

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Supervisor
<b>PAY BAND:</b>	Band 3
<b>DEPARTMENT/DIVISION:</b>	Medical Record Department
<b>BASED AT:</b>	Solihull
<b>REPORTS TO:</b>	Assistant Medical Records Manager
<b>PROFESSIONALLY RESPONSIBLE TO:</b>	Medical Record Manager
<b>LAST UPDATED:</b>	October 14

## JOB SUMMARY

- To assist in ensuring that a full and comprehensive Trust wide service provision for the departments as follows:
  - Medical Records enquiry service
  - Provision of medical records in support of inpatients/outpatients to the Trust
  - Archive and Destruction
  - Storage and Filing
- The post involves a range of administrative tasks arising from services provided by the medical record team, some of which include, safe return, disposal, filing and storage of active records, provision of records for in-patient and outpatient attendances, maintaining accurate case note tracking data in respect of all case notes arriving and leaving the department, weeding and safe despatch of inactive records to the Trust designated scanning contractor facilities in accordance with Trust policies.
- The post holder is responsible for ensuring customers (internal and external) needs are handled efficiently and professionally, checked and clarified and appropriate solutions/responses are offered in a manner conducive to enhancing good customer relations
- The post holder is required to undertake any of the tasks undertaken by the Office Manager, medical record team as and when required. The post holder will therefore be required to demonstrate a great deal of flexibility and initiative. The post holder will assist in ensuring staff are aware of all Medical Record functions and associated policies and procedures performed within the Medical Record department and be able to undertake any of these functions personally in cases of absence.

## MAIN DUTIES & RESPONSIBILITIES:

The postholder is responsible for assisting the manager by:

1. Ensuring appropriate staffing levels are maintained throughout 24 hours/ 365 days to provide comprehensive Medical Records Services.
2. Ensuring full compliance with the Trust's policies relating to the Security & Confidentiality of Records, when stored in the library and for ensuring confidentiality is safe guarded at all times
3. Ensuring amalgamation of medical records where appropriate and in accordance with Trust policy
4. Assist clerical staff with difficulties relating to their duties and assist in the resolution of their daily queries and problems
5. Assist in developing the skills and knowledge of all clerical officers in all medical record functions to ensure effective service provision; identifying poor performers and maintaining accurate and up to date training records at all times
6. Assist with training and development plans
7. Be familiar with the Trust site, gaining local knowledge of every sub storage area of records, acting as specialist for the retrieval of missing records, organising/undertaking comprehensive searches for records not found by clerical team. To monitor the amount of missing notes and strive to improve the availability of records for all patients attending the Trust
8. Assist in promoting benefits of the case note tracking application, contribute towards ensuring trust wide compliance with the Trust Case Note Tracking Policy and in monitoring subsequent use
9. To monitor the amount of missing notes and to strive to improve the overall availability of Medical records
10. Investigate problems experienced by staff in respect of case note movement within and around the Trust reporting outcomes to Medical Record Manager
11. Ensure effective receipt and distribution of out/in patient clinic lists ensuring all notes are available pulled and cleared 48 (working hours) in advance of scheduled outpatient appointments and within 24 hours following patient's admission, ensure notes received back into the department are filed within 24 hours
12. Ensure communications with external customers are dealt with efficiently and effectively
13. Plan, prioritise and distribute workload for the team ensuring appropriate cover arrangements are in place at all times to cover staff absences and for monitoring staff performance and service delivery to meet service standards
14. Undertake regular reviews of local procedures in respect of all tasks undertaken by the team implement revised working practices as necessary and monitor, having a flexible approach, considering new ideas and working practices. Investigate problems experienced by staff, reporting outcomes to manager as appropriate
15. Have a flexible approach; consider new ideas and working practices
16. Promoting good customer relations and teamwork/spirit amongst staff; developing effective relationships with manager, colleagues, secretaries, outpatient and other departmental staff as appropriate

17. Conduct monthly staff meetings, ensuring Team brief is fully implemented and all staff have access
18. Ensuring staff and self-adhere to Trust Health & Safety policies, that all accidents, incidents and potential hazards are reported in line with Trust policy, undertaking quarterly audit, ensuring staff receive annual Health & Safety training updates and that accurate records are maintained
19. To demonstrate knowledge and understanding of the Trust's Complaints policy, ensuring complaints are fully and properly investigated in accordance with Trust complaints procedure, that appropriate file notes are prepared and corrective action is taken and implemented as necessary to prevent recurrence
20. Participate in the departments major emergency team; ensure appropriate staff are alerted and contacted to provide support as necessary, to lead and direct the team accordingly
21. Monitor use of stationery and stock, ensuring sufficient stocks are maintained to meet current and anticipated demands, that ordering of stock is undertaken in accordance with Trust procedures, stock deliveries are checked and discrepancies reported immediately
22. Ensuring local disaster recovery procedures in place and are implemented to facilitate continuation of Medical Record services during periods of system unavailability
23. To work in conjunction with manager to ensure own personal development is achieved, in line with the NHS Leadership framework.
24. To support development of team with the implementation of a new Patient Administration system
25. To ensure personnel files are maintained, and kept up to date, in line with the corporate record policy.
26. To support monitoring to meet NHSLA and CQC standards
27. To undertake any other duties as may be required from time to time commensurate with the nature of the post.

