

Assistant Health Records Manager Job Description & Person Specification –

A summary of the role responsibilities and person specification

Why Our Trust?

Terms and conditions

Post – Permanent

Division – Trust Services

Department – Digital Services

Band – 5

Salary

Location – Bristol/Weston

Annual leave – Up to 33 days dependent on NHS Service

Pension - The NHS Pension Scheme is a defined benefit scheme. Further details and outline of benefits can be found at: www.nhsbsa.nhs.uk/pensions

Job Purpose

The post holder will be responsible for the day to day management of the administrative staff within Health Records to ensure maximum productivity and efficiency in administrative working practices and the provision of a high quality service.

Other key responsibilities include supporting the Trust Wide Operational Health Records Manager with all relevant operational, Human Resource, and other Trust/local policies/procedures to ensure the day-to-day management of departmental performance. The post holder will provide cover for the Trust Wide Operational Health Records Manager.

Through the management of one of the Health Records Departments, the post-holder will be required to:

Operate under their own initiative and take responsibility for daily decision making

Have an innovative approach to problem solving and developing services

Ensure effective and efficient delivery of the service to meet service demands

The post-holder will also attend meetings as required, and work flexibly to meet departmental and service needs

About us

Our mission is to improve the health of the people we serve by delivering exceptional care, teaching and research every day.

What you'll love about working here

UHBW has been rated by the CQC as 'Good' - our staff are proud to deliver excellent care. As a forward-thinking multi-award winning Trust, our world-leading research and innovations are having a positive local and global impact. Our hospitals are spread across Bristol and Weston-super-Mare, join us and you can enjoy the very best of both worlds; city living within a stone's throw of the countryside or beside the seaside, both with easy access to all that the South West has to offer.

A digital exemplar - Being appointed as a Global Digital Exemplar means we can realise this vision by implementing digital technologies that will help us to transform the way we work and how we relate to our colleagues, patients and partner organizations.

Sustainable healthcare - We have joined the international movement to declare a climate emergency, recognising the impact climate change is having on the world. Climate change is labelled as the greatest threat to health in the 21st century, with a range of conditions related to heat, cold, extreme weather and air pollution predicted to rise. To lead the way in healthcare the Trust has set ambitious goals to become carbon neutral by 2030.

Access to further opportunities with the Trust - Apprenticeships are a great way to learn and earn on the job. UH Bristol and Weston provides a range of apprenticeships to support a huge number of career opportunities in clinical and non-clinical support services with apprenticeships starting at level 2 through to level 7. As an organisation we encourage further development of all employees to progress upward within their chosen field.

Diversity & Inclusion

A core principle of the Trust is to ensure that patients and staff are treated with dignity and respect. Promoting equality, diversity and human rights and challenging any form of inequality, discrimination, harassment or abuse are central to the Trust's Values. 'Committed to inclusion in everything we do' is the ambition set out in the Trust's Workforce Diversity & Inclusion Strategy.

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Main Duties and Responsibilities

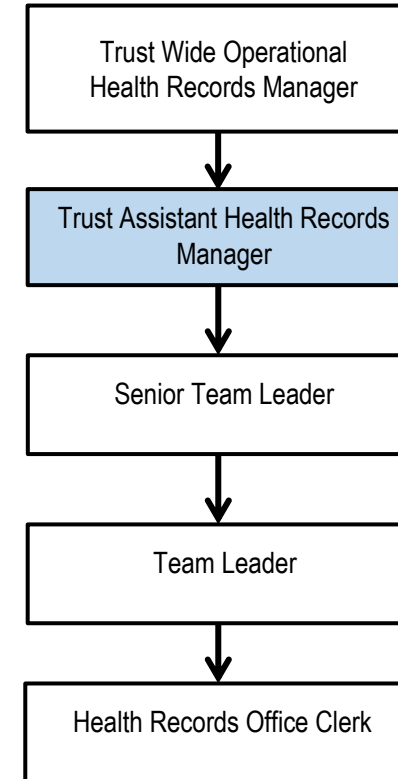
Staff Management:

