

Clinical Support Worker - MRI / CT

Job Description and Person Specification

Role	Clinical Support Worker - MRI / CT
Engagement	Contractor / subcontractor engagement under a contract for services, subject to confirmation of employment and tax status.
Primary location	Predominantly North Wales / North West, supporting RMS imaging services and client NHS sites.
Clinical accountability	Works under the direction and supervision of an appropriately competent radiographer, with RMS Clinical Lead oversight.
Modality allocation	MRI, CT or both, depending on training, competence, local induction, written scope and radiographer verification.

Role purpose

To provide safe, compassionate and efficient clinical support to patients and radiographers in MRI and/or CT. The CSW helps prepare, support, position and care for patients and contributes to safe patient flow, while working strictly within a documented scope and appropriate supervision. The role does not replace radiographer clinical decision-making.

What excellent performance looks like

- Warm, respectful patient care and clear communication, especially with anxious, vulnerable or mobility-limited patients.
- Reliable support of patient identification, changing, preparation, positioning, infection prevention, patient flow and aftercare.
- Strong awareness of role boundaries and immediate escalation of uncertainty, safety concerns or patient deterioration.
- Consistent and comprehensive MRI or radiation safety behaviour appropriate to the allocated modality, with no shortcuts around mhra classifications, controlled access or exposure safety.
- Dependable teamwork, punctuality, accurate authorised records and good preparation of the clinical environment.

Key responsibilities

- Welcome and support patients throughout their imaging pathway , maintaining dignity, privacy, confidentiality and compassionate communication.
- Support three-point patient identification as a minimum, changing, approved pre-scan safety questions, patient positioning, mobility, transfer and aftercare, escalating all discrepancies or concerns to the radiographer.

Doc Ref	Document	Version	Owner	Issue
RMS.Doc..72	Clinical Support Worker JD & PS	1.0	RMS Clinical Governance / Clinical Lead	August 2026

- For MRI: follow controlled-access rules, support screening, remove or secure loose items, recognise implant/device concerns and understand that final MRI safety decisions remain with authorised MRI staff.
- For CT: follow radiation safety controls and local rules, support patient and accompanying-person screening, and understand that justification, authorisation and exposure decisions are not independent CSW decisions.
- Apply infection prevention, PPE, cleaning and preparation requirements and maintain a safe, tidy, stocked environment.
- Recognise and immediately escalate deterioration, distress, allergic reaction, extravasation, bleeding, syncope, falls risk, safeguarding concerns, equipment faults or incidents.
- Make only authorised RIS or patient-flow entries and complete assigned equipment or handover checks accurately.
- Support cannulation and cannula removal.
- Support routine approved aftercare information. Do not interpret images, communicate results, decide scan eligibility or provide clinical advice outside role.

Scope, governance and safety boundaries

- A CSW must only accept delegated work that is within the documented role, current competence and required supervision.
- A CSW must not operate under a Patient Group Direction. PGD functions must not be delegated.
- Cannulation and cannula removal
- In CT, the CSW must not operate the scanner or initiate an exposure unless specifically trained and entitled in writing for a defined IR(ME)R practical aspect. RMS default expectation is that exposure decisions remain with the radiographer.
- In MRI, the CSW must not independently decide whether a patient, implant, device, person or item may enter the MR Environment.
- The CSW must stop and escalate if asked to work outside competence, scope or available supervision.

Person specification

Essential criteria are intended as genuine role requirements. Desirable criteria help identify candidates with additional breadth, but should not be used as hidden essential criteria.

Criterion	Essential	Desirable	Evidence at selection
Recent patient-facing healthcare experience in radiology, imaging, outpatient, acute or another appropriately supervised clinical environment.	Yes		CV / reference
Demonstrates compassionate communication, dignity, privacy and professional behaviour with patients, carers and colleagues.	Yes		Screening / reference

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Criterion	Essential	Desirable	Evidence at selection
Understands and accepts the CSW role boundary: works under appropriate supervision, does not make independent diagnostic or imaging safety decisions, and escalates uncertainty promptly.	Yes		Screening / interview
Able to support three-point patient identification, patient preparation, changing, positioning, mobility and safe patient flow within documented scope.	Yes		CV / screening
Current or readily refreshable training in infection prevention, moving and handling, safeguarding, information governance, fire safety and basic life support appropriate to role.	Yes		Training record
Able to travel reliably to assigned North Wales locations and meet agreed shift commitments.	Yes		Screening
Competence in cannulation and cannula removal	Yes		CV / screening
For MRI allocation: experience or training in MRI safety, controlled access and patient screening support, or willingness and ability to complete role-specific training and observed assessment before deployment.	Yes		CV / screening
For CT allocation: experience or training in radiation safety, controlled areas and CT patient preparation, or willingness and ability to complete role-specific training and observed assessment before deployment.	Yes		CV / screening
Experience with RIS/PACS, stock control, resuscitation checks, equipment handover or imaging department workflow.	Yes		CV / reference
Level 2/3 health or care qualification, Care Certificate or equivalent relevant learning.	Yes		Certificate / CV
Experience working in mobile, independent or high-throughput imaging services.	Yes		CV

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Criterion	Essential	Desirable	Evidence at selection
Welsh language skills.		Yes	Application

Personal qualities we value

- Patient-focused and dependable, with a calm manner and genuine respect for role boundaries.
- Observant and safety-conscious, able to notice when something is not right and speak up promptly.
- Practical and organised, comfortable supporting high-throughput clinical services without losing attention to detail.
- Able to take direction well, contribute positively to the team and ask for help before acting outside competence.

Pre-deployment requirements

- Satisfactory identity and right-to-work in UK checks where required, plus contractor onboarding documentation.
- Appropriate DBS check
- Two satisfactory professional references, including a recent clinical manager or senior colleague where reasonably available.
- Evidence of mandatory training, local induction and any role-specific competence or authorisation required by RMS and the host service.
- Agreement to RMS policies, host-site procedures, incident reporting, confidentiality, information governance and clinical governance requirements.

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