

POSITION DESCRIPTION – CLINICAL ASSISTANT

Reports to:	Senior MRI Technologist
Direct Reports:	None
Key Relationships:	all clinical and administrative personnel; patients and support people; external customer groups; contractors and suppliers

CORE Values:

- **Integrity** – Everything we do is done with the highest standards of professionalism, honesty and trustworthiness. We place the highest emphasis on ethical standards of conduct.
- **Respect** – All individuals, groups and organisations we interact with, both internally and externally, are treated with understanding and courtesy, and in a manner that demonstrates recognition for their concerns. Respect includes listening to each other and acting in a constructive way, being honest and transparent in all our dealings.
- **Cooperation** – Our organisation values cooperation, both internally and externally. We promote open communication as a critical means of achieving cooperation.
- **Unity** – Our organisation works to be inclusive and strives for commonly agreed goals. We stand together and act for the good of the overall business.

PURPOSE OF POSITION:

Support a safe, efficient and patient-centred MRI service by anticipating routine needs, assisting with delegated responsibilities and escalating concerns promptly to an MRI technologist.

KEY ACCOUNTABILITIES:

Patient flow: Oversee the patient journey and help it run as smoothly and respectfully as possible, including being aware of the daily schedule, anticipating and keeping patient arrivals as efficient as possible. Welcoming patients, confirming readiness, communicating delays, and providing clear directions. Awareness and accountability for patient privacy in all tasks

Patient preparation: Assist patients to change, secure belongings, and review the MRI safety questionnaire for completeness. Immediately refer any uncertainty or safety concern to an MRI technologist. Final safety screening and authorization remain the technologist's responsibility.

Room turnover: Escort patients from the scan room when directed, clean approved equipment and surfaces, replenish routine supplies, and prepare the room for the next

patient. Remove peripheral IV cannulas only when trained, authorized, and delegated under local policy.

Patient comfort and observation: Offer drinks or other appropriate comfort measures and observe patients awaiting discharge, including sedated patients, within the approved observation plan. Promptly escalate any change in condition to clinical staff.

Arthrograms: Assisting radiologists with arthrogram procedures whenever booked.

ADDITIONAL DUTIES

MRI environment safety: Follow access controls for the MRI environment, maintain awareness of restricted areas, and prevent unscreened people or equipment from entering controlled zones.

Safety escalation: Recognize and immediately escalate incomplete screening, possible implants or foreign bodies, pregnancy concerns, communication difficulties, deterioration, anxiety, or other clinical concerns.

Infection prevention: Follow hand-hygiene, cleaning, waste-disposal, and transmission-based precaution procedures, and report damaged or contaminated equipment.

Mobility and dignity: Assist with safe transfers, mobility aids, positioning preparation, toileting, gowns, blankets, and privacy, using approved manual-handling practices and seeking help when needed.

Stock and equipment: Check, rotate, and restock consumables; monitor linen and changing areas; identify low stock and order if appropriate; report faults or hazards promptly.

Administrative and scheduling support: Prepare and check paperwork and previous imaging (import if required). Review the MRI diary for the next few days to identify gaps, preparation requirements, potential scheduling issues, and patients requiring follow-up. Book or reschedule patients when appropriate.

Emergency readiness: Know local emergency, evacuation, quench, and medical-emergency procedures; keep access routes clear; and follow the direction of MRI technologists during incidents.

Teamwork and improvement: Participate in team meetings, training, competency updates, audits, incident reporting, and service-improvement activities relevant to the role.

Professional conduct: Protect privacy and confidentiality, communicate respectfully, work within competence and delegation, and ask an MRI technologist whenever unsure.

ROLE BOUNDARIES:

The healthcare assistant does not independently clear a patient for MRI, make clinical decisions, interpret images, operate the scanner, administer medicines or contrast, or perform invasive procedures unless trained, assessed as competent, authorized by policy, and appropriately delegated.

QUALIFICATIONS AND EXPERIENCE:

ESSENTIAL	GOOD TO HAVE
• Privacy Act knowledge applicable to the health sector • Worked within a demanding operational environment, managing multiple tasks within defined performance criteria • Worked in a service industry interacting directly with the external customer. • Keyboard skills and computer literacy • Clear spoken English, including the ability to communicate effectively with a wide range of people in face-to-face situations.	• Health sector experience

KEY COMPETENCIES

ACHIEVEMENT	• Works to the standards and targets set by manager. Demonstrates commitment to doing the job well and right. • Checks own work for required quality, striving to do things right first time and meeting quality and performance targets. • Shows a strong commitment to meeting targets and can demonstrate achievement of these. Makes decisions, sets priorities and selects targets that achieve organisational performance requirements. • Demonstrates initiative by identifying or anticipating opportunities and problems up to five years ahead, proactively assessing options and recommending/implementing appropriate responses.
INFLUENCE & SERVICE	• Creates an impression of professionalism in all dealings with people. Creates positive first and lasting image in all such dealings. • Shows customer & service orientation by ensuring customer service is a priority at all times.

WORKING WITH OTHERS	Committed to teamwork and collaboration. Participates willingly in helping the whole business perform well and co-operates with others in doing so.
THINKING & UNDERSTANDING	- Uses common sense, past experience and an understanding of procedures to identify and solve day-to-day problems. - Applies conceptual thinking to observed situations, identifying root causes and contributing factors, and shaping responses accordingly.
PERSONAL RESILIENCE	- Shows flexibility in applying work practices, depending on the situation, to achieve the business's objectives. Willingly 'pitches in' during emergencies, peak workloads etc. - Shows self-confidence in willingness to take on difficult or complex challenges. Expresses own position confidently and clearly. - Shows persistence in dealing with difficult tasks or situations. Maintains optimism and positive attitude throughout. - Demonstrates self-control in behaviours and interactions with others, recognising own motivation, demonstrating self-awareness and moderating actions and responses so as to maintain and build effective relationships. Calms others in stressful situations. Manages own stress effectively.