- Manage, organise and support the administrative function across the chosen teams to provide a good quality, timely service to both our internal and external users.
- Manage the staff, including managing team and individual performance, annual leave and sickness absence, and maintaining attendance records as required. To complete return to work interviews for staff.
- Take responsibility for staff rotas to ensure continuity of administrative services and adequate cover for the office function during periods of absence and leave.
- Plan and organise staff rotas across the various teams to ensure robust cover across the department.
- Assist in the recruitment of staff, ensuring that all staff receives a comprehensive local induction package. Manage probation periods for new starters, including objective setting and review.
- Compile overall sickness reports on a weekly basis.
- Liaise with the Trust Wide Operational Health Records Manager to review staff training & development needs to ensure fair and equitable use of training resources.

Operational Management:

- Drive the development of a 'customer focused' service within the teams.
- Ensure that all activity data is captured and recorded in an accurate and timely way.
- Attend and participate in appropriate meetings within the Trust.
- Support compliance with, and implementation of HR policies, liaising with HR as appropriate.
- Be responsible for orientation and induction of new staff.
- Provide and receive complex, sensitive and contentious information to support complaint responses.
- Problem-solve and respond to queries regarding specific administrative functions within the Medical Records Scanning Bureaus
- Provide cross cover as required directed by the management team.
- Manage and prioritise own workload effectively.

Organisational Structure



Key Relationships

All Medical Records & Scanning Bureaus across the Trust

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- Allocate tasks and delegate work to managed staff as appropriate.
- Act as a first point of contact for staff and respond to, or escalate, any issues as they arise.
- Take budgetary responsibilities for signing off timesheets, making bank staff requests and authorising and receiving goods.

Service Improvement:

- Support the service with defined service improvement developments including Scanning process reviews for each process i.e. prepping, scanning, quality checking etc.
- Responsible for analysing team performance to identify future areas for development and able to communicate findings to the teams and more senior managers.
- Persuade, motivate, train and engage the teams to implement changes and improvements.
- Implement agreed policies and propose improvement ideas across the teams.

Professional:

- To ensure confidentiality and comply with the terms of the Data Protection Act at all times. Information concerning the Trust's patients and staff must be treated as strictly confidential at all times and you may not divulge it to any other person except with the authority of your Head of Department. Such authority may only be given when it is in the patient's interest and is a necessary part of treatment. Unauthorised disclosure of confidential information will result in disciplinary action and may lead to your dismissal.
- To be aware of the departments and Trust policies and guidelines, and ensure these are adhered to.
- To maintain appearance and behaviour in keeping with a member of the professional team, to co-operate with and gain an understanding of the professional roles of others.
- To remain up-to-date with changing practices and when possible to make use of all training and development opportunities.
- To take an interest in self-development and updating, including liaising with similar post holders and to complete the Trust's annual appraisal with supervisor or line manager.
- To actively participate with improvement of administrative/clerical systems.
- To be involved in the recruitment of new team members. Writing Job Descriptions, Adverts, Short

listing and interviewing.

- To complete basic administrative documentation e.g. absence returns
- To report on team performance against key performance indicators including. All scanning processes i.e. prepping, scanning, quality checking.
- To deputise for the Trust Wide Operational Health Records & Scanning Bureau Manager and to provide cover for other members of the team in times of sickness or annual leave

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Personal Profile - (E) = Essential (D) = Desirable

Knowledge and Experience

- KE1. Considerable experience in the field of administration (E)
- KE2. NHS experience in administrative and clerical departments/or similar administrative experience in a busy customer focused department (D)
- KE3. Experience of dealing with the public both on the telephone and in public (E)
- KE4. Experience of working with people at all different levels within an organisation (E)
- KE5. Experience of managing a team of staff to achieve specified goals and allocating work to deliver results (E)

Skills and Abilities

- SA1. Effective and polite manner when dealing with people, both face-to-face and on the telephone (E)
- SA2. Ability to work with, and support a range of staff (E)
- SA3. Proven ability to make decisions through consultation with others as well as using own initiative (E)
- SA4. Ability to deal appropriately with sensitive and confidential information (E)
- SA5. Able to interpret, analyse and make sense of complex information to make sound judgement and identify required action (E)
- SA6. Ability to motivate and engage others to undertake required tasks (E)
- SA7. Ability to allocate work to others and monitor progress to ensure completion (E)

