



CLERICAL OFFICER- BREAST IMAGING

INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

Job Title	Clerical Officer- Breast Imaging
Band	3
Directorate	Clinical Support Services
Accountable to	Lead Superintendent Radiographer
DBS Required?	Yes

JOB OVERVIEW

To support the Breast Imaging Office Manager (BIOM) and Supervisor (BIOS) in carrying out the full range of clerical duties for the screening and symptomatic breast services.

To maintain the smooth running of the Breast Imaging Office in the absence of the BIOM or BIOS, prioritising workload and delegating tasks.

To help supervise the work of the Clerical Assistant and assist in her duties, providing cover as necessary.

The post is principally based at the Royal Shrewsbury Hospital but the post-holder may be required to travel to other Trust sites within Shropshire.

Scope and Range

Working under the supervision of the Breast Imaging clerical team, duties are undertaken within the Breast Imaging department by following a daily list of tasks to be performed. The nature of the job will require the post-holder to be in regular contact with all members of the breast multi-disciplinary team and other screening units, hospitals and departments.

Main Duties and Responsibilities of the Postholder

- To provide clerical/secretarial support to the Breast Screening Programme Director and Programme Manager, BIOM, Breast Care Nurses, Consultant Radiologists and Surgeons.
- Manage and prioritise own workload.
- To assist with on-the-job training of new staff members within the office.
- Prioritise and supervise workload of the Clerical Assistant providing assistance and advice as necessary.
- To provide cover for essential tasks in the absence of the BIOS and assist in the smooth running of the department in the absence of the BIOM.
- To create and amend the full range of breast screening and symptomatic follow-up appointments using NBSS and CRIS.
- To organise screening assessment clinics and appointments in line with national performance standards.
- To check paperwork following film-reading, ensuring that those cases highlighted for assessment clinic, technical recall and routine recall are processed and dealt with appropriately.
- To prepare all relevant documentation for weekly MDT meetings and accurately document outcomes by collating documentation for forwarding to the surgeons. To update each woman's NBSS record to accurately reflect MDT decision, collate benign results for the Breast Care Nurse and arrange any outstanding appointments.
- To attend the assessment clinic pre-meeting (in the absence of the Receptionist) and record the assessment plan for each woman in preparation for their arrival in clinic.
- To ensure that all care homes are alerted by letter when screening is due in each area within Shropshire.
 - To greet breast screening and symptomatic patients/clients as they arrive and accurately record their attendance on CRIS. To also record the attendance of any MRI patients that may arrive when sitting on reception as a gesture of good will.
- To type up letters on behalf of the Consultant Radiologists, Radiographer and Surgeons for filing in the patient record and forwarding to their GP.
- To deal with the full range of telephone calls into the Breast Imaging Office, including enquiries from health professionals, the general public and distressed clients/patients.
- To handle difficult enquiries beyond the scope of the Clerical Assistant.
- To trace any women that may have had previous screening in another area using BS Select.
- To accurately transfer all written clinical outcome information relating to diagnostic tests and treatment onto the NBSS computer system.
- To record the numbers of screening attendees/non-attendees and to close clinics and reconcile clinic totals.
- To prepare the breast screening packets for re-filing, ensuring all relevant data is filed within them.
- To book all interventional procedures from the request list on a daily basis, ensuring that they are appropriately vetted by a Radiologist or Consultant Radiographer.
- To monitor the Breast Screening e-mail account and act upon any messages in a timely manner.
- Ensure that a trained interpreter is available during appointments for women whose functional language is not English, along with written information.
- To ensure that all requests for screening at an alternative service are dealt with in a timely manner.
- To organise and maintain an effective filing system for all aspects of breast imaging.
- To manage incoming and outgoing post, prioritising work to ensure that urgent matters are dealt with in a timely manner.
- To ensure that all letters, reports, clinic schedules and client forms are available and dispatched to

appropriate clinicians, including GPs.

- To monitor the reporting of images taken so as to avoid any breaches according to NHSBSP guidelines.
- To dispatch screening invitations and all results in a timely manner on a daily basis.
- To request/dispatch previous mammograms from/to other screening areas in a timely manner making use of the Image Exchange Portal (IEP)
- To retrieve and file breast packets as necessary.
- To attend monthly staff meetings, take minutes and type them up for distribution to the team.
- To comply with the policies of the National Breast Screening Programme relating to clerical matters.
- To comply with Trust and departmental policies and procedures and Health and Safety rules.
- To complete all mandatory training in accordance with Trust policy.

