

Job description

Superintendent Radiographer

Location:

Reports to: Imaging Services Manager/ Operations Manager

Working with: Patients, Trusts, Suppliers, Clinical and Non-Clinical Colleagues, Reporting Managers, Radiologists and Senior Staff, Head Office Support Staff

InHealth sees more than 4 million patients each year and diagnostic imaging is one of the busiest services we provide. Our Superintendent Radiographers are a vital part of the InHealth team and they are responsible for making sure our patients receive the best standard of care before, during and after their visit, generating high quality images as part of their pathway.

As Superintendent Radiographer, you will lead a multidisciplinary team of clinical and non-clinical colleagues to deliver a professional and patient-focused radiography service. As an integral part of our clinical team, your skills will help us to deliver on our vision to make healthcare better.

What you will do:

Your role is to provide clinical leadership and first point of call management assistance to a team of radiographers and clinical support colleagues. You will ensure we are delivering a service that is aligned to contractual and governance requirements and operates in accordance with local guidelines and company policies. You will also undertake modality specific imaging procedures as and when required, coaching other members of staff where necessary.

What you are responsible for:

- Overseeing the radiography department operation to ensure patient and customer focus is central to the commercial success of the business
- Managing and undertaking modality specific imaging procedures in line with existing modality specific clinical guidelines and protocols (MHRA Guidance 2007, IR(ME)R 2000, Code of Clinical Practice)
- Dealing with day to day staff queries, liaising with appropriate support functions where required to resolve the queries within a reasonable timeframe
- Conducting competency assessments at regular intervals, ensuring any development needs are identified and followed up
- Leading on and being actively involved in all recruitment required within the department, monitoring attrition rates and workforce planning for future recruitment drives
- Designing and delivering structured induction and training programmes for all team members, including a review of the company's policies and procedures

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- Ensuring the annual appraisal process is completed on time and incorporates a personal development plan for each team member that promotes growth and progression
- Engaging team members with the patient satisfaction results, financial activity and overall unit performance in conjunction with the CQC Manager
- Increasing employee engagement by regularly requesting feedback from team members, maintaining a positive team environment and improving retention
- Identifying process improvements and being actively involved in policy development to enhance the service
- Monitoring adherence and compliance to all operational procedures and policies, as outlined by InHealth
- Ensuring good communication is maintained with the team to deliver a smooth-running service
- Arranging rotas for clinical and admin staff, where required
- Assisting placement students, trainees and other colleagues in the achievement of their learning outcomes
- Dealing with complaints in line with the InHealth complaints policy, acting as complaints handler to make sure that issues are comprehensively investigated and resolved
- Compiling reports required by the CQC Registered Manager or Head of Ops
- Ensuring Patient Information Systems are maintained with accurate and up to date information
- Taking ownership of governance activities i.e. audits, personal development and team meetings, with the support of your colleagues
- Ensuring due regard is given to the customs, values and spiritual beliefs of patients and ensuring patients views are sought and taken in to account

What people see in you:

- A passionate and committed people manager who can motivate, encourage and communicate with colleagues at all levels to promote high results
- Someone who can manage conflicting situations in a calm and efficient manner
- Someone with strong organisation and time management skills that can prioritise tasks and delegate appropriately
A team player who is supportive, caring, reliable and trustworthy, who gets stuck in and creates a positive atmosphere
- Someone who takes pride in their work, is passionate and delivers great customer service
- A person who naturally instils confidence in everyone they work with
- Someone who thrives on and is calm in challenging situations, working well under pressure
- Someone who has self-awareness and is self-motivated to develop themselves
- An individual who is good at making important business decisions
- A colleague who is flexible and adaptable
- Someone who brings fresh thinking and innovative solutions to challenges
- A person who makes good decisions
- Someone who is approachable, dedicated and hardworking

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- A great communicator at all levels
- A positive influence on their work

You will:

- Be competent at performing routine and complex examinations with and without contrast medium
- Have an understanding of fundamental radiography physics and different scanning techniques and sequences
- Be able to demonstrate an appreciation of patient care and confidentiality
- Understand the requirements of a Radiographer's role in the care of patients, their visitors and other colleagues
- Be confident when coaching and developing team members via training techniques
- Be a team player that has the ability to motivate and lead, with a desire to exceed expectations
- Have proven competency in verbal and written communication
- Be able to organise effectively and prioritise workloads
- Understand implications of the Data Protection Act and Caldicott Principles
- Have excellent health and safety awareness when utilising imaging equipment
- Exhibit and promote self-awareness, adaptability and professionalism in the work place
- Hold a BSc in Radiography or equivalent
- Be a registered member of an appropriate professional body (HCPC)
- Have eligibility to drive in the UK (applicable to mobile roles)

You have experience of:

- Working with imaging equipment in a hospital or mobile environment
- Being involved in the recruitment and selection process
- Health and safety policies and procedures when it comes to imaging equipment and radiology
- Working within a multi-disciplinary team

Other key parts of the Lead Radiographer's role:

- You should be able to work without clinical risk in respect of the equipment being used (no metallic implants, pacemaker etc.)
- You need to be willing to be flexible when working shifts required
- You should have proven diligence in CPD activity
- There may be instances where our Radiographers need to work outside their region to support the operational requirements of the business
- On occasions, national travel may be required to attend training courses
- Radiographer roles will require you to be a resident in an area which is reasonably commutable to the location of the role
- There may be times that additional hours need to be worked at short notice to fulfil unexpected clinical requirements

