

JOB DESCRIPTION

JOB TITLE: Assistant Medical Records Manager

PAY BAND: Band 5 plus out of hours on-call

DEPARTMENT/DIVISION: Medical Record Department

BASED AT: Heartlands, Solihull, Good Hope

REPORTS TO: Medical Records Manager

PROFESSIONALLY RESPONSIBLE TO: Medical Records Manager

LAST UPDATED: 13th June 2018

JOB PURPOSE:

Responsible for assisting the Medical Records Manager in the management of the Medical Records Department ensuring service level agreements are reached and maintained

To ensure the training and development needs of Medical Records staff are appropriately identified and addressed

To ensure customers (internal and external) needs are handled efficiently and professionally checked, clarified and appropriate solutions/responses are offered in a manner conducive to enhancing good customer relations.

To ensure full and comprehensive Trust wide service is provided in relation to storage and provision of medical records to support Out Patient attendances & Inpatient emergency admissions across three sites

To ensure full service provision is set up for return of records stored with external sub-contractor to meet the needs to the Trust

Provision of service to support the Trust Major Emergency team

MAIN DUTIES & RESPONSIBILITIES:

The direct line management of Senior Managers within the department who each in turn manage their own area.

Recruitment, appraisals, training and development of staff in accordance with Trust policies and procedures; that disciplinary and grievance policies are implemented correctly and that appropriate records are maintained

Identifying team/individual development needs and planning appropriate training; identifying poor performers and developing training plans for improvement, maintaining accurate and up to date training records at all times

Preparation, development and regular review of local procedures in respect of all tasks undertaken by the respective teams

Managing all personnel matters in line with Trust policy demonstrating application of the relevant policy

Being a specialist for the retrieval and tracking of medical records, having a detailed knowledge of every sub storage area of notes, organising comprehensive searches for records not found by the clerical team.

Act as advisor to all disciplines of staff in matters relating to health records

Ensuring compliance with policies to Trust/Directorate standards, maintaining accurate documentation and producing monthly reports for Information Governance, and Intranet.

Ensuring complaints are fully investigated in accordance with Trust complaints procedure, that appropriate local procedures are prepared and corrective action is taken and implemented as necessary

Provide a full and comprehensive medical record service. Ensure medical records reach the clinic 48 hrs prior to the clinic attendance, Identifying and anticipating potential problems, taking appropriate action and /or seeking advice

To be responsible for Health and Safety and identify and report hazards/incidents in the workplace to include implementing corrective action/action plans.

Ensure staff are registered in the PA staff file prior to scheduled training and case note locations and devices are registered in the appropriate files to facilitate use of the HISS Case note tracking system and Patient Administration systems by Trust staff

Identifying manpower requirements in respect of new activity e.g. new clinics, national audits

Ensuring staff are trained and equipped to deal with legitimate requests and/or enquiries for records, information in accordance with Trust policy relating to the Security & Confidentiality of Patient Information, Information Governance, Access to Health Act, Data Protection Act

Operational management of the Major Emergency procedure, ensuring systems are in place and appropriate staff are available to support the Trust major emergency team

Developing effective relationships with manager and colleagues and for promoting team work/spirit amongst staff

Preparation of monthly financial returns including invoices for goods and services in accordance with Trust SFI's and protocols

To identify duplicate registrations and inform departmental managers of the need for reconciliation.

Undertake Performance Development Reviews of Medical Records Office Manager, providing Personal Development Plans and address training needs appropriately

Coaching and developing staff

Implement policies for service development of the department

To have responsibility for operation and collation from information systems for several services ensuring local databases are maintained in accordance with policy

Ensuring the business needs of the department is achieved by managing Key Performance Indicators and attaining Trust targets.

Developing and implementing long term business plans to ensure continuous departmental improvements are achieved and which may impact across the whole organisation

As a member of the Division's senior team contribute to a seamless response to the needs of the Trust maintaining a professional approach and leading by example at all times.

