

JOB DESCRIPTION

Job Title:	Radiology Department Assistant (Imaging)
Location:	Welbeck Cambridge
Reporting to:	Mammography Lead

About Welbeck

Welbeck Cambridge was established by a group of leading clinicians with a shared vision to create a state-of-the-art private day-case centre serving the local geographical.

The centre provides a comprehensive range of outpatient diagnostic, procedural, and day-case interventions within a modern, purpose-built environment. Services include specialties such as Ear, Nose & Throat, Cardiology, Respiratory, Orthopaedics, Gynaecology, Dermatology, Ophthalmology, and Gastroenterology.

The Diagnostics department provides a range full range of imaging and diagnostic services, including complete Phlebotomy services, MRI, CT, Mammography, Plain film X-Ray, Dexa Scanning and Ultrasound Scan imaging. The Imaging services will offer drop in and pre-booked appointment availability during service open hours.

Welbeck Cambridge forms part of Welbeck Health Partners, a growing network of innovative healthcare centres across the UK, including the flagship facility at Welbeck London. Additional centres are also planned both nationally and internationally.

Controls Assurance Statement

The purpose of this job description is to outline the level of responsibility and accountability of this post. This will ensure that all work undertaken by our staff is clearly identified and carried out under clear lines of accountability.

Welbeck may ask them to undertake other duties, as required, that are not necessarily specified in the job description but are commensurate with the grade of the post. The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Centre policies, procedures and guidelines relating to their employment regardless of their position within the Centre.

Aim of the role:

The post holder will be expected to support their team, department and centre to achieve the Welbeck Values in their day-to-day work. These are:

- **Collaboration, Harnessing strength in difference**
- **Ambition, Seeing beyond the now**

- **Kindness, Supporting others**
- **Empowerment, Unleashing potential**

We are committed to empowering our teams, bringing together outstanding people, and doing work that matters in an inclusive environment. We believe a healthy working culture starts at the top and our workplace culture is the translation of our organisation's values.

As a Radiology Department Assistant in the Imaging department, you'll play a vital role in ensuring every patient receives safe, timely, and compassionate care. Working within your scope of practice and in line with our local policies and procedures, you'll be a trusted member of the team, confident in knowing when to act independently and when to seek guidance from senior colleagues or your line manager.

You will adapt to the dynamic nature of the clinical environment, prioritising tasks effectively while responding calmly to interruptions or changes in patient needs. With a focus on safety and quality, you'll recognise your own limits, promptly escalate concerns, and take swift action when patients show signs of deterioration, always following agreed protocols to protect their well-being.

Job Summary

- Support the delivery of high-quality, individualised patient care within the Imaging environment, in accordance with centre policies, procedures, working within own level of competence and under the direction of registered staff.
- Assist with the day-to-day safe running of the Imaging unit, contributing to a positive, efficient, and well-organised clinical environment.
- Recognise and respond appropriately to changes in a patient's condition or emergency situations, promptly reporting concerns and seeking support from senior staff in line with local procedures and ensure a smooth patient journey.
- Maintain and develop own knowledge, skills, and competencies through mandatory training, supervision, and ongoing development.
- Support the orientation of new starters and students as directed, acting as a positive role model within the Imaging team.
- Assist senior staff in maintaining a safe clinical environment, including supporting stock control, equipment checks, and effective use of resources.
- Support patients throughout their outpatient journey, ensuring care is delivered efficiently, safely, and with dignity and respect at all times.
- Deliver care in a compassionate, respectful, and person-centred manner, ensuring patient safety, privacy, and wellbeing are consistently maintained

Key Relationships & Stakeholders

The role will require multidisciplinary collaboration with consultants; anaesthetists; theatre teams; nursing and AHP teams and centre senior leadership team. Daily interaction with patients and their relatives/carers.

Main Duties and Responsibilities

Reporting to the Mammography Lead, the Radiology Department Assistant will be responsible for providing a safe, effective and compassionate level of care within the Imaging department.

- Lead by example in delivering safe, effective, high-quality, and compassionate patient care in accordance with local policies, procedures and professional codes of conduct.
- Assist with clinical procedures and patient examinations as required, including acting as a chaperone, preparing patients, supporting clinicians during consultations and minor procedures, and undertaking delegated clinical tests as requested by the consultant or registered staff.
- Always ensure patient safety within the Imaging environment, adhering strictly to IR(ME)R, safety standards, Local Rules, infection prevention policies, and departmental protocols.
- Safely and efficiently manage patients throughout their imaging journey, proactively identifying clinical and non-clinical concerns and escalating issues appropriately.
- Support the day-to-day operational management of the Imaging service, including patient throughput, worklist coordination, and effective utilisation of resources.
- Maintain accurate patient records and imaging data using RIS/PACS, CompuCare, and other relevant information systems.
- Ensure the safe, competent, and efficient use of complex imaging equipment and promptly report equipment faults or operational issues to the appropriate personnel or service providers.
- Promote and maintain high professional standards within the department in relation to technical quality, patient care, professionalism, appearance, and conduct.
- Foster a positive, supportive, and collaborative team culture that promotes openness, psychological safety, dignity, respect, and continuous improvement.
- Support the recruitment, induction, training, appraisal, and competency assessment of Imaging staff to encourage continuous learning and professional growth.
- Take responsibility for personal professional development, mandatory training, and maintaining competence within all areas of practice.
- Work effectively under pressure while maintaining high standards of patient care, professionalism, and service delivery.

