

# B5 Health Records Support Manager

## Job Description

<b>Division:</b>	Central Functions
<b>Job Title:</b>	Health Records Support Manager
<b>National profile:</b>	Patient Services ~ Health Records Section Manager
<b>Band:</b>	AFC 5 (pending job evaluation)
<b>Location:</b>	Royal Stoke (main base) but expected to travel to County Health Records
<b>Hours of Duty:</b>	37.5
<b>Managerially accountable to:</b>	Health Records Manager
<b>Professionally accountable to:</b>	Head of IM&T Service Development
<b>Key Relationships:</b>	Associate Directors, Clinical Leads, Nursing and Divisional Management teams, NHS Digital Teams, IM&T Staff

## Role Summary

To support the Health Records Manager in the delivery of day to day services and staff as directed by the Health Records Manager and Head of IT Service Development. Ensure efficient and effective operational management of resources and processes within the department in order to deliver and improve high quality patient care within the resources available.

To work with other Directorates/Divisions to ensure the achievement of the Trust's and Divisional corporate objectives.

The post holder can be deployed across other areas to support service lines as required and agreed with the Director of IM&T / Head of IM&T Service Development and expected to support and travel between Royal Stoke and County Health Records.

## Key Areas / Tasks

- It is expected that ALL employees of the Trust will take part in the appraisal process each year with the first appraisal taking place within the first 6 months from appointment
- To ensure communication channels are used appropriately and effectively to facilitate the flow of information throughout the Division.
- To represent the Directorate on specific committees/working parties as requested.
- To communicate with integrity and to adhere to the standards of behaviour expected as per the code of conduct for NHS professional managers
- To provide and receive complex health records enquiries
- To be persuasive and able to negotiate with operational teams across the Trust
- Provide advice of legislation i.e. Information Governance, GDPR
- Educated to degree level or equivalent knowledge and experience and expert with Health Records specialty.
- Operational management experience and skills
- Leadership and team building skills
- Ability to work in a high pressured environment & work to deadlines
- Problem solving skills and ability to analyse information such as operational performance as well situations where procedures have failed to ensure revised procedures are put in place to mitigate risk.
- Provides advice and guidance to staff on disclosure of patient information in accordance with Information Governance standards and GDPR
- To review and support Health Records Scanning turn-around times, Health Records retention periods both hard copy and eHealth Records putting forward improvements to the Health Records Manager
- To support the Health Records Manager with the investigation of incidents recorded on Datix.

- To ensure systems are implemented to monitor performance in relation to national and local standards such as scanning turnaround times, health records retention periods, health records off-site storage programme.
- Organise meetings with clinical and non-clinical areas to review service changes in line with the digitalisation programme and work with internal and non-internal staff in relation to legislation change as well as any changes to the Health Records policy
- To ensure that an effective infrastructure is in place through ongoing review of annual support and maintenance of both solution and hardware
- Standard PC skills required for inputting of patient information
- Physical skills required to obtain patient health records
- To ensure a high level of service at all times to both internal and external customers
- Provides advice and guidance to patients and relatives on reception and by telephone on non-clinical issues
- To support the delivery of corporate Health Records projects including digitalisation supporting the delivery of electronic patient information at the point of care.
- To support the Head of M&IT Service Development and Health Records Manager to deliver services supporting delivery of care to patient including scanning of patient records and Health Record key performance indicators through the operational level agreement in place with the UHNM and other community areas.
- To meet with service users to discuss changes in service changes including digitalisation and health records policy
- To assist with the monitoring and audit of complaints, adverse incidents, customer feedback etc in order to identify trends and make recommendations to the Directorate Management Team to help deliver improved patient care services.
- To assist the Health Records Manager in service development and the formulation of business cases.
- To assist with the development and implementation of standard operating procedures for local areas/ departments within the Directorate to support effective operational delivery in line with Lean processes.
- To challenge in a positive manner current working practices and promote a culture of transformation and continuous improvement.
- To assist with the preparation and monitoring of all SLAs (service level agreements) with all NHS and non-NHS/ third party organisations, working with the Directorate Management Team as appropriate.
- To ensure, in conjunction with the Health Records Manager, that systems are in place to collect and analyse activity data and related financial information.
- Responsible for re-ordering of office supplies
- Authorised signatory
- Day to day management and supervision of staff within the Health Records
- To deputise for the Health Records Manager when necessary.
- To assist the Health Records Manager in staffing issues including workforce planning, recruitment and selection, training and Human Resource policies
- Delivers training to a range of staff for section within Health Records
- To assist with ensuring compliance with Health and Safety policies and procedures within the Directorate.
- To work with the Health Records Manager and Head of IT Service Development to promote a culture of continuous improvement and development and to support delivery of Improving Working Lives
- To work flexibly in order to deliver the Directorate agenda and to offer support to other colleagues including cover in times of absence.
- Responsible for maintaining one or more information systems which is a significant responsibility to the role including FileFast, EDMS...
- Using electronic systems, export information in order to report trends, service
- To develop and provide regular activity and performance monitoring reports for all areas within the Directorate, ensuring that these are validated and reflect management information needs.
- To liaise with other Managers across the Trust to access other systems/information.
- Undertakes surveys relating to specific projects in relation to Health Records