## QUALITY

28. To monitor departmental and Trust quality standards and those specific to the department, ensuring accurate records are properly maintained for audit purposes
29. To ensure all month end reports are prepared and available by the agreed deadlines for submission to Risk committee, Medical Record Working Group some of which include;
  - New Registrations
  - Duplicate Registrations
  - Medical Record Availability
30. Ensuring the production of documents in appropriate styles and formats
31. To undertake all necessary self quality checks in respect of work undertaken, taking responsibility for seeking guidance and support, ensuring own knowledge is up to date and skills are developed

32. Undertaking medical record audits as required, to highlight good practice within the Trust and/or identifying areas requiring improvement and contributing towards reporting process
33. To support monitoring to meet NHSLA and CQC standards

## **CONFIDENTIALITY**

34. The attention of the post holder is drawn to the confidential nature of the material and information handled. Staff of the medical record department are prohibited from divulging any details relating to the treatment of patients which they may become aware of during the course of their duties and should not, either inside or outside the hospital premises indulge in any conversations likely to prejudice the interest of past, present or potential patients.

## **HEALTH AND SAFETY**

35. 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.

## **INFECTION CONTROL**

- 36 Staff will work to minimise any risk to clients, the public and other staff from Healthcare Associated Infection including MRSA and C difficile by ensuring they are compliant with the Health Act 2006 – Code of Practice For The Prevention and Control of Healthcare Associated Infections (They Hygiene Code); and by ensuring they are familiar with the Trust's Infection Control Polices, located on the Intranet

## **QUALITY ASSURANCE**

- 37 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.
- 38 To monitor departmental and Trust quality standards and those specific to the department, ensuring accurate records are properly maintained for audit purposes
- 39 To ensure all month end reports are prepared and available by the agreed deadlines for submission to Risk committee, Medical Record Working Group
- 40 Ensuring the production of documents in appropriate styles and formats
- 41 To undertake all necessary self-quality checks in respect of work undertaken, taking responsibility for seeking guidance and support, ensuring own knowledge is up to date and skills are developed
- 42 Undertaking medical record audit to highlight good practice within the Trust and/or identifying areas requiring improvement and contributing towards reporting process

## EQUAL OPPORTUNITIES

43 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

44 You have a responsibility for the identification of all risk which have a potential adverse effect 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 reduce these.

## 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.

Name of Post Holder: .....

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

Name of Manager: .....

Post Title of Manager: .....

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

### PERSON SPECIFICATION

<b>Post:</b> Supervisor	<b>Division:</b> Access, Booking and Choice
<b>Location/Department:</b> Medical Record Department – Heartlands <b>Solihull</b> and Good Hope	<b>Date:</b> 29.10.2018

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

	<b>Criteria</b> <b>Please state if essential (E) or desirable (D).</b> (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>	<p><b>Essential</b> – Sound educational background to GCSE or equivalent, RSA Typing Stage 1 or equivalent keyboard skills.</p> <p><b>Desirable</b> – GCSE English and Maths or equivalent Grade C, Evidence of own personal development</p>	Application
<b>Experience</b>	<p><b>Essential</b> – Minimum of 2 years clerical / administration experience within the NHS environment.</p> <p>Experience and knowledge of HISS/Concerto, or equivalent NHS Master Patient Index ( MPI) systems Ability to train and motivate new and existing staff Ability to plan and monitor use of stores and equipment</p> <p><b>Desirable</b> - Knowledge of medical record policies and procedures Experience of supervising staff, in an admin and clerical environment Ability to manage the deployment of staff ensuring most appropriate use of available resource</p>	Application and Interview
<b>Skills/Abilities</b>	<p><u>Judgement</u></p> <p><b>Essential</b> – Ability to prioritise workload. Effective organisational skills with ability to delegate. Ability to identify team/individual development needs. Work to dealines whiles maintaining accuracy. Ability to identify sensitive issues/ matter of importance.</p> <p><u>Communication</u></p> <p><b>Essential</b> – To be able to communicate effectively at all levels, clear and concise written skills. Maintain</p>	Interview

	professionalism at all times.	
<b>Knowledge</b>	<p><b>Essential</b> – Excellent knowledge of keyboard skills. Knowledge of filing both alphabetically and numerically. Knowledge of electronic tracking system. Microsoft Word, Excel &amp; Office.</p> <p><b>Desirable</b> – Proven skills of working within a medical record library or library type environment. Knowledge of Data protection act.</p>	Application, Interview
<b>Personal Attributes</b>	<p><b>Essential</b> – To be a team player with an ability to stay calm under pressure, flexible and adaptable, discreet and considerate. A positive attitude towards work and a friendly manner. Assertive when appropriate. Ability to demonstrate positive customer care skills/ enhance customer relations.</p> <p>Enthusiastic to learn, Committed to ensuring duties are completed efficiently. Ability to lead and motivate a team.</p>	Interview
<b>Other Factors</b>	<p><b>Essential</b> – Flexibility in working hours and to be able to cover other shifts at short notice. Be smart in appearance and conform to dress code. The post holder must have the ability to lift files and work from stepladders. To take part in the departmental Saturday morning and Bank Holiday rota if required</p>	Interview