

Birmingham Heart of England NHS Foundation Trust

Job Description

Title: Service Manager – Medical Records

Responsible to: Head of Medical Records

Band: 7

Job Summary

As a key member of the Information and Communication Technology Management Team, the post holder will provide guidance, support and direction to Medical Records Service teams.

The post holder will undertake regular review of the service, and take a lead role in change management, operational management and development of all aspects of Medical Records services, implementing continuous improvement through policies and principles of quality management.

The post holder will act as an interface between the medical records teams and end users to ensure effective communication enabling best practice to be identified and implemented.

The ability to motivate the Medical Records Managers in the delivery of a first class service to end-users will be a key requirement.

The post holder will be required to participate in on the departmental on call rota

Duties and Responsibilities

- ❖ Provide management, guidance, leadership and direction to the Medical Records Managers.
- ❖ Lead on the development and maintenance of high quality processes and procedures which will ensure excellence in services is achieved
- ❖ To play a major role in the development, monitoring and reporting of key performance indicators
- ❖ Perform regular staff appraisals, ensuring individual staff development plans are agreed in line with Medical Records service development.

- ❖ Provide support to the Head of Medical records participating in projects, planning and attending meeting as required.
- ❖ Liaising with service users, service providers and relevant internal officers act as an interface between Medical Records teams to ensure resolution of queries, problems and complaints.
- ❖ Ensuring appropriate management of Subject Access Requests in line with Data Protection Act 98 and Access to Health Records 90
- ❖ Support and provide operational day to day management of complex Medical Records environment and assist Medical Records Managers in developing their skills to enable resolution of faults and meeting new challenges.
- ❖ The post holder acts a Project Team Leader for relevant projects with support from Senior Managers and if appropriate from a project team, these projects may be cross site.
- ❖ In conjunction with the Head of Medical Records establish, develop and monitor Service Level Agreements with existing and new customers
- ❖ Develop, implement and update departmental policies and procedures ensuring staff are up to date and adhere to changes
- ❖ The post holder is a key member of the extended ICT management team, alongside Senior Managers and will contribute to planning, developing and implementing the strategic direction of Medical Records Services.
- ❖ Actively seek to involve customers in establishing and implementing changes, enhancements and developments to improve services.
- ❖ Working with the Head of Medical Records to actively evaluate emerging technologies in order to develop and implement best practise.
- ❖ Identify, evaluate and ensure that risk management is a key component of the Service delivery planning and management.
- ❖ Assist in the internal audit process providing reports and feedback as required ensuring recommendations are actioned and best practice highlighted and achieved.
- ❖ Provide regular reports and updates to the Director/Deputy of IT and Head of Medical Records

- ❖ To be responsible for the coordination and overall effectiveness of operational services provided by the Medical Records Managers and their teams in all areas of Medical Records.
- ❖ To manage the day to day relationship with the cross-site team for given projects, and to chair the relevant project teams as necessary.

Confidentiality

As an employee, you have a responsibility to maintain the confidentiality of any confidential information which comes into your possession regarding patients, employees or any other business relating to the Trust.

In accordance with the Public Interest Disclosure Act 1998, protected disclosures are exempt from this express duty of confidentiality.

Health and Safety

As an employee you have a responsibility to abide by all of the safety practices and codes provided by the Trust and have an equal responsibility with management for maintaining safe working practices for the health and safety of yourself and others.

Quality Assurance

As an employee of the Heart of England NHS Foundation Trust you are a member of an organisation that endeavours to provide the highest quality of service to our patients. You are an ambassador of the organisation and, as such, are required to ensure that high standards are maintained at all times.

Equal Opportunities

As an employee you have a responsibility to ensure that all people that you have contact with during the course of your employment, including patients, relatives and staff are treated equally in line with the Trust's Equal Opportunities Policy.

Risk Management

You have a responsibility for the identification of all risk which have a potential adverse affect on the Trust's ability to maintain quality of care and the safety of patients, staff and visitors, and for the taking of positive action to eliminate or reduces these.

This job description is not exhaustive and is seen as a guideline for the post of Service Manager – Medical Records,