- To act independently within appropriate occupational guidelines/protocols and procedures and manager available for reference.
- Combination of sitting, standing and walking. Lifting and sorting of patient records, pushing trollies with patient notes
- Standard keyboard skills and telephone enquiries
- Requires frequent spells of concentration through a work pattern which can be unpredictable.
- Able to cope with interruptions whilst in periods of concentration
- Manage conflicting priorities
- Occasional exposure to distressing or emotional circumstances. Deals with distressed patients / relatives
- Dusty conditions in archive storage areas
- Working in a variety of areas across the hospital site.
- Regular VDU usage
- To provide general administrative support to the Directorates, ensuring in particular that supporting services are delivered effectively in the interests of patient care.

### Personal/Professional Development

- To take every reasonable opportunity to maintain and improve your professional knowledge and competence
- To participate in personal objective setting and review, including the creation of a personal development plan and the Trust's appraisal process

### Values & Promises

We have four core values and promises that were co-created by our staff, patients and carers.

#### Together



- We are a Team – I will be considerate, help others to achieve our goals and support others to make positive changes
- We are Appreciative – I will acknowledge and thank people for their efforts and contributions
- We are Inclusive – I will be open and honest, welcome people's views and opinions and involve people in decisions that affect them

#### Compassion

- We are Supportive – I will be empathetic and reassuring. I will support and encourage people when they need it
- We are Respectful – I will treat people fairly, with respect and dignity, protect their privacy and help them to feel comfortable
- We are Friendly – I will be welcoming and approachable. I will make eye contact, say hello and introduce myself #hellomyname is

#### Safe

- We Communicate Well – I will explain clearly, share relevant and timely information and keep people updated
- We are Organised – I will plan ahead, manage my time well and be prompt in what I do
- We Speak Up – I will contribute to ensuring healthy and constructive feedback for all so we can feel safe to challenge inappropriate care and behaviour and promote our values

#### Improving

- We Listen – I will welcome people's views and ideas, invite people to ask questions and share their opinions and respond to what I hear
- We Learn – I will share best practice, celebrate good performance and support others to use their skills, learn and grow

- We Take Responsibility – I will have a positive attitude, act and encourage people to take the initiative and make improvements

### **Health and Safety**

To take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions at work.

To co-operate with University Hospitals of North Midlands (NHS) Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to.

To comply and adhere to individual and role specific responsibilities as stated in the Trust Health and Safety Policy (HS01) and all other Health and Safety related policies.

### **Confidentiality**

To ensure that confidentiality is maintained at all times and that data belonging to the Trust is protected and recorded accurately.

### **Equality and Diversity**

To promote equality and diversity in your working life ensuring that all the staff you work with feel valued and treated in a fair and equitable manner

### **Infection Prevention**

Infection Prevention is the obligation of every employee both clinical and non-clinical at the University Hospitals North Midlands NHS Trust. Driving down healthcare associated infection is everyone's responsibility and all staff are required to adhere to the Trust's Infection Prevention policy

All staff employed by the UHNM Trust have the following responsibilities:

#### **Trust Dress Code**

- Trust approved uniform/dress code must be adhered to
- When in clinical areas **all** staff must be bare below the elbow, without wrist watches, stoned rings, wrist jewellery, false nails, nail polish or plaster casts
- No personal bags to be worn during clinical duties

#### **Hand Hygiene**

- Decontaminate your hands as the per 'The five moments of hand hygiene'

#### **Own Practice**

- Lead by example
- Encourage and praise good practice
- Be prepared to accept advice about your own practice

#### **Decontamination**

- Ensure that equipment you have been using or about to use has been decontaminated effectively
- Ensure that you are aware of the Trust approved cleaning products, and follow a safe system of works

#### **Trust Policies**

- Ensure that you know and strictly follow relevant Infection Prevention policies for your role and apply standard precautions at all times, which is available in the Infection Prevention Manual on the UHNM intranet

## **Data Protection Bill, General Data Protection Regulations (GDPR) and the NHS Code of Confidentiality**

All staff are responsible for ensuring that they are familiar with and adhere to the Trust's policies, procedures and guidelines with regards to the Data Protection Bill, General Data Protection Regulations (GDPR) and the NHS Code of Confidentiality

GDPR replaces the EU Data Protection Directive of 1995 and supersedes the law of member states that were developed in compliance with the Data Protection Directive 95/45/EC. Its purpose is to protect the "right and freedom" of natural persons (i.e. living individuals) and to ensure that personal data is not processed without their knowledge, and, wherever possible, that it is processed with their consent.