Aptitudes

- A1. Methodical and reliable, with attention to detail and accuracy (E)
- A2. Demonstrate a flexible and adaptable approach to work with a willingness to learn and develop role (E)
- A3. Capacity to adopt changes to working practices quickly (E)
- A4. Self-motivated, enthusiastic and approachable (E)
- A5. Exhibit diplomacy and interpersonal skills with ability to interact with people of all levels and background (E)
- A6. Professional in appearance and approach (E)

Qualifications and Training

- QT1. Educated to Degree Level or Diploma of the Institute of Health Record & Information Management (IHRIM) or equivalent and relevant experience(E)
- QT2. IT Skills or qualification to EC DL/RSA standard (D)

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Transforming Care

Delivering sustainable healthcare services to our patients, which are effective, efficient and driven by excellence, is at the heart of our organisation. Transforming Care is the Trust's overarching programme of transformational change. It enables staff to use a structured approach to continuously improve and innovates their services, strengthen our capability, and deliver our Trust's mission to improve the health of the people we serve by delivering exceptional care, teaching and research, every day.

Our Quality Improvement Academy is open to all staff and leaders across the Trust, and provides training to lead or take part in improvement and transformation activities in their departments and across the Trust. We will support staff to develop the skills and tools to improve services to deliver the best care to our patients and public.

Information Governance

It is the responsibility of all staff to respect the confidentiality of patients and staff, as specified in the Caldicott Principles, Data Protection Act 2018 and the Human Rights Act. It is the duty of every employee to:

- Only access person identifiable information as required in the execution of their duties.
- Disclose information appropriately, in line with the Data Protection Act 2018.
- To ensure good quality data by recording, promptly and accurately, clinical and non-clinical information within agreed timescales to PAS, the health record or the appropriate clinical or non-clinical information system
- Always trace patient notes on the Patient Administration System

Maintain the confidentiality of their passwords / usernames and if in possession of a 'Smartcard' abiding by the terms and conditions of its use.

Workplace health and wellbeing

The Trust Workplace Health and Wellbeing Framework applies to all employees, students and volunteers who are encouraged to take responsibility for their individual health and wellbeing and to promote the wellbeing of colleagues. Line managers must recognise the importance of health and wellbeing and take it into account when planning tasks and designing jobs.

Safeguarding Children and Vulnerable Adults

The Trust is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and as such expects all staff and volunteers to share this commitment.

Quality and Clinical Governance

Quality in the NHS has three core dimensions: Patient Safety, Patient Experience and Clinical Effectiveness. Clinical Governance is about the systems, processes and behaviours to ensure that high quality services are provided to patients. Every member of staff has a role to play in striving for excellence: it is important that everyone is aware of and follows policies and procedures that govern their work; and if something goes wrong, everyone has an obligation to report it so lessons can be learned from mistakes, incidents and complaints. If any member of staff has concerns on any clinical governance matters, they should raise them with their line manager, professional adviser, or a more senior member of management. Reference should be made to the Trust's guidance on Raising Concerns about provision of patient care.

Health and Safety

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- Take reasonable care of themselves and for others at work
- To co-operate with the Trust as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.

Everyone has a responsibility for contributing to the reduction of infections.

Senior Management is responsible for the implementation throughout the Trust of suitable arrangements to ensure the health, safety and welfare of all employees at work and the health and safety of other persons who may be affected by their activities. Where health and safety matters cannot be resolved at Senior Management level the appropriate Executive Director must be notified.

Line Managers are responsible for the health and safety management of all activities, areas and staff under their control. This includes responsibility for ensuring risk assessments are completed and implementation of suitable and sufficient control measures put in place. Health and safety issues are dealt with at the lowest level of management practicable. Where health and safety matters cannot be resolved at a particular management level the appropriate Senior Manager must be notified.