Deputy Trust Health Records Manager
Job Description & Person Specification –
A summary of the role responsibilities and person specification

NHS
University Hospitals Bristol and Weston
NHS Foundation Trust

Why Our Trust?

Terms and conditions

Post – Permanent

Division – Trust Services

Department – Digital Services

Band – 7

Salary

Location – Bristol/Weston (TBC)

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

- Responsible for the day-to-day operational management of the Trust Health Records/Scanning Bureaus (including Medical Records, Scanning Bureaus and Clinic Prep) across all sites in the organisation
- Responsible for the planning for the delivery of "business as usual" and implementation of new scanning bureaus to support the reduction of use of the "physical" medical record.
- Responsible for the day to day operational management of the Trust's Electronic Document Management System
- Responsible for the management of the Trust's offsite storage
- Ensure the staffing and delivery of corporate performance targets in this area.
- To maintain an overview of staffing and ensure roles are compliant with statutory requirements in conjunction with the Scanning Bureau Management Team and the Trust Wide Scanning Operational Manager.
- In conjunction with the Clinical Systems Specialists, Business Information teams, collate information/data in order to produce reports (e.g., capacity/demand analysis) for the Health Records Scanning Bureau productivity/utilisation data for detailed analysis and interpretation of information relating to the operational running of the Health Records/Scanning Bureau.
- To actively contribute to the production, review and delivery of the Trust wide Health Records strategy to ensure the ongoing delivery of the function and to ensure any organisational changes are reflected

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
We are outstanding! The CQC rated the organisation as Outstanding for services being caring and well-led. The Trust was the first in the country to go from Requires Improvement to Outstanding in 2017, and is now the first to do this and then retain this rating. The Trust is currently one of only seven in the country to have been rated Outstanding twice, and one of only three general acute Trusts to achieve this.

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.

The Trust will not tolerate discrimination, harassment or bullying under any circumstances and particularly because of a characteristic protected by the Equality Act 2010.

Respecting everyone
Embracing change
Recognising success
Working together
Our hospitals.

LOVE LIFE, LOVE BRISTOL & WESTON

MINDFUL EMPLOYER

PRIDE

PROUDLY SUPPORTING THOSE WHO SERVE.

disability confident EMPLOYER

Inspected and rated Outstanding ☆ CareQuality Commission

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Main Duties and Responsibilities

STAFF MANAGEMENT

- To ensure that all staff have regular one to ones and yearly appraisals with clearly understood objectives and personal and/or professional development plans.
- To lead, with the support of the Health Records managers and HR Business Partner, develop workforce plans and HR strategies for the individual teams for which the post holder is responsible.
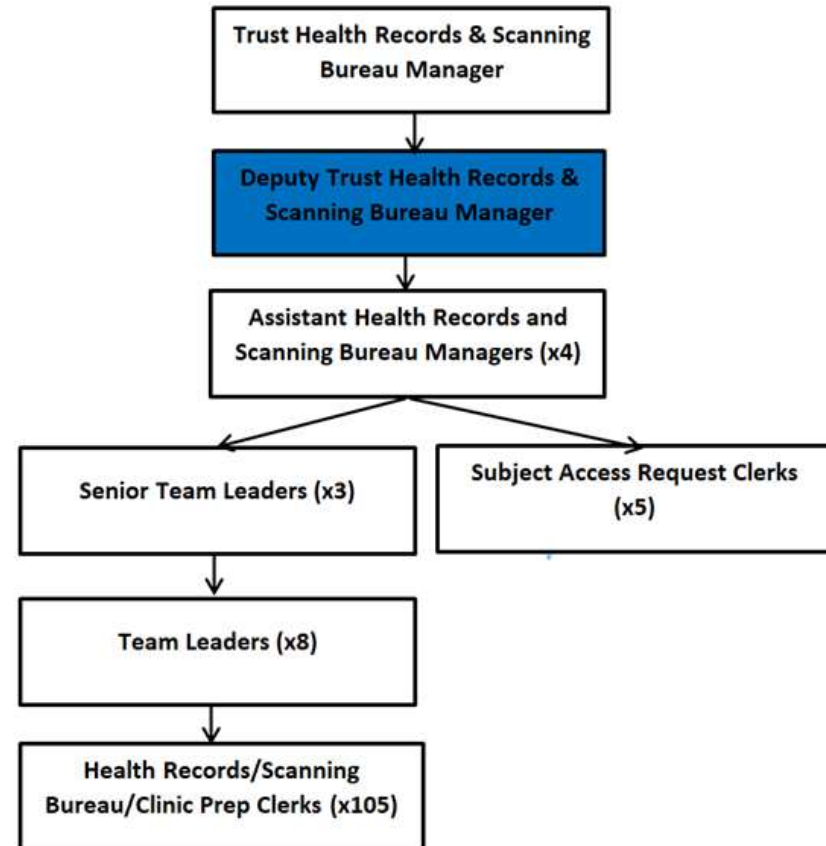
FINANCIAL MANAGEMENT