Collating, Preparing and submitting of HR Health check information

To advise staff within the Trust regarding medical record practices to improve storage and movement of records

Validate time sheets, clock cards and monthly financial returns and verify invoices in accordance with Trust SFI's and protocols

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; **building healthier lives**. Our values apply to every member of staff. They are working in partnership with others to provide safe, appropriate care and improve outcomes (**Collaborative**); being transparent in all that we do, communicating openly, inclusively and with integrity (**Honest**); taking personal and collective responsibility for the way in which we

deliver care (**Accountable**); being responsive, creative and flexible, always looking for ways to do things better (**Innovative**); treating everyone with compassion, dignity and professionalism (**Respectful**).

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.

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 patient's 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.

Name of Post Holder:

Signature of Post Holder: Date:

Name of Manager:

Post Title of Manager:

Signature of Manager..... Date:

PERSON SPECIFICATION

Post: Assistant Medical Records Manager	Division: ABC/Medical Records
Location/Department: Medical Records – Heartlands, Good Hope, Solihull	Date: 13 th June 2018

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

	Criteria Please state if essential (E) or desirable (D). (Only essential criteria will be considered when undertaking the job evaluation process)	How Identified e.g. Application Form/Interview/Presentation/Test
General Education and Qualifications	Essential Sound educational background to GCSE or Equivalent. Evidence of further personal development and proved record of ability to improve own knowledge and leadership skills. Desirable:- degree or equivalent	Application Form
Experience e.g. writing business plans, budget management experience, significant clinical experience	Essential At least 3 years' experience of managing staff at a senior level. Experience of facilitation/ problem solving. Ability to plan, monitor and anticipate use of stores and equipment. The ability to prioritise own work to meet deadlines. Ability to identify training and development needs and organise training and development plans at all levels when required. Experience of dealing with complex and sensitive staffing issues. To have high level of leadership and management skills and to be able to clearly demonstrate effective leadership style. To be innovative. To demonstrate an understanding of Business Management in order to Desirable Understanding of Standing Financial Instructions	Application Form and Filing Test
Skills/Abilities e.g. Report Writing, Minute Taking, Shorthand	Essential To have experience of communicating to wide range of different people and organisations establishing an air of assertiveness and clarity. To chair meetings and have presentation skills. Establish and maintain communication channels with senior managers, clinicians and individuals within the Trust to ensure understanding of Health Record issues.	Interview
Knowledge Depth and extent of knowledge E.g. Technical, Financial	Essential An excellent understanding of working with complex, high profile and sensitive matters. Knowledge of all aspects of managing staff at senior levels. The ability to plan and implement complex projects. Excellent leadership skills. Good numeracy, excellent	Application Form and Interview

	<p>interpersonal skills including the ability to communicate complex concepts to diverse staff groups. Ability to compile effective and accurate reports and general correspondence. Ability to monitor quality of work and undertake Audit and R&D.</p> <p>Desirable Knowledge of matters relating to Information Governance. Knowledge of electronic tracking system(s) Knowledge of all associated departmental policies and procedures and current legislation in relation to Health Records.</p>	
<p>Personal Attributes e.g. Reliable, Punctual</p>	<p>Essential To be a team player with the ability to work flexibly but as an individual and with other team members. Ability to work under pressure and to meet deadlines. Ability to reflect and problem solve. Good mediating and listening skills. Able to think ahead and act on own initiative Experience of constructively questioning and challenging existing practices and attitudes to work. To be able to deal with Confidentiality and dignity. To have an effective Leadership style.</p> <p>Committed approach, ability to motivate staff at all levels, have an innovative approach and inspirational leadership qualities</p>	Interview
<p>Other Factors e.g. ability to work shifts, ability to drive, etc</p>	<p>Essential To adopt flexible working practices, ability to grasp new ideas and concepts.</p>	Interview