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| **Job Specification; Sample Content**  **Radiography Service Manager I (309X)** | |
| **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 I will be responsible for the management of the:   * day-to-day Radiography Service, working closely with other senior members of staff in responding effectively to changing work priorities, and in promoting quality and efficiency * recruitment, rostering and management of Radiographers and support staff within the department, creating and promoting healthy working relationships |
| **Principal Duties and Responsibilities** | ***For Example:***  *The Radiography Service Manager I will:*  **Clinical / Professional**   * Provide strategic and clinical leadership which results in the delivery of an effective, efficient, quality assured and patient centred radiographic service. * Lead in the management of the radiography service. * Maintain awareness of the primacy of the service user in relation to all activities. * 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> * Maintain up-to-date knowledge of clinical, technical and radiographic developments so as to promote modern standards of clinical care in service delivery. * Be accountable for monitoring and evaluating the quality of the Imaging Service provided, including radiographic technique / technical aspects and customer service. * Maintain a quality assurance programme for the department. * Participate in and co-operate with any internal or external evaluation of the service, including performance review and external audit. * Contribute to the development and implementation of operational policies, protocols and guidelines. Ensure adherence to codes and guidelines relating to professional practice. * Liaise with other departments and disciplines in maximising the service user experience. * Maintain collaborative working relationships with appropriate statutory, professional and voluntary organisations responsible for and / or participating in health care. * Develop a shared sense of commitment and participation among staff in the development of the service. Keep staff briefed on developments. * Attend meetings as required, including multi-disciplinary clinical meetings.   **Education & Training**   * Participate in mandatory training programmes. * Participate in continuing professional development including in-service training, attending and presenting at conferences / courses relevant to practice. * Identify the training needs of staff and facilitate their professional development. * Participate in the recruitment, training and supervision of radiography staff. * Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate. 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.   **Health & Safety**   * Work in a safe manner with due care and attention to the safety of self and others. * Ensure that policies and legislation on radiation safety are understood by staff and complied with. * Assist with investigations and take appropriate action in accordance with policies relating to, for example, complaints, accidents and incidents. * Comply with the policies, procedures and safe professional practice of the Irish Healthcare system, by adhering to relevant legislation, regulations and standards. * Adequately identifies, assesses, managers and monitors risk within their area of responsibility. * 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 for 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 care.   **Managerial Responsibilities**   * Participate in the preparation of service plans and monitor and report on their implementation as required. * Contribute towards the strategic planning and lead on the co-ordination of the unit with regard to work rotas, patient scheduling, allocation of work, assignment of areas of responsibility and redeployment of staff when appropriate. Ensure the optimum and effective use of staff through efficient rostering, skill / grade mix planning and workload measurement. * Maintain appropriate staff records including attendance, ensuring that the relevant HR and financial procedures are adhered to. Implement grievance and disciplinary procedures as required. * Promote a culture that values diversity and respect. Create and promote healthy working relationships. * Contribute to departmental financial planning and ensure that appropriate budgetary control procedures are implemented. * Identify potential for effectively saving through improved practices and innovation. * Ensure provision of accurate monthly performance and activity information to the Management Team. * Advise on equipment selection, purchase, replacement and upgrading when required and maintain up-to-date knowledge on new developments. * Monitor and record equipment performance to include routine service, maintenance, malfunctions and downtime. * Supervise, in co-ordination with the Supplies Department, the custody and stock level of all materials held in the department and the delegation of these duties to appropriate staff. * Maintain strict confidentiality at all times. Ensure compliance with Freedom of Information GDPR legislation.   **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:***  *Candidates 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. |