

Health Records Team Leader

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 – 3

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 based in Bristol medical records department within the Trust; s/he will supervise those staff for which s/he is responsible within the Medical Records department, and cover the duties of absent colleagues. S/he will be expected to use their initiative and work closely with the Senior Health Records Team Leader ensuring a good working relationship with all departmental staff. S/he will be responsible for the safety and securities of the department, as well as ensuring staff are aware of all fire and safety procedures.

Although currently the department works solely with paper files you will be part of a team that will help Weston move more to an electronic system and you will play a major role in the department moving forward and achieving this goal.

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

Health Records Team Leader

Job Description & Person Specification –

A summary of the role responsibilities and person specification

Main Duties and Responsibilities

Communication

- The post holder will be the first point of call for their staff in the Medical Records re the day to day running of the records and contribute to the team workload, they will tactfully communicate with their staff and maintain a close working relationship, ensuring a high standard of work is maintained at all times. The post holder will ensure that all staff within the Medical Records Department under their leadership are trained to the highest level.

Analytical and Judgemental

- Assisting in monitoring and identifying problems within the medical records department, resolving issues where possible. Ensuring patient's case notes are available for their attendance either in hard copy format or an electronic format (Evolve).
- Resolving problem telephone calls from staff, patients and other outside organisations.

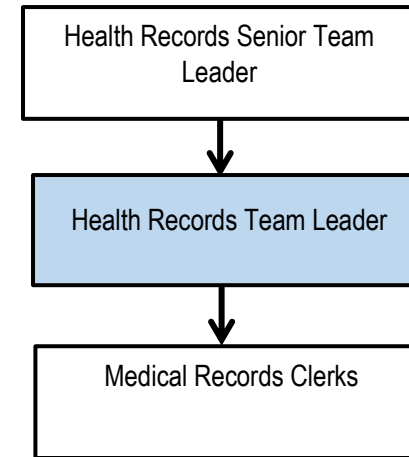
Planning and Organisation

- Maintaining staff rotas by prioritising and co-ordinating work and annual leave within the medical record department.

Policy / Service Development

- Implementing the Health Records Policy and Procedures within own area of work.
- Advising on existing systems and participating in the development and introduction of new concepts i.e. supporting the introduction of going paper-light with the introduction of the Trust Evolve system
- Providing analysis of workloads and advising on alternative systems of work to accommodate increasing and changing demands on the service.

Organisational Structure



Key Relationships

Health Records Manager, Health Records Senior Team Leader, Medical Records Clerks, Operational Health Records & Scanning Bureau Manager

Health Records Team Leader

Job Description & Person Specification –

A summary of the role responsibilities and person specification

Finance and physical resources

- Responsible for the safe use of equipment within the department, maintaining departmental health, safety and security; responsible for signing bank / time sheets and following department rules.

Human Resources

- Training and orientating new members of Medical Records and other departmental staff ensuring orientation check lists are completed recorded for all Medical Records staff within stated time.
- Team briefing all staff relating to all appropriate matters.
- Supervising / assisting in the maintenance of staff records.

Information Resources

- Will be required to input patient's details onto the Medway PAS system.
- Will be required to pull notes, move trolleys and identify and issue temporary folders as required, tracking of original case notes and merging when both sets are available, co-ordinating and maintaining tracer card module as appropriate.
- Identifying duplicate registrations and overseeing the merging of the paper case notes.
- Retrieving staff case notes, preparing them and confidentially sending them to the requestor.
- Support the departments Subject Access Request process by collating and passing on required information

Freedom to Act

- Your work will be managed by the Health Records Senior Team Leader and in line with the Health Records policy and procedures.

Other factors

- Ensuring correct procedures are followed by all members of staff in maintaining confidentiality.
- May be required to work alongside colleagues at other Medical Record/or Scanning Bureau departments in the Trust.
- You may be required to visit wards, A&E departments etc. as required.
- Any other duties as required by the post

Health Records Team Leader

Job Description & Person Specification –

A summary of the role responsibilities and person specification

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

Knowledge and Experience

- KE1 Working in a busy office environment (E)
- KE2 Previous experience of working on a PAS system and Microsoft Office e.g. Outlook, word, excel etc. (E)
- KE3 Previous experience of leading a team (D)

Skills and Abilities

- SA1 Commitment to the provision of a high quality Medical Records service which supports the improvement of patient services (E)
- SA2 Proven ability to meet deadlines and work under pressure (E)
- SA3 Have a pleasant manner and good communication skills (E)

Aptitudes

- A1 Self-motivator with attention to details (E)
- A2 Be able to prioritise own workload and others (E)

Qualifications and Training

- QT1 NVQ Level 3/ Advanced level of Certificate of Technical Competence (IHRIM) or (D)
- QT2 ECDL or (D)
- QT3 Equivalent level of experience (E)

Health Records Team Leader

Job Description & Person Specification –

A summary of the role responsibilities and person specification

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.