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| **Job Specification; Sample Content****Radiography Service Manager II (310X)** |
| **The following template provides sample content for the above role.** **Please refer to the latest National Job Specification Template on the HSE Job Specification Repository to create your full and final version.** |
| **Purpose of the Post**  | ***For Example:*** The Radiography Service Manager (RSM) II will be responsible for:* the overall delivery of a professional and comprehensive Radiography service in a fast-changing work environment
* Clinical Governance, embracing continuous quality improvement and the management of changes necessary to achieve organisational objectives
* ensuring a strategic approach to the development of radiography services and structures

This post requires a high level of communication with staff of various levels of seniority and from many disciplines both within the Radiology Department and throughout the wider hospital. |
| **Principal Duties and Responsibilities** | ***For Example:*** *The Radiography Service Manager II will:***Clinical / Professional*** Provide strategic and clinical leadership to ensure the delivery of an effective, efficient, quality-assured and patient-centred Radiographic service.
* Ensure professional standards are maintained in accordance with the requirements as set out by CORU <https://coru.ie/files-recognition/standards-of-proficiency-for-radiographers-radiation-therapists.pdf>
* Ensure compliance with legislation and EU Directives on Radiation Safety and adherence to Radiation Safety strategies in the hospital.
* Use professional expertise and management experience to understand and evaluate problems and demonstrate sound practical judgement and decisiveness.
* Ensure that all service users are treated with dignity and respect and ensure that the welfare of the service user is key consideration at all times.
* Develop collaborative planning in conjunction with other professionals.
* Ensure that modern standards of clinical care are in operation and that regular monitoring is undertaken through audit.
* Provide evidence of patient and other stakeholder involvement in Clinical Governance through surveys etc.
* Participate and co-operate with any internal or external evaluation of the service.
* Maintain good collaborative working relationship with appropriate statutory, professional and voluntary organisations responsible for and / or participating in health care.
* Monitor research and new developments; facilitate and take part in relevant research and promote awareness of current and ongoing research.

**Education & Training*** Participate in continuous professional development including in-service training, attending and presenting at conferences / courses relevant to practice etc.
* Participate in mandatory training programmes.
* Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.
* Promote staff development, individual and team-based performance management; identify the training needs of staff and provide support and mentoring to staff as required.
* Promote a culture of continuous improvement and learning within the profession and ensure professional and personal development of team members.
* Be responsible, in partnership with local General management for the practice education of student Radiographers through provision of placements and through support for Radiographers who are practice educators within their departments.

**Quality and Risk, Health and Safety Management*** Promote and maintain a safe environment for staff. Develop and implement risk management and Health & Safety strategies in consultation with appropriate personnel.
* Adequately identify, assess, manage and monitor risks within their area of responsibility.
* Comply with Risk Management / Incident reporting, audit and feedback.
* Investigate and take appropriate action regarding complaints, accidents and incidents.
* Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards.
* Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.

**Management*** Build and communicate a vision for the future of the profession / service. Develop a shared sense of commitment and participation among staff in the development of the service and motivate staff towards the provision of a quality service.
* Keep staff informed through regular review meetings and communicate decisions comprehensively.
* Effectively manage Radiography and / or Radiation Therapy staff and other staff as assigned - ensure the optimum and effective use of staff through safe and efficient rostering, skill / grade mix planning, work-load measurement and staff deployment.
* Participate in the formulation of relevant personnel policies and procedures and maintain and develop good employee relations.
* Participate, as required, in the recruitment, selection and appointment of staff.
* Participate in the preparation of Service Plans and monitor and report on their implementation, taking action to resolve issues arising.
* Ensure expenditure is controlled within budget and identify potential for efficiencies through improved practices and innovation.
* Plan activities and coordinate resources to ensure value for money and maximum benefit for the organisation, implement expenditure audit systems.
* Prepare annual financial estimates in respect of staffing including education and training needs.
* Facilitate the development of information systems to co-ordinate data collection, communication and management.
* Advise on equipment selection, purchase, replacement or upgrading.
* Ensure confidentiality is maintained e.g. compliance with Freedom of Information and GDPR legislation.
* To act as spokesperson for the Organisation as required.
* Demonstrate pro-active commitment to all communications with internal and external stakeholders.

**The above Job Specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to them from time to time and to contribute to the development of the post while in office.**  |
| **Skills, competencies and/or knowledge** | ***For Example:*** *The Radiography Service Manager II must demonstrate:***Professional Knowledge and Experience***For example:** An advanced level of clinical expertise, knowledge and evidence based practice to carry out the duties and responsibilities of the role in line with relevant policies, legislation and standards.
* Practises within the legal and ethical boundaries of their profession to the highest standard.
* Demonstrates the knowledge, abilities and technical skills required to provide safe, efficient and effective service in the area of responsibility. Has a sound knowledge of clinical risk management.
* Evidence of the ability to lead on clinical practice and service quality.
* An advanced understanding of radiation physics, radiation biology, diagnostic and radiotherapy equipment as appropriate.
* An understanding of the role of reflective practice in relation to personal and professional development and displays a commitment to continuing professional development and lifelong learning.
* Maximises the use of ICT and keeps abreast of technologies as relevant to the role. Computer skills particularly Microsoft Office, Outlook etc. and willingness to develop IT skills relevant to the role.

**Planning and Managing Resources***For example:** Leads on planning, organising and delivering services in an efficient, effective and resourceful manner, within a model of patient centred care and with a focus on value for money.
* Recognises the need for effective self-management of workload and resources and is able to practise accordingly.
* A high level of initiative and adaptability in response to workforce demands.
* Looks ahead and forward plans for service developments. Anticipate trends and identifies opportunities. Ensures that the learning from new service models and practices influences future service planning.

**Managing and Developing (Self & Others)***For example:** Effective team management skills including the ability to lead by example and motivate staff.
* Provides clear strategic direction, adopting an approachable management style and promoting collaborate working relationships.
* Deals positively and constructively with obstacles and conflict within teams.
* Demonstrates a commitment to the development of self and others in a busy working environment.

**Commitment to Providing a Quality Service***For example:** Demonstrates a commitment to providing a quality service.
* Embraces and promotes change - plans strategically to drive change, is innovative.
* Continuously challenges the standards of quality and efficiency and strives to find ways to improve standards of care.
* Demonstrates a strong awareness and appreciation of the service user; empathises with and treat clients, relatives and colleagues with dignity and respect.

**Evaluating Information and Judging Situations***For example:** Demonstrate the ability to effectively analyse and critically evaluate complex information and make appropriate decisions.
* Demonstrate effective problem-solving strategies. Relies on professional expertise and management experience to understand and evaluate problems.
* Explains the rationale behind decisions confidently when faced with opposing or competing demands. Is objective but also aware of sensitivities in their approach.
* Regularly quantifies and evaluates activities against service plans and takes timely action to correct potential difficulties and/or to respond to changing needs. Recognises how service constraints impact on service delivery.

**Communication and Interpersonal Skills***For example:** Effective communication skills (verbal & written) including the ability to get a message across fluently and persuasively in a variety of different media.
* Tailors the communication method and the message to match the needs of the audience; demonstrates active listening skills.
* Effective interpersonal skills including the ability to network effectively, collaborating and fostering positive working relationships to ensure person-centred service delivery.
* Sensitivity, diplomacy and tact when dealing with others; is patient and tolerant when dealing with conflict situations.
* Strong influencing and negotiation skills; remains firm but flexible when putting forward a point of view.
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