Governance

- **Patient safety and confidentiality** - Ensure all patient information is handled in accordance with GDPR, information governance policies, and local procedures, maintaining confidentiality and discretion at all times
- **Regulatory compliance** - Adhere to all centre policies, procedures, and statutory requirements, supporting compliance with CQC standards and other regulatory frameworks

- **Incident reporting and escalation** - Identify, report, and escalate complaints, concerns, incidents, or near-misses promptly, ensuring accurate documentation in line with centre governance processes
- **Audit and quality assurance** - Participate in audits, checks, and quality improvement initiatives
- **Continuous improvement** - Support a culture of learning and development, proactively suggesting and implementing improvements to patient pathways, and service delivery
- **Professional accountability** - Act with integrity, discretion, and professionalism at all times, representing the centre positively to patients, colleagues, and external stakeholders

Infection Prevention & Control

All Welbeck employees, whether involved directly or indirectly in the provision of healthcare, have a duty to cooperate with and implement business policies and procedures in preventing and controlling infection. This includes co-operation with colleagues and contractors also involved in providing healthcare so far as is necessary to enable the business to meet its obligations under the Health and Social Care Act 2008.

Safeguarding

Welbeck is committed to safeguarding and promoting the welfare of children, young people and adults at risk and expects all staff and volunteers to share this commitment and ensure they work in accordance with the Welbeck Safeguarding Child and Adult at Risks Policies and Procedures.

Employees must ensure that they remain up to date with safeguarding training requirements and know how to report safeguarding concerns or allegations against staff and should follow safeguarding policy and procedures and the allegations against staff policy.

Confidentiality

Maintain confidentiality in relation to personal data held for colleagues and patients, ensuring that it is processed lawfully; for no purpose other than that for which it was obtained; is relevant to that purpose; is retained for no longer than is necessary; is processed in accordance with the rights of the subject to access and accuracy; and is protected from accidental loss or damage by the requirements of the Data Protection Act (as amended), and records management guidance.

Maintain confidentiality of patient-identifiable personal data using a non-identifiable alternative, where practicable, and limiting access on a strictly need-to-know basis under the responsibilities of the Welbeck Caldicott Guardian.

Risk

Accept personal responsibility for contributing to the management of risk, including the reasonable avoidance of any action which would knowingly cause unacceptable risk to self, others, or to the business. As far as is reasonably practicable attempt to prevent other people from undertaking tasks or actions which would knowingly cause risks to self, others, or to the business, following the business policy and training. Identify and report actual or potential hazards/ risks in the work environment per business policies and take immediate action to minimise risks where it is reasonably practicable to do so. Identify and report to

the appropriate authority incidents of risk, neglect, abuse or endangerment to vulnerable adults and children. Follow Welbeck Health Partners policy on the use of Personal Protective Equipment e.g., Masks, Gloves, Visors etc. Awareness of and compliance with Health and Safety Regulations.

Equality & Diversity

The business recognises the benefits of a diverse workforce reflective of the communities that we serve and is committed to equal opportunities in employment with a devotion to eliminating all forms of unlawful discrimination.

The business aims to promote equality of opportunity and good relations between staff and patients (including volunteers, contractors and bank staff). All individuals have a duty to adhere to the Welbeck Equality and Diversity policy and individual responsibility towards the application and understanding of the Equality Act 2010. Inequitable behaviour will not be tolerated, and every person has a responsibility to highlight discriminatory practices.

Health and Safety at Work

In addition to the business responsibilities under the Health and Safety legislation, you are reminded of your responsibilities for health and safety at work under the Health and Safety at Work Act 1974 (as amended) and associated legislation. These include the duty to take reasonable care of the health and safety of yourself and others in your work activities and to cooperate with your employer in the discharge of its statutory duties. You must adhere strictly to the business policies and procedures on health and safety and report all accidents, dangerous occurrences, unsafe practices or damage to your manager promptly using the business incident reporting system. You must make use of appropriate training, safety equipment, protective clothing and footwear and attend training. Failure to comply with these requirements may result in disciplinary action.

Disclosure and Barring Service (DBS)

If the post you are undertaking requires you to complete a DBS disclosure, this will be managed and processed in line with the DBS Policy, and you will be required to sign up and maintain your subscription to the DBS Update Service.

Person Specification – Radiology Departmental Assistant

Education/Professional Qualifications:	Essential	Desirable	Evidence
NVQ Level 3 in Health and Social Care	✓		A
Evidence on ongoing professional development	✓		A/I
Basic Life Support (BLS)		✓	A/I
Experience:			
Clinical experience within a healthcare setting	✓		A/I
Ability to prioritise workload	✓		I
Competent in venepuncture and peripheral venous cannulation		✓	A/I
Ability to demonstrate good levels of organisation, planning and evaluation of care	✓		I
Experience of effective teamwork across settings	✓		I
Knowledge and Skills:			
Strong organisational and time-management skills	✓		I
Computer skills for the use of presentations, reports and statistical analysis e.g. PowerPoint, Excel and Word programmes.	✓		I
Effective verbal, written, and non-verbal communication skills, adaptable to a range of audiences (patients, clinicians, peers, external stakeholders)	✓		I
Ability to work autonomously and collaboratively across functions	✓		I
Personal Abilities:			
Demonstrates Welbeck values	✓		I
Calm and professional under pressure; able to prioritise and problem-solve effectively	✓		I
Adaptability – role will require shift work provision	✓		I

Key:

- A = application
- I = interview
- T = test