Communications and Relationships

- To liaise with a wide range of people on a daily basis - clerical and clinical colleagues, consultants, secretaries, histology, medical records, GPs and practice nurses, NHS Digital and Breast Screening Programme support teams, wards, clients/patients and their relatives/carers.
- To communicate effectively and accurately - verbally, in writing and via e-mail.
- To develop and maintain effective relationships with colleagues.
- The sending of official letters to General Practitioners and other breast screening units/hospitals.
- To liaise with other breast screening units and hospitals regarding screening clients moving to/from other areas and the requesting and dispatch of their records.
- To provide general, non-clinical advice, information and guidance directly to patients/clients, relatives and carers, using acquired knowledge to inform clients of the benefits of screening and breast awareness.
- Develop knowledge of departmental clinical procedures to be able to offer basic support to patients and clients.
- Demonstrate tact and diplomacy, patience and empathy in the course of considerable patient/client telephone contact.
- Communicate appropriately with a range of clients taking account of different backgrounds and cultures, special needs, challenging behaviour, distress and aggression.
- Deal with enquiries from clinicians, other organisations and members of the public.

Systems and Equipment

The post-holder will be required to use the following:-

Equipment

- Computer
- Printer
- Multi-function photocopier
- Telephone
- Dictaphone

Systems

- Trust & departmental operating systems – CareFlow, CRIS, BS Select, NBSS, PACS, Review, Somerset, Microsoft Office and e-mail.

Education & Training

- Take responsibility for own personal development.

Decisions, judgements and freedom to act

- Organises own workload in line with responsibilities and timescales agreed with Breast Imaging clerical team.

Physical, Mental and Emotional demands of the post

- Combination of sitting, walking, standing and reaching with daily requirement for effort when carrying notes and x-rays.
- The post-holder may be required to work in the Mammography film file which is remote from the Breast Imaging Department on an underground level.
- Inputting of essential information onto the computer database on a daily basis requires accuracy and concentration.
- Dexterity required in the use of a computer keyboard for much of the work.
- Ability to concentrate and produce accurate work while handling frequent interruptions.
- Ability to meet deadlines for appointments, results and audit in line with nationally-set targets.
- Emotionally demanding and distressing situations may arise when dealing with patients, clients and their relatives who are facing the possibility of a breast cancer diagnosis.

Working Conditions

- Possible exposure to the emotional/aggressive behaviour of patients, clients or their relatives.
- Frequent and prolonged use of VDU.
- Working in dusty filing areas.
- Job rotation and desk sharing on a daily/weekly basis.
- Potential for cross-site working at the Princess Royal Hospital, Telford – to be able to drive and to have the use of a vehicle.



PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.



QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none">• Minimum of 3 GCSE grades 9-4 (or equivalent) including English and Mathematics	

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none">• General office experience• Data input to a high degree of accuracy• Experienced PC and keyboard user• Proficient in the use of Microsoft Office particularly Word, Excel, Outlook	<ul style="list-style-type: none">• Previous experience of working in a healthcare setting• Secretarial experience• NBSS computer system• Breast Screening Select system• Competent in the use of Trust IT Systems – CRIS, PACS, CareFlow, Review• Good knowledge of medical terminology

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Able to work in a multi-disciplinary team comprising junior colleagues, peers, senior medical staff and managers • Self-motivated and able to work on own initiative • Able to assist with the work of others • Decisive and confident in absence of line manager • Excellent communication skills in dealing with a range of people e.g. colleagues, doctors, patients, general public • Ability to keep calm when faced with aggressive/emotional situations • Ability to prioritise workload for self and others and work under pressure to tight deadlines • Able to work quickly and efficiently to constantly high standards, handling frequent interruptions • Able to understand the critical importance of confidentiality • Self-motivation and enthusiasm • Able to concentrate for long periods when working on a PC • Flexible and adaptable approach in order to meet deadlines and workload demands • Attentive to detail and able to work to a high degree of accuracy whilst handling frequent interruptions 	<ul style="list-style-type: none"> • Strong interpersonal skills and ability to liaise confidently at all levels

OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none">• Flexible to meet the needs of the service• Able to work at Trust sites away from RSH base	

GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

INFORMATION GOVERNANCE

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

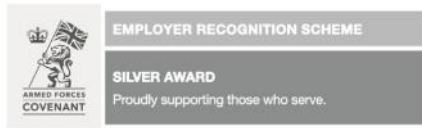
The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





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[Getting to The Royal Shrewsbury Hospital](#)

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