RADIOGRAPHY SERVICES MANAGER

JOB DESCRIPTION

TITLE: Radiography Services Manager

LOCATION: X-Ray Department, St. John’s Hospital, St. John’s Square, Limerick

REPORTS TO: Chief Executive

ROLE SUMMARY: To ensure the effective and efficient functioning of the Radiology Department while providing appropriate high quality imaging services to patients in a caring environment. To assist the Consultant Radiologist in ensuring the provision of effective radiography services to St. John’s Hospital. To ensure the development and delivery of Radiology Services for the Hospital in an effective and responsive manner having regard to the Hospitals strategy for service provision in this area. Play a key role in the management and development of strategies, standards and procedures relative to the Radiology Department.

The position requires a strategic approach to the development of services and structures, embracing continuous quality improvement and the management of changes necessary to achieve organisational objectives.

Responsibilities:

To be responsible to the Consultant Radiologist for management of the Radiology service. To be responsible to the Chief Executive for all aspects of general administration. To liaise with other professionals as necessary within the hospital.

Clinical Responsibilities

The Radiography Service Manager will:

- Promote modern standards of clinical care within the unit
- Maintain own clinical skills to a high standard ensuring best practise and attend multi-disciplinary clinical meetings and commit to continuous professional development
- Motivate Radiographers to ensure a consistently high standard of Radiography and identify training and development needs to ensure standards are maintained
- Provide support and mentoring to staff
- Liaise and co-operate with other disciplines within the hospital
- Maintain strict confidentiality at all times

To safely deliver a diagnostic radiography service taking into account the principles of justification and optimisation. This must be done with regard to all current radiation safety regulations.
Leadership and Accountability

To provide strategic and clinical leadership which results in the delivery of effective, efficient, quality assured and patient centred radiographic service.
To develop a shared sense of commitment and participation among staff in the development of the service.
To report to the CEO any significant development within his/her area of responsibility.

Planning

(key objectives will be set on an annual basis)

- Formulation of policies and the selection, introduction and development of information and other systems for co-ordination of data collection, communication and management.
- Advise on equipment selection, purchase, replacement or upgrading.
- Participate in the preparation of plans for the service and monitor and report on their implementation as required.
- Participate and co-operate with any internal or external evaluation of the service.

Operations

- Develop operational policies, protocols, and guidelines to maximise utilisation of resources and ensure systematic audit of such usage.
- Develop collaborative planning in conjunction with other professionals.

Personnel Management

- Provide strategic and clinical leadership which results in the delivery of an effective, efficient, quality assured and patient centred Radiographic service.
- Participate, as required, in the recruitment, selection and appointment of staff.
- Ensure the optimum and effective use of staff through efficient rostering, skill/ grade mix planning, work load measurement and staff deployment.
- Initiate the implementation of a staff development and individual performance review process and foster a high level of morale among staff by effective motivation and communication.
- Participate in the formulation of relevant personnel policies and procedures and deal with human resource problems, in association with the Human resources department.
- Promote and maintain a safe environment for staff. Develop and implement Risk Management and Health and Safety strategies in consultation with the Risk Department.
- Investigate and take appropriate action regarding complaints, accidents and incidents.
- Ensure that Ionising Radiation Regulations are understood and complied with.
- Monitor and record equipment performance to include routine service, maintenance, malfunctions and downtime.
- Maintain appropriate staff records including attendance and absence ensuring that the relevant HR and financial procedures are adhered to.
- Participate in training and supervision of radiography staff and operate grievance and disciplinary procedures.
- Effectively manage Radiographers, Radiographic aides, Clerical and Support Staff assigned to the Radiology Department.
- Promote a culture that values diversity and respect.

**Finance**

- Prepare annual financial estimates in respect of staffing including education and training needs.
- Participate in the overall financial planning of the service including the negotiation of resources and the assessment of priorities in pay and non-pay expenditure.
- Ensure expenditure is controlled within budget and identify potential for efficiency saving through improved practices and innovation.
- Delegate, as appropriate, budgetary control and implement monthly expenditure audit systems.

**Quality Assurance**

- Ensure that modern standards of clinical care are in operation and that regular monitoring is undertaken through audit.
- Implement a policy on complaints and patient services.
- Maintain good collaborative working relationships and communications with appropriate statutory, professional and voluntary organisations responsible for and/or participating in health care.
- Ensure adherence to all codes and guidelines relating to professional practice including the maintenance of Quality Assurance standards.
- Monitor research and new developments. Initiate, facilitate and take part in relevant research and promote awareness of ongoing and current research.
- Ensure compliance with all legislation and EU directives on Radiation Safety strategies in the Hospital.

