**Mammography Associate Apprentice**

**Location: Exeter**

**Reports to: Superintendent Radiographer**

**Working with:** Radiologists, Program Manager, Superintendent Radiographer, Radiographers, Breast Care Nurses, Clerical Officers, Radiographer helpers, Staff from other Breast Screening Units, Staff from other symptomatic units, Personnel at mobile sites, Q.A. Reference Centre

The National Health Service Breast Screening Programme (NHSBSP) invites all women from the age of 50 years to attend for a mammogram once every 3 years up until their 71st birthday.

Mammography Associate (MA) Practitioners form an integral part of the team delivering this fantastic service, working alongside qualified mammographers, radiologists and nurses.

Our service operates from our static unit in Matford Business Centre, Exeter and across 2 mobile vans located throughout Devon.

**What you will do:**

* You will undertake practical and theoretical training to complete an apprenticeship in breast imaging.
* Training will take up to 12 - 18 months and consist of clinical training under supervision within your clinical department. You will complete a written electronic online portfolio which reflects the associate mammographer apprenticeship standards.
* You will receive a mixture of on the job and off the job learning, enabling you to complete the apprenticeship.
* You will become competent in operating specialised mammography equipment, produce high quality images and ensure the safety and comfort of our clients.
* You will manage your own learning, working towards meeting the targets and timelines required to complete the apprenticeship by the planned end date.
* You will have a named mentor who in conjunction with your line manager and the training provider will monitor your progress throughout the apprenticeship.
* At the end of the course, you will sit a multiple-choice question exam to assess your knowledge, and attend a discussion session to assess your clinical competence.
* Upon completion you will have achieved a Level 4 qualification

**What you are responsible for:**

**During the training period, the apprentice will gain competencies to fulfil the duties below:**

* Treat all individuals attending for Breast Screening with kindness and discretion
* Once trained, to perform routine mammography examinations in the static unit and on mobile vans as part of the NHSBSP
* Be confident and professional when positioning individuals who are naked from the waist up
* Offer calm support for those attending for screening
* Individuals in this role will be technically skilled in operating specialised mammography equipment and be responsible for producing mammography images of consistently high quality to meet rigorous NHSBSP standards.
* Be able to perform Quality Assurance (QA) tests on equipment and enter data on the computer accurately
* Recognise and report equipment malfunction to the supervising radiographer
* Transport confidential paperwork, clinic data and stock between screening sites as necessary
* Record personally generated clinical observations accurately on client paperwork and input on computer when necessary
* Update clinical records accurately
* Be able to answer straight forward questions on breast screening and breast health
* Assist in the processing and sorting of exposed mammograms
* “Load” and “Unload” clinics for reporting
* Act as a chaperone in assessment clinics and to radiologist in ultrasound clinics
* Prepare trolleys for interventional procedures and assist in care of the patient and cleaning of equipment after biopsies
* Assist with the maintenance of adequate stock levels and to keep the clinical and staff areas clean and tidy
* Comply with Health and Safety at work regulations, Radiation Protection Regulations, Local Rules and departmental policies and protocols
* Carry out other duties appropriate to the grade as may be designated by the Superintendent Radiographer
* Participate when possible in Health Promotion

**What people see in you:**

* A team player who is supportive, reliable and trustworthy
* Someone who is approachable, dedicated and hardworking
* A people person – someone who enjoys working alongside and helping others
* Someone who thrives on and remains calm and focused in challenging situations
* A professional, empathetic and courteous individual

**Patient and Customer Service**

* A willingness and ability to give priority to patients and customers, delivering high quality services, which meets their needs.
* Meets the day to day need of the role
* Will support colleagues to deliver world class customer service to meet deadlines/SLAs.
* Is willing to support all facilities at PRC to deliver service to patients and clients.
* Will resolve patient issues to the best of your ability.
* Understands the reason for the business existence and is passionate about delivering the highest standard of service within their role.
* Demonstrates the company values in all aspects of your role.