Processing includes holding, obtaining, recording, using and disclosing of information and applies to all forms of media, including paper and images. It applies to confidential patient information but is far wider in its scope, e.g. it also covers personal records.

While GDPR applies to both patient and employee information, the Confidentiality Code of Practice (COP) applies only to patient information. The COP incorporates the requirements of GDPR and other relevant legislations together with the recommendations of the Caldicott report and medical ethics considerations, in some cases extending statutory requirements and provides detailed specific guidance.

## **Safeguarding Children, Young People and Adults with care and support needs**

All staff are responsible for ensuring that they are familiar with and adhere to the Trusts Safeguarding Children and Adults policies, procedures and guidelines. All health professionals who come into contact with children, parents, adults with care and support needs and carers in the course of their work have a responsibility to safeguard and promote their welfare as directed by the Children Acts 1989/2004 and the Care Act 2014. Health professionals also have a responsibility even when the health professional does not work directly with a child or adult with care and support needs but may be seeing their parent, carer or other significant adult.

All staff are required to attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to their role

This job description is not intended to be an exhaustive list and may be subject to change from time to time. All documents referred to throughout this Job Description can be found on the Trust's intranet, or alternatively copies can be obtained from the Human Resources Directorate

## **Sustainability**



Sustainability and Corporate Social Responsibility are fundamental to the way the University Hospitals of North Midlands NHS Trust (UHNM) work. The Trust has developed a Sustainable Development Management Plan (SDMP): 'Our 2020 Vision: Our Sustainable Future' with a vision to become the most sustainable NHS Trust by 2020. In order to achieve this, we need the support of all staff. As a member of staff, it is your responsibility to minimise the Trust's environmental impact and to ensure that Trust resources are used efficiently with minimum wastage throughout daily activities. This will include minimising waste production through printing and photocopying less, reducing water waste and when waste is produced, it is your responsibility to segregate all clinical waste correctly and recycle. Switch off lights and equipment when not in use, report all faults and heating / cooling concerns promptly to the Estates Helpdesk and where possible minimise business travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

*SWITCH to a Sustainable UHNM* is a campaign that focuses on the sustainability of the Trust and how we can use resources more effectively to provide better patient care, improve our health and work place. SWITCH is looking to recruit as many Champions as possible to help to bring the campaign to colleagues in their departments / wards and bring SWITCH to life. If you are interested in becoming a SWITCH Champion please contact [switch@uhns.nhs.uk](mailto:switch@uhns.nhs.uk)

Signed Employee \_\_\_\_\_ Print \_\_\_\_\_ Date \_\_\_\_\_

Signed Manager \_\_\_\_\_ Print \_\_\_\_\_ Date \_\_\_\_\_

## Health Records Support Manager

### Person Specification

Requirements	Essential	Desirable
<b>Education and qualifications</b>	Educated to degree level or equivalent level of knowledge	Diploma/Degree in Management or health related subject
<b>Experience</b>	Substantial working knowledge and experience in an acute Trust (working to degree level) in a management role	Experience in introducing innovative practice
<b>Skills, ability and knowledge</b>	<p>Ability to use Trust patient administrative systems (e.g. Medway, FileFast, EDMS) to ensure delivery of targets.</p> <p>Knowledge of workforce planning</p> <p>Knowledge and skill in the development of key performance indicator reports</p> <p>Knowledge of being able to undertake trend analysis</p> <p>Operational management skills</p> <p>Able to positively influence to ensure effective and efficient delivery of service</p> <p>Diplomacy and ability to deal with difficult situations</p> <p>Leadership and team building skills</p> <p>Ability to work in a high pressured environment &amp; work to deadlines</p> <p>Able to develop strong multi-disciplinary relationships</p> <p>Excellent communication skills, oral &amp; written</p> <p>Ability to develop and deliver action plans in relation to the NHS Agenda</p> <p>Awareness of Trust policies &amp; procedures</p> <p>Computer literacy</p> <p>Awareness of NHS plan access Targets</p> <p>Occupational Health cleared to perform the duties of the role</p>	Knowledge of the business planning process.
<b>Personal Qualities</b>	Flexible, approachable, calm under pressure	