

HEART OF ENGLAND FOUNDATION TRUST (TEACHING)
JOB DESCRIPTION

Post	Office Manager
Department	Medical Records
Grade	Administrative & Clerical Band 4
Hours of Work	37.5 per week plus on-call
Responsible to	Medical Record Manager
Manages	A&C Grade 1, 2 & 3
Indirectly manages	Medical Record Porters

Key Working Relationships

Internal	Clinical Staff, departmental and ward managers
External	Off site storage contractors, confidential waste contractors, Suppliers of equipment, stationery, medical records, GP's, police, solicitors and patients, Scanning contractors, other Trust health record staff & IHRIM personnel

Job Summary

To provide full and comprehensive trust wide services as follows:-

- Medical Record Library
- Medical Record Archive and Destruction
- Provision of Medical Records in support of Trust Out Patient clinics
- Medical Records Enquiry service (24/7 – 365 days)
- Provision of medical records in support of admissions to the Trust
- Scanned record processing
- Provision of information requests in response to external requests e.g. BHSF, Benefit Agencies
- To ensure 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
- To take the lead for the development of the Supervisors team
- The post holder is required to undertake any of the above functions. The postholder is required to deputise for the Assistant Medical Records Manager during absences.

Knowledge & Experience

1. The post involves a range of tasks arising from services provided by the above teams
2. The post holder is required to manage staff issues in accordance with all Trust Personnel policies and procedures
3. The post holder is required to have a working knowledge of the Access to Health Records Act 1990, NHS Code of Practice/Record Management and Trust policies relating to :
 - Security & Confidentiality of Patient Information
 - HISS Case Note Tracking & Patient Administration
 - Complaints
 - Trust Financial Procedures

Duties & Responsibilities

The postholder is responsible for:

1. 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
2. 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
3. Preparation, development and regular review of local procedures in respect of all tasks undertaken by the respective teams, ensuring compliance with service standards
4. 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
5. Ensuring compliance with policies to Trust/Directorate standards, maintaining accurate documentation and producing monthly reports for Risk committee and Intranet, as well as any NHLSA and CQC monitoring standards. .
6. Conduct monthly staff meetings, ensuring Team brief is fully implemented and all staff have access
7. Ensure staff 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, ensuring accurate records are maintained and action plans are provided.
8. 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

9. Monitoring use of stationery and stock, ensuring sufficient stocks are maintained to meet current and anticipated demands, that ordering of stock is in accordance with Trust procedures, stock deliveries are checked and discrepancies reported
10. Provide a full and comprehensive medical record service. Ensure medical records reach the clinic prior to the clinic attendance in line with Service Level Agreements, Identifying and anticipating potential problems, taking appropriate corrective action
11. Provide a full and comprehensive frontline Reception & Enquiries Service ensuring appropriate staffing throughout 24 hours/ 365 days
12. Participate in local working groups/discussions with other departments and external agencies to work jointly to resolve problems
13. 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
14. Assist in identifying manpower requirements in respect of new activity e.g. new clinics
15. 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, Access to Health Act, Data Protection Act
16. Operational management of the Major Emergency procedure, ensuring systems are in place and appropriate staff are available to support the Trust major emergency team
17. Ensuring local disaster recovery procedures are in place to facilitate continuation of Trust services during periods of system unavailability
18. Developing effective relationships with manager and colleagues and for promoting team work/spirit amongst staff, Having a flexible approach, with the ability to implement new ideas and working practices
19. Validation of time sheets and clock cards, invoices for goods and services and preparation of monthly financial returns in accordance with Trust SFI's and protocols
20. Ensuring medical records reach the admitting ward within 24 hours of admission as per service standards
21. To identify duplicate registrations and inform departmental managers of the need for reconciliation.
22. To take part in the department on-call to provide out of hours managerial support to staff working outside normal office hours

23. To work in conjunction with manager to ensure own personal development is achieved, in line with the NHS Leadership framework.
24. To undertake any supportive work, in the implementation of new Patient Administration and other sub systems
25. To support the monitoring of Medical Records Policies throughout the Trust.
26. To ensure personnel files are maintained, and kept up to date, and are available for scanning in line with implementation of the scanning of corporate records
27. Proposes changes in working practices and procedures (e.g. Planning for new legislations/initiatives)
28. To undertake any other duties as may be required from time to time commensurate with the nature of the post.

ADDITIONAL INFORMATION

Confidentiality

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

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

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 Policies, located on the Intranet

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.

- To monitor departmental and Trust quality standards and those specific to the department, ensuring accurate records are properly maintained for audit purposes

- To ensure all month end reports are prepared and available by the agreed deadlines for submission to Risk committee, Medical Record Working Group
- Ensuring the production of documents in appropriate styles and formats
- 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

Undertaking medical record audit to highlight good practice within the Trust and/or identifying areas requiring improvement and contributing towards reporting process

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 reduce these.

- The attention of the postholder 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.

Heart of England Foundation NHS Trust (Teaching)

PERSON SPECIFICATION

POSITION

A&C Band 4 - Office Manager

KNOWLEDGE

Essential Excellent keyboard skills, Knowledge of Microsoft Office systems An understanding of the Data Protection Act, Access to Health Records Act 90 and NHS Code of Practice/Record Management. Experience of working with complex, high profile and sensitive matters. Ability to work in a policy lead environment with the ability to implement and adapt in to the workplace Ability to manage filing systems (alphabetical and numerical),

Desirable Knowledge of matters relating to Clinical Governance. Knowledge of electronic tracking system(s) Knowledge of all associated departmental policies and procedures and current legislation in relation to Health Records.

QUALIFICATIONS

Essential Sound educational background to GCSE or equivalent – minimum of 5 passes to include English Language, Mathematics RSA, word processing Stage II or equivalent keyboard skills Evidence of further personal development and proven track record of ability to improve own skills and knowledge

Desirable NVQ Level 3 – Business Management

EXPERIENCE

Essential At least 2 years experience at supervisory or managerial capacity gained in a clerical/administration environment. Experience of communicating with a wide range of different people in different situations, establishing an air of assertiveness, clarity and approachability Experience of facilitation/problem solving. Excellent organisation skills with the ability to prioritise heavy and changing work schedules and work well under pressure. Proven ability to exercise diplomacy and have strong interpersonal skills. Be able to identify potential problems, critically analyse and formulate resolutions

Desirable Previous experience of NHS or public sector working

JUDGEMENT

Essential Ability to identify future manpower shortfalls and/or requirements working within departmental guidelines and implement solutions, whilst maximising available resources effectively. Excellent task management skills. The ability to interpret and analyse complex facts or situations.

COMMUNICATION SKILLS

Essential To have excellent verbal and written communication skills with the ability to prepare correspondence and management reports. The ability to provide and receive complex information in an appropriate manner.

PERSONAL QUALITIES

Essential To be a team player who works to secure a team ethos amongst staff, the ability to work flexibly both as an individual, and with other team members, to be approachable, discreet and considerate. Ability to reflect and problem solve. Good mediating and listening skills. Experience of constructively questioning and challenging existing practices and attitudes to work with the ability to improve quality standards within the department. To have excellent influencing skills and the ability to deal tactfully and sensitively with patients, colleagues and subordinates respecting confidentiality and dignity.

MOTIVATION

Essential Highly motivated with the ability to motivate and influence others

ADDITIONAL REQUIREMENTS

Essential Ability to work using own initiative, to have a customer focused approach.

To be flexible in travelling/working between all Trust sites, where required.

To take part in the department on-call to provide out of hours managerial support to staff working outside normal office hours