

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Access to Health Clerk
<b>PAY BAND:</b>	AFC Band 2
<b>DEPARTMENT/DIVISION:</b>	Corporate
<b>BASED AT:</b>	Medical Records Department -Elliott Road
<b>REPORTS TO:</b>	Access to Health Supervisor
<b>PROFESSIONALLY RESPONSIBLE TO:</b>	Assist Health Records Manager Health Records Services Manager
<b>LAST UPDATED:</b>	23 <sup>rd</sup> August 2018

**JOB PURPOSE:** The post holder is part of the Health Records team and is responsible for the day to day administration of all Subject Access requests. The post holder as directed will ensure that we provide an effective service on behalf of the Trust and other external agencies. The post holder will work within the guidelines of the GDPR 2018.

### KEY WORKING RELATIONSHIPS:

**Internal:**

Medical Secretaries  
Ward Clerks/ Managers  
All clinical professionals  
Sexual Health services

**External:**

Other Hospitals  
External agencies (Solicitors etc.)  
Patients/Patients relatives  
GP surgeries  
Police Forces/Military Police  
Coroners  
Prisons

### MAIN DUTIES & RESPONSIBILITIES:

- To record all new Subject Access requests and record progress to meet any legal deadline and provide an Audit trail.
- To locate and copy or arrange with the Trust approved external copying company all Health records held in paper format to be copied.
- Records held electronically must be accurately printed from the systems to ensure copy records provided are a complete set.
- To send copy records to the correct Health professionals for authorisation and return original notes to their correct storage location.
- Prior to release to undertake checks on all the Health Records held in paper format and electronically to ensure no 3<sup>rd</sup> party information is released.

- To communicate in a professional manner any queries raised both internally and externally on any concerns surrounding Subject Access Requests and requests made under the GDPR.
- To answer all Hospital to Hospital requests and to complete forms for Government department requests confirming attendance and treatments.
- To provide a service to West Midlands Police organising copy records and statement requests liaising with the Clinical Governance Department with any consent queries.
- There is a possibility that you may be called to court to witness that the health record is a true copy of the Health records held by the Trust.
- To give advice and guidance on disclosure of health records to internal and external departments in relation to Subject Access requests .
- To assist with training of others undertaking similar work, during their induction period.

## **GENERAL**

- To work to tight deadlines.
- To respond to all telephone queries in a polite and professional manner and follow up with action as promised.
- To inform supervisor when stationary needs to be ordered.
- To keep a tidy and clear working area.
- To maintain a working knowledge of all Health records policies and standards as set by the Manager and monitored by supervisor.
- To prioritise one's own daily workload within the priorities as set by the supervisor.
- To maintain a consistent level of attendance and performance.
- To ensure the Access database is kept up to date with an accurate record of all transactions associated with the Access request.

## **Physical Effort**

Sitting, standing and walking, long periods sitting at VDU using keyboard and mouse and some manual handling requiring use of ladders to obtain Health records from main library.

## **Mental Effort**

Concentration required that the correct information is entered accurately into the Access to health data base and to ensure correct records are sent to the applicant and incorrect information isn't included.

## **Emotional Effort**

Contact with applicants chasing requests, dealing with agitated callers and to ensure confidentiality at all times. Dealing with bereaved relatives applying for deceased patient records. Seeing distressing photo's when ordering.

**The post holder will undertake other duties as may be required to achieve the Trust's objectives, commensurate with the grading of the post.**

## **GENERAL INFORMATION:**

### **TRUST VISION AND VALUES**

The Trust is clear on its vision and values and aims to make sure that they are reflected in all areas of activity. Our vision is simple; To **Deliver the Best in Care**. Our values apply to every member of staff. They are to treat all with **respect**, to take personal and team **responsibility**, to look to improve the way we do things (**innovation**) and to act with **honesty** in all we do.

### **TRUST POLICIES AND PROCEDURES**

The post-holder will be required to comply with all policies and procedures issued by and on behalf of University Hospitals Birmingham. In addition if the post-holder is required to work at other organisations premises they must adhere to the specific policies relating to the premises in which they work.

### **CLINICAL GOVERNANCE & RISK ASSESSMENT**

The post-holder must be aware of and ensure compliance with the Trust's Clinical Governance systems and Risk Management systems.

### **CONFIDENTIALITY**

Your attention is drawn to the confidential nature of information collected within the NHS. The unauthorised use or disclosure of patient or other personal information is a dismissible offence and in the case of computerised information could result in a prosecution for an offence or action for civil damages under the Data Protection Act.

### **DATA PROTECTION**

If required to do so, the post-holder will obtain, process and/or use information held on a computer in a fair and lawful way; and hold data only for the specified registered purposes and to use or disclose the data only to authorised persons or organisations.

### **EQUAL OPPORTUNITIES AND DIVERSITY\***

University Hospitals Birmingham is striving towards being an equal opportunities employer. No job applicant or member of staff will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

As a member of staff at University Hospitals Birmingham the post-holder will have personal responsibility to ensure they do not discriminate, harass or bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

**HEALTH AND SAFETY \***

The post-holder must make him/herself aware of the responsibilities placed on them by the Health and Safety at Work Act [1974] to ensure that the agreed safety procedures are carried out to maintain a safe environment for other members of staff and visitors.

The post-holder will have at all times a duty to conduct themselves and to undertake their work, in a safe manner, so not to endanger themselves and others around them. Clearly, the degree of such responsibilities carried out by a particular individual will depend on the nature and extent of his/her work. Should any individual feel concerned over the safety aspects of his/her work, it should be brought to the attention of his/her manager/supervisor and/or Trade Union Safety Representative.