**Key Performance Criteria**

- The extent to which there is patient satisfaction with services.
- The effectiveness of financial management, in particular, ability to operate within budget.
- The extent to which good working relationships are fostered and maintained.
- The effectiveness of performance in relation to personnel management and development.
- The quality and standard of radiography services.
- The extent to which service plan objectives have been achieved.

*June 2015*
**Generic Duties and Responsibilities:**

**Service:**

- Perform duties efficiently, effectively and economically in line with best practice and/or as directed by Management in the provision of a quality service at all times.
- Maintain a flexible approach to performance of duties.
- Strictly adhere to operational policies and procedures specific to designated area of duty.
- Deal with customer/staff/patient queries in a courteous, effective and efficient manner.
- Maintain confidentiality of all matters pertaining to the Hospital, staff and patients.

**Education and training:**

- To attend relevant study days and seminars.
- To participate in student training where appropriate.
- Ensure that all staff receive encouragement and counselling in developing skills and job satisfaction. Participate in the appraisal of staff where necessary and evaluate the progress of staff.

**Risk Management, Hygiene Services, Health, Safety and Welfare at Work:**

- The management of Risk, Hygiene Services and Health & Safety is the responsibility of everyone and will be achieved within a progressive, honest and open environment.
- Staff will be provided with the necessary education, training and support to enable them to meet this responsibility.
- Staff have a duty to familiarise themselves with the relevant Organisational Policies Procedures & Standards and attend training as appropriate in the following areas:-
  - Continuous Quality Improvement Initiatives
  - Document Control Information Management Systems
  - Risk Management Strategy and Policies
  - Hygiene Related Policies, Procedures and Standards
  - Decontamination Code of Practice
  - Infection Control Policies
  - Safety Statement, Health and Safety Policies and Fire Procedure
  - Data Protection and Confidentiality Policies
• You are responsible for ensuring that you become familiar with the requirements stated within the Risk Management Guidelines and that you comply with the Hospitals Risk Management Incident /Near Miss reporting Policies and Procedures.

• You are responsible for ensuring that you comply with hygiene services requirements in your area of responsibility. Hygiene Services incorporates environment and facilities, hand hygiene, catering, cleaning, the management of laundry, waste, sharps and equipment

• You must foster and support a quality improvement culture through-out your area of responsibility in relation to hygiene services.

• Your specific responsibility for Quality & Risk Management, Hygiene Services, and Health & Safety will be clarified to you in the induction process and by your line manager.

• Adhere to hospital infection control policy.

• Be familiar with the Hospital Major Emergency Plan and Fire Plan.

Annual Registration
On appointment practitioners must maintain live annual registration on the relevant division of the Radiographers Register maintained by the Radiographers Registration Board at CORU.

Accountability

• Report for duty on time and at the designated place of duty as prescribed by the CEO.
• Take direction and guidance from the CEO in relation to all duties and human resources issues at all times.
• Facilitate and encourage good industrial relations at all times.
• Recognise the needs and importance of patient services.
• Be aware of accountability and responsibility in order to assist in the delivery of the highest standard of radiography services in a professional and compassionate manner to every person who avails of the hospitals’ services.
• Required to bring to the attention of the immediate Supervisor any difficulties or problems encountered in the performance of their work.

Risk

• All staff are responsible for identifying, assessing and reporting all risks and for contributing to the management and review of all risks.

Confidentiality:

In the course of your employment you may have access to, or hear information concerning, the medical or personal affairs of patients and/or staff, or other health
service business. Such records and information are strictly confidential and, unless acting on the instructions of an authorised officer, on no account must information concerning staff, patients or other health service business be divulged or discussed except in the performance of normal duty. In addition, records must never be left in such a manner that unauthorised persons can obtain access to them and must be left in safe custody when no longer required.

This job description indicates the main responsibilities and duties of the post and is subject to review and amendment to reflect the changing needs of the hospital service. The extent and speed of change in the delivery of health care is such that adaptability is essential. The incumbent will be required to establish, maintain, enhance and develop their professional knowledge, skills and aptitudes in order to respond to a developing service situation.