the *Police Act 1997*, it meets the eligibility criteria for a disclosure to be requested through the Disclosure and Barring Service (DBS). Where a DBS check is indicated above applicants who receive a conditional offer of employment will need to complete a satisfactory DBS check prior to the appointment being confirmed.

With the exception of Basic disclosure certificates which only contain information about unspent convictions, all other DBS level checks will disclose both spent and unspent convictions, cautions (including reprimands and final warnings) which are not 'protected' as defined by the *Rehabilitation of Offenders Act 1974 (Exceptions Order) 1975 (as amended)*. Enhanced disclosures may also include other relevant police information where this is deemed relevant to the position you are applying for.

A criminal record will not necessarily bar you from appointment - that will depend on the nature of the position for which you are applying and the circumstances of the incident(s).

You are obliged to inform the Trust if at any time in the course of your employment you are the subject of a police investigation, or are convicted of a criminal offence.

You must also inform the Trust immediately if at any time during your employment you are the subject of an investigation by the Independent Safeguarding Authority or are Barred from either its Children's Barred List or Adults' Barred List. Failure to comply with these requirements may result in disciplinary action. You will be committing a criminal offence if you seek to undertake or undertake any Regulated activity while Barred by the Independent Safeguarding Authority from either its Children's Barred List or Adults' Barred List.

Core behaviours for all Trust staff

All staff will:

- Act with honesty and integrity always
- Demonstrate respect for others and value diversity
- Focus on the patient and internal and external customer always
- Make an active contribution to developing the service
- Learn from and share experience and knowledge
- Keep others informed of issues of importance and relevance
- Consciously review mistakes and successes to improve performance
- Act as ambassadors for their directorate and the Trust
- Be aware of the impact of their own behaviour on others
- Be discreet and aware of issues requiring confidentiality

In addition, all managers and supervisors will:

- Value and recognise the ideas and contributions of all team members
- Coach individuals and teams to perform to the best of their ability
- Delegate work to develop individuals in their roles and realise their potential
- Give ongoing feedback on performance, and effectively manage poor performance
- Provide support and guidance to all team members
- Encourage their team to achieve work/personal life balance
- Actively listen to comments/challenges and respond constructively
- Lead by example, setting high standards
- Ensure that there are sufficient resources for their team and rebalance priorities accordingly
- Provide a safe working environment

Infection and Prevention Control

All Trust staff will:

- Act as a role model and champion for the highest standards of all aspects of infection prevention and control and implementation of all Infection Prevention and Control Trust policies and guidelines.
- Demonstrate respect for the roles and endeavours of others, in implementing good standards of hand hygiene.

Value and recognise the ideas and contributions of colleagues in their endeavours to reduce the incidence of healthcare associated infection.

The Royal Brompton & Harefield NHS Foundation Trust is a non-smoking Trust.

FOR ALL NURSE JOB DESCRIPTIONS ONLY

Nurses working within the Royal Brompton & Harefield NHS Foundation Trust are expected to abide by the essentials of nursing care (6 C's)

- Competence: to continually develop nursing knowledge and skills
- Care: to always provide the highest quality care to all patients
- Compassion: to treat people with kindness and respect always
- Commitment: to always strive to do the best for patients
- Communication: to be open and transparent with patients and colleagues always
- Courage: to always speak out if it is in the patient's best interest

PERSON SPECIFICATION

GENERAL INFORMATION

Post: Imaging I&T Administrator

Grade: 4

Directorate/Department: Digital & Technology Division

REQUIREMENTS	ESSENTIAL	DESIRABLE
EDUCATION & QUALIFICATIONS	<p>Qualifications relevant to this position.</p> <p>ITIL Foundation or above.</p>	<p>Diploma or IT Related industry recognised qualifications.</p>
EXPERIENCE & KNOWLEDGE	<p>Demonstrable experience in IT support role.</p> <p>Demonstrable experience of supporting clinical Imaging as part of an Imaging IT service.</p> <p>PACS/RIS software and associated environments</p>	<p>Working experience of medical research or healthcare environments.</p> <p>Working knowledge of ISO27002 information security and confidentiality standards.</p> <p>DICOM image formats and handling.</p>
SKILLS & ABILITIES	<p>Broad knowledge of PC support systems and applications.</p> <p>To possess excellent communication skills and interpersonal skills, reflecting professional attitude at all times.</p> <p>Able to write clear and concise technical reports, system specifications and user documentation and training manuals.</p> <p>Able to investigate, analyse and resolve complex problems.</p> <p>Keyboard skills.</p> <p>Ability to demonstrate good working relationships with other staff at all levels.</p>	<p>Knowledge of digital imaging/computing.</p>

	<p>Ability to work under pressure as part of a team or individually.</p> <p>Understanding of and ability to maintain confidentiality.</p> <p>Good problem-solving skills.</p> <p>To be willing to provide training where necessary.</p> <p>Ability to wear/work in protective clothing.</p> <p>Ability to lift heavy objects in accordance with Manual handling procedures</p> <p>Flexibility and willingness to undertake a wide range of duties as required by the service.</p> <p>Working knowledge of Health Safety Regulations.</p>	
PERSONAL QUALITIES	<p>Good interpersonal and communication skills with colleagues and others.</p> <p>Self-motivated.</p> <p>Organised and methodical approach to work.</p> <p>Discipline and regard for confidentiality, safety and security at all times.</p> <p>A willingness to work with others to achieve the aims of the Trust, directorate and Imaging services as a whole.</p>	
OTHER REQUIREMENTS	<p>Reliable work record.</p> <p>Able to concentrate for extended periods on detailed VDU and other work.</p>	