



North Metropolitan Health Service
Job Description Form

HSS Registered October 2016

Radiology Service Assistant
Health Salaried Officers Agreement: Level G1/2
 Position Number: 007219
 Radiology Department / Medical Division
 Sir Charles Gairdner Hospital / North Metropolitan Service

Reporting Relationships

Clerical Manager
 HSO Level G5
 Position Number:



Clerical Supervisor
 HSO Level G3
 Position Number: 006449



This Position



← Also reporting to this supervisor:

- 5 FTE x Senior Clerks
- 6 FTE x Radiology Service

Directly reporting to this position:			Other positions under control
Title	Classification	FTE	•

Prime Function / Key Responsibilities: This position provides a wide-ranging patient support service throughout Radiology assisting with patient positioning, lifting, transfer and movement of patients to and from wards. They collect and move equipment and materials and ensure the patient environment and necessary work areas are stocked and cleaned to acceptable departmental standards.

Brief Summary of Duties (in order of importance)

1. Clinical

- 1.1. Provides timely assistance to patients under the direction of Medical Imaging Technologists and nursing staff. This includes but is not limited to transferring, lifting, re-positioning and ambulation of patients.
- 1.2. Transports patients around the hospital in a safe, dignified and efficient manner ensuring all documents and belongings accompany the patient.
- 1.3. Obtains, sets up and positions relevant ancillary equipment at the direction of the modality operator.
- 1.4. Collects and transports equipment and materials including specimens, medical records and waste as required by the department.
- 1.5. Reports patient concerns, comments and complaints to the appropriate staff member.
- 1.6. Cleans the patient environment, imaging rooms and equipment and utility areas to acceptable infection control standards using the prescribed methods.
- 1.7. Ensures adequate levels of consumables are maintained in radiology areas.
- 1.8. Responds to emergency codes.
- 1.9. Assists with the training and education of new RSA staff.

2. Administrative

- 2.1. Assists with clerical duties throughout Radiology when workloads permit.
- 2.2. Provides a reception service in all divisions of radiology, greeting and directing patients, visitors and staff and providing exceptional customer service.
- 2.3. Attends to all incoming phone calls and takes appropriate action to address requests or redirect them appropriately.
- 2.4. Ascertains correct patient details, maintains confidentiality and ensures accurate data entry of patient information including financial classifications for Medicare and hospital funding requirements.
- 2.5. Scans request forms and other related paperwork into RIS (Radiology Information System) and ensures the timely archiving of request forms and maintenance of relevant filing systems in accordance with departmental policy.

3. Other

- 3.1. Performs duties in accordance with relevant organisational policies and procedures.
- 3.2. Other duties as directed by the Clerical Supervisor and Clerical Manager.
- 3.3. Participates in performance management and works to continuously monitor processes and evaluate and develop services and performance.
- 3.4. Participates in department quality programs and operates in compliance with accreditation requirements.
- 3.5. Maintains a clean and tidy workplace.

4. NMHS Governance, Safety and Quality Requirements

- 4.1. Participates in the maintenance of a safe work environment.
- 4.2. Participates in an annual performance development review.
- 4.3. Supports the delivery of safe patient care and the consumers' experience including participation in continuous quality improvement activities in accordance with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- 4.4. Completes mandatory training (including safety and quality training) as relevant to role.
- 4.5. Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 4.6. Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

5. Undertakes other duties as directed.

Work Related Requirements

Essential Selection Criteria

1. Well-developed communication and interpersonal skills with an ability to deal with people at all levels.
2. Demonstrated professional and positive attitude and a commitment to maintaining patient confidentiality and dignity.
3. Demonstrated ability to function effectively as a member of a multidisciplinary team as well as prioritise own workloads and exercise initiative without direct supervision.
4. Physical capability to perform the duties of the position.
5. Strong computer skills including the use of MS Office applications, general word processing and data entry capabilities.

Desirable Selection Criteria

1. Previous experience in a Radiology or health care environment.
2. Knowledge of infection control and hygiene principles.
3. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Appointment Prerequisites

Appointment is subject to:

- Completion of 100 Point Identification Check.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Manager/Supervisor

Name:
Signature/HE:
Date:

Dept./Division Head

Name:
Signature:
Date:

Position Occupant

Name:
Signature:
Date: