

Subject Access Requests Team 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

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 to the Digital Services General Manager for the operational leadership/management of the Subject Access Request Team, its performance, quality,, auditing and training.

Although currently the team works with a combination of paper files and electronic systems, UHBW will 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

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Main Duties and Responsibilities

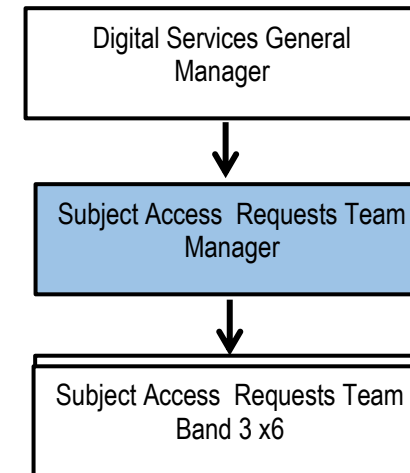
Communication

- Regular meetings with the Digital Services General Manager
- Provide reports to the Digital Services General Manager on any issues of governance and performance as directed by them.
- Arranging training and orientating of new members of staff and others, ensuring that the staff are trained fully on relevant systems with regard to Subject Access Requests
- Represent the team at relevant meetings when required and cascade information to all relevant staff.
- Promote positive and effective working relationships to support an integrated approach to a high quality service.
- Respond to complex, sensitive and contentious complaints concerning SARs.
- Liaise with clinical staff to resolve SAR queries. Typically, in response to the approval to release specific information.
- Liaise with clinical staff to advise their responsibilities when asked to comment on SARs.
- Liaise with clinical staff to arrange medical statements

Analytical and Judgemental

- Dealing with problems from staff, other professionals and visitors-receiving and resolving problem telephone calls from staff, patient's, solicitors and other outside organisations-making quick decisions on the authorisation of requests for information, in line with information governance principles.
- Handle/Lead complex SARs involving safeguarding or mental health concerns
- Process time sensitive and complex requests such as court orders.
- Process previously completed SARs for which information is missing or not originally released. This requires experience of SARs, Health Record and clinical systems and to liaise with clinicians for assistance.

Organisational Structure



Key Relationships

Digital Services General Manager, Deputy Trust Health Records Manager, Assistant Health Records Managers, Health Records Senior/Team Leaders, Health Records Clerks, Information Governance Team, Clinical Staff, Legal Team

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Planning and Organisation

- Ensure that all sections within the team across both sites are adequately staffed.
- When training staff or if short staffed, ensuring a high quality service is delivered at all times (liaising with Manager as necessary)
- Ensure that the teams Subject Access Request processes are managed and passed on within the required timescales

Policy / Service Development

- Implement/comment on the relevant Subject Access Request's Policy and procedures within own area of work and the wider Trust.
- Participate in the redesign of working practices as, and when, required and to train and motivate staff to achieve objectives and standards, especially with the roll-out of the Electronic Document Management (EDM) system
- Provide analysis of workloads advising on alternative systems of work to accommodate increasing and changing demands on the service.
- Develop policies and procedures for staff within the department and external to the department to ensure compliance is maintained,
- Monitor work areas to ensure staff maintain good health, safety and security practices
- To ensure that Trust policies and guidelines are adhered to.
- To propose improvements ideas

Finance and physical resources

- Maintenance of equipment-ensuring direct care is taken and staff are fully trained
- Sign time sheets for Bank Staff/overtime
- Basic maintenance of printers, bar-code printers
- Ordering and maintenance of all SARs stationery and consumables

Human Resources

- Responsible for the day-to-day line management of the Subject Access Request Team
- Act as the first point of contact for staff and respond to any issues as they arise.
- to include sickness, leave, appraisals, performance management, probation periods
- Lead by example and maintain a close working relationship with all staff in the

department, ensuring a high standard of work is maintained at all times.

- Responsible for staff appraisals and personal development plans in line with Trust Policy
- Lead with the recruitment of staff
- Be responsible for initial stages of grievance and discipline issues
Train and mentor new and existing SARs staff to ensure correct procedures are followed

Information Resources

- Manage the Trusts Subject Access Request System; Access controls, Forms design (both Public facing and internal), reporting
- Compile reports as required for the departments Key Performance indicators i.e. notes pulled, missing case notes or any future reporting needed.
- Maintenance of staff training records and arrangement of mandatory and optional Trust training as necessary
- You will be required to input patients' details on the hospital PAS system

Freedom to Act

- You will be expected to work on your own initiative, reporting to the Digital Services General Manager as required

Other factors

- Ensuring correct procedures are followed by all members of staff in maintaining confidentiality.
- You will be required to work at a PC the majority of your day
- The pattern of working is unpredictable with frequent interruptions, but concentration is required when dealing with Legal Services / Subject Access Request issues,
- Deal with patients who may be distressed as part of the Subject Access Request process.
- Maintaining departmental security

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

Knowledge and Experience

- KE1 Working in a busy environment (E)
- KE2 Understanding of Information Governance issues, including Data Protection, Records Management and Confidentiality (E)
- KE3 Experience of dealing with patients, relatives, clinical staff and other agencies, both on the telephone and in person (E)
- KE4 Previous experience of leading a team (E)

Skills and Abilities

- SA1 Commitment to the provision of a high quality Subject Access Request service, which supports the improvement of patient services (E)
- SA2 Proven ability to meet deadlines and work under pressure (E)
- SA3 Works on own initiative, referring to line manager where extra support is required.(E)
- SA4 Standard keyboard skills (E)
- SA5 Conversant with all standard Microsoft Office 365 applications (E)

Aptitudes

- A1 Have a pleasant manner and good communication skills (E)
- A2 Self-motivator with good attention to detail (E)

Qualifications and Training

- QT1 NVQ Level 4/ the Diploma of the institute of Health Record & Information Management (IHRIM)Appropriate Apprenticeship or equivalent level of experience (E)
- QT2 ECDL, (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.