The post-holder must adhere to the health and safety rules and procedures of the Trust. He/she has a legal duty to use safety devices and equipment provided.

All staff will receive a general introduction to health and safety at work as part of their induction. They will also be given advice on fire, security and lifting procedures.

**FLU PANDEMIC OR MAJOR INCIDENT**

In the event of a flu pandemic or major incident, the post holder may be asked to undertake other duties not necessarily commensurate to the banding of this role. This could include duties in any part of the hospital. Prior to undertaking any duties, the member of staff will have full training and induction. No member of staff will be asked to undertake duties for which they are not competent or where they feel unsafe in their environment or could put patients or themselves at risk.

**NO SMOKING POLICY**

The Trust has a no smoking policy. Staff are only permitted to smoke in designated smoking shelters. Members of staff must not smoke inside any of the Trust's premises nor in any vehicle used on Trust Business. Members of staff must adhere to the Trust's Uniform Policy and therefore any uniforms must be covered whilst smoking.

**PUBLIC SERVICE USER AND CARER INVOLVEMENT**

Under Section 11 of the Health and Social Care Act we have a duty to involve patients and the public at all levels within the organisation. The post-holder will be required to recognise and value the benefits of listening and responding to patients and recognise that the patients experience is the catalyst for doing things differently to improve the way we deliver services.

**UNTOWARD INCIDENTS**

The post-holder must take responsibility for incident and near miss reporting and must ensure they adhere to all departmental policies and procedures.

**SAFEGUARDING**

The Trust is committed to safeguarding and promoting the welfare of the adults, young people and children who use the services. All staff have a responsibility to report any identified concerns of abuse or exploitation through the appropriate route in line with the respective policies and procedures.

**REVIEW OF THE ROLE**

This job description will be subject to review and amendment, in consultation with the post holder, to meet the changing needs of the service and the organisation.

This role profile is designed to identify principal responsibilities. The post holder is required to be flexible in developing the role in accordance with changes within the Trust's management agenda and priorities. Although this is a list of the key responsibilities of the post it is expected that the post holder and manager will develop and define the detail of the work to be undertaken.

The Trust is committed to equal opportunities, providing opportunities for flexible working and is a no smoking organisation.

**\* Please delete the appropriate Equal Opportunities statement and Health and Safety statement dependant upon the level of the job description being compiled.**

**Name of Post Holder:** .....

**Signature of Post Holder:** ..... **Date:** .....

**Name of Manager:** .....

**Post Title of Manager:** .....

**Signature of Manager:**..... **Date:** .....

## PERSON SPECIFICATION

<b>Post: Access to Health Clerk</b>	<b>Division: Corporate</b>
<b>Location/Department: Medical Records, Elliott Rd</b>	<b>Date: Sept 16</b>

All candidates will be considered on their ability to meet the requirements of this person specification.

	<b>Criteria</b> Please state if essential (E) or desirable (D). (Only essential criteria will be considered when undertaking the job evaluation process)	<b>How Identified</b> e.g. Application Form/Interview/Presentation/Test
<b>General Education and Qualifications</b> e.g. G.C.S.E, N.V.Q., G.N.V.Q., A/O Levels	<ul style="list-style-type: none"> <li>• Good standard of general education to GCSE level or equivalent including Maths and English (E)</li> <li>• Working towards an NVQ level 2 in customer care/administration or evidence of continuous development (D)</li> <li>• Evidence of personal and professional development (D)</li> </ul>	A/I
<b>Experience</b> e.g. writing business plans, budget management experience, significant clinical experience	<ul style="list-style-type: none"> <li>• Previous clerical experience (D)</li> <li>• Experience of a previous admin role in a Health care Environment (D)</li> <li>• Understanding of patient confidentiality and GDPR 18 (D)</li> <li>• Understanding of and familiarity with Oceano (D)</li> <li>• Willingness to undertake further professional development (E)</li> </ul>	A/I
<b>Skills/Abilities</b> e.g. Report Writing, Minute Taking, Shorthand	<ul style="list-style-type: none"> <li>• Excellent communication/ interpersonal skills verbally and written, numeracy and literacy. (E)</li> <li>• Maintain high level of accuracy. (E)</li> <li>• Professional Telephone skills/manner. (E)</li> <li>• Ability to work under pressure, prioritise workloads and meet tight deadlines. Ability to change and adapt quickly to changing demands of the service as required. (E)</li> <li>• Ability to deal appropriately with patients/ relatives and staff enquires or complaints (E)</li> <li>• Working knowledge of computer systems and ability to learn quickly. (E)</li> <li>• Positive and flexible attitude to work (E)</li> </ul>	A/I

	<ul style="list-style-type: none"> <li>Discretion/ professional approach with an awareness of patient confidentiality (E)</li> </ul>	
<b>Knowledge</b> Depth and extent of knowledge E.g. Technical, Financial	<ul style="list-style-type: none"> <li>IT literate (E)</li> <li>Evidence of knowledge of clinical governance and data protection – Caldicott principals (D)</li> <li>Knowledge of office procedures (D)</li> </ul>	A/I
<b>Personal Attributes</b> e.g. Reliable, Punctual	<ul style="list-style-type: none"> <li>Reliable (E)</li> <li>Punctual (E)</li> <li>Able to manage difficult and stressful situations</li> <li>Conscientious (E)</li> <li>Honest and Reliable (E)</li> <li>Flexible (E)</li> <li>Able to work on own initiative (E)</li> </ul>	A/I
<b>Other Factors</b> e.g. ability to work shifts, ability to drive, etc		