**Communication**

* Ability to listen and communicate effectively, using a variety of methods to a wide range of audiences.
* Demonstrates an ability to explain, advocate and express ideas in a convincing manner.
* Is an effective advocate of the organisation’s values and mission.
* Negotiates effectively with individuals and groups both internally and externally.
* Communicates with patients and colleagues in a positive and professional manner.
* Demonstrates empathy and active listening during all interactions with patients.
* Communicates with PRC colleagues to ensure detail is passed on or dealt with efficiently
* Written communication is correct and with the right detail and professional - in line with InHealth Image and data Protection Act
* Quality of all interactions meets the PRC’s World Class Standards

**Team Working and Continuous Improvement**

* Working co-operatively, across organisational boundaries, cultures and diversity to achieve shared goals.
* Establishing constructive and solid interpersonal relationships; treating others with courtesy, tact and respect; working effectively with others, regardless of organisational level, background, gender, race or ethnicity.
* Working to resolve disagreements, attempting to persuade others and reach agreements
* Supporting group decisions as a priority over one’s personal opinions; and facilitating team interaction and maintaining focus on group goals.
* Demonstrates the ability to co-operate and collaborate to achieve common goals
* Will offer support to colleagues who are under pressure
* Identifies issues and looks to resolve or escalate before impact to patient
* Looks at current process and challenges convention to improve process and efficiency

**Self-Awareness and Development**

* An understanding of peoples’ own emotions and ‘triggers’ and how they impact on their own behaviour and/or the behaviour of others. It is also about understanding the staff member’s own strengths and limitations.
* Takes full responsibility for continuous personal development and career
* Will seize opportunities to take on new tasks that allow development working towards being multi skilled in PRC
* Recognising the impact of personal style on others and demonstrating appropriate behavior at all times.
* Is accepting and willing to work with constructive feedback
* Self-assess and seeks feedback from others to identify strengths and weaknesses and ways of improving

**Technical and Clinical Skills**

* Maintains and demonstrates appropriate and necessary technical knowledge related to a discipline or function and continues to refine relevant analytical/technical skills as well as professional judgment.
* A knowledge and awareness to full investigation of problems.
* Makes clear, sound and proactive decisions reflecting good clinical judgment.
* Excellent use of Microsoft packages
* Ability to use in house systems for the best outcome to patient and business
* Demonstrates knowledge of the importance of the safety questions/preparation for clinical examinations

**You will:**

* Be experienced in dealing with customers and/or patients and know how to handle their queries effectively and sensitively
* Understand the importance of patient confidentiality and be aware of data protection
* Have excellent verbal and written communication skills
* Have good listening skills with an ability to present information in a logical manner
* Have a good standard of education demonstrated by numeracy and literacy
* Be flexible in your working patterns to fulfil clinical requirements and be willing to adjust these at short notice to accommodate unexpected changes
* Be confident in your ability to prioritise tasks
* Be able to follow instructions to support both your colleagues and patients
* Have certificated evidence of GCSE English and Math - grades 4 and above or grades A\*, A, B, C (if known) or Functional Skills Level 2
* Have a current UK driving licence, and access to a vehicle.

**You have experience of:**

* Working in a customer facing role
* Using Microsoft packages and other IT systems
* Working as part of a team but also independently
* Data protection and confidentiality laws

**Policy, Service, Organisational and Professional Responsibilities**

* To adhere to all Trust Policies
* To act as mentor to other Assistant Practitioners in training

**General**

* To provide emotional support to women who have been recalled following an abnormal screen
* To deal with occasional abusive clients without backup when working on a mobile unit
* To deal with members of the public with courtesy and professionalism
* To respect the right to privacy and confidentiality of the women attending for breast screening
* To take part in a rota to work on mobile screening sites. These sites may be in supermarket car parks or in town centre sites without proximity to toilet facilities or water
* To concentrate always to keep the technical recall rate below the NHSBSP target of 3%
* To be familiar with the local rules pertaining to radiation protection
* The post holder requires physical dexterity and accuracy to perform mammography
* Repetitive movements are required for taking mammograms
* To be able to travel to mobile sites
* To be able to request and send Mammograms via IEP
* To assist the radiographer Helper when needed

**Personal Development**

All staff are required to be appraised by their line managers at least once a year at a personal development review meeting where progress made over the last year is discussed and agreed. Focus on the following year’s departmental and personal objectives will be identified, discussed and agreed. Where necessary, help and support will be provided and development opportunities agreed in line with service provision and knowledge and skills competency framework.