- Budget holder for the Health Records Scanning Bureau, advise the Head of Informatics and on issues of financial management and to ensure that the Trust's standing financial instructions are adhered to.
- Produce service level equipment replacement plans for scanners, printers and other Health Records Scanning Bureau equipment.
- Responsible for the ongoing maintenance of the Trust's scanning bureau's dedicated high quality/capacity scanners.
- Ensure effective capacity management and efficient resource utilisation within the Health Records Scanning Bureau.

MANAGEMENT AND ORGANISATION

- To provide day-to-day managerial leadership to the Health Records Scanning Bureau across all sites in the organisation.
- To ensure appropriate support is provided from other Digital Services teams to

Organisational Structure

Trust Health Records & Scanning Bureau Manager

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Deputy Trust Health Records & Scanning Bureau Manager

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Assistant Health Records and Scanning Bureau Managers (x4)

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Senior Team Leaders (x3) — Subject Access Request Clerks (x5)

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Team Leaders (x8)

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Health Records/Scanning Bureau/Clinic Prep Clerks (x105)

Key Relationships
Clinical Systems Specialists, Clinical Coding, Digital Change Team, Project Managers, Technical Teams, Operational Managers, Operation Teams, Health & Safety, Digital Trainers, Digital Services Senior Managers

deliver service improvement/significant changes.

- To adopt, advocate and communicate the principal of continuous process evaluation to ensure that the Trust Health Records and Scanning Bureau operates efficiently and monitored in a sustainable way.
- Responsible for Health Records Scanning Bureau policy development and review which as a consequence will have an effect on the operational services of the organisation.
- To present detailed analysis of the prep, scanning, QA at various boards and steering groups, both internal and external to the organisation, on service issues

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

Knowledge and Experience

KE1   Previous extensive experience of a large corporate environment, to include a range of administrative and IT services that underpin the business function (E)

KE2   Experience of producing documentation, implementation plans and other reports (E)

KE3   Experience of working as part of a large team (E)

KE4   Experience of managing Staff (E)

KE5   Knowledge of current Digital Services best practice, including data protection, information governance security and confidentiality (E)

KE6   Understanding of the business processes and information requirements of the digital agenda (E)

Skills and Abilities

SA1   Effective interpersonal and communication skills shown by: Ability to communicate complex strands of work, ability to relate to, communicate with, both clinical and non-clinical staff, at all levels of the organisation, to pass on knowledge & skills to others (E)

SA2   Ability to analyse complex issues, perform risk assessment and option appraisals, these may require long periods of concentration. (E)

SA3   Personally competent in advanced use of Microsoft products, including; Word, Excel, PowerPoint, Teams, Outlook, and calendar (E)

SA4   Personally competent in advanced use of video conferencing tools, including; Teams, Webex (E)

SA5   Confident self-starter, ability to prioritise work to deadlines, equally adept at working on their own or as an integral part of a team (D)

SA6   Clear and effective presentation skills, both oral and written (including report writing) (E)

SA7   Ability to understand the strategic overview whilst giving due attention to detail (D)

SA8   Ability to multi-task/change tasks across various functions, on different sites with little notice of change (E)

Aptitudes

A1.   Understanding of the critical importance of commercial confidentiality and an individual's right to privacy (E)

A2.   Confident and persuasive in asserting importance of tasks to colleagues at different levels of seniority (E)

A3.   Must have a strong attention to detail (E)

A4.   Flexible and adaptable approach (E)

A5.   Positive, friendly disposition and self-motivator (E)

A6.   Willingness to learn new systems (E)

Qualifications and Training

QT1   Educated to degree level or equivalent in-depth knowledge of health informatics and or acute patient administration systems/modules (E)

QT2   Post graduate qualification to masters level or equivalent specialist knowledge in relevant area of work (E)

QT3   Evidence of continuing professional development (E)

QT4   First-Line management qualification/experience (D)

QT5   Project Management qualification/experience (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.