

JOB DESCRIPTION

Job Information		
1.	Job Title:	Digital Health Records Manager
2.	AfC Band:	B6
3.	Directorate/Service:	Corporate – IT Department
4.	Accountable To:	Digital Systems & Health Records Manager
5.	Responsible For:	All Medical Records staff including Library staff, Clinic preparation staff, Ward Clerks, OPD Receptionists, Main Receptionists and Supervisors
6.	Base Location:	WCFT
7.	AfC Job Code:	298
Role summary		
<ul style="list-style-type: none"> To manage a comprehensive and effective Medical Records service for the Walton Centre, this includes the storage, maintenance and retrieval of both paper & electronic records. To assist the Trust in developing its Electronic Patient Record and ensure the smooth transition of paper records to digital. To carry out audits as required to assist with monitoring standards of quality and service, addressing issues as they arise. To manage the admin and clerical teams under the health records umbrella including: records library, clinic preparation, ward clerks, outpatient receptionists and main desk receptionists. To manage the Trust admin & clerical bank providing admin support as & when required. To collaborate with senior managers and other department heads as required. 		
Key responsibilities		
<ol style="list-style-type: none"> To manage the Medical Records staff ensuring a high quality service is delivered to staff and patients by ensuring adequate cover and continuity of service to the Trust. Ensure that all appropriate records are available for the efficient conduct of clinical practice and for any other authorised purpose or use. Ensure all legal requirements are met. To monitor the workload assessing priority as required and reallocation of duties if necessary. In the event of an identified vacancy ensure compliance with the Trust policy on recruitment and selection. Line manage the Medical Records Supervisory team and support the day to day operational management of service issues involving the use of creative planning and organisational skills. Manage the admin & clerical bank ensuring the provision of trained staff throughout the Trust as & when required. 		



5. Maintain the Records Library to ensure an effective case note service is provided in line with local retention policy and the Records Management Code of Practice for Health & Social Care 2016.
6. Manage the case note audit process in order to monitor the availability of case notes for outpatient attendance and inpatient admissions.
7. Identify operational risks and escalate to senior management and Trust board using appropriate channels.
8. Collaborate with IM&T colleagues in the development of the Trust EPR system and implementation of Health Records associated systems ensuring the smooth transition from paper records to digital. Manage the CG Gold imaging system in line with storage and retrieval policies ensuring robust systems and exception reports are in place to monitor scanning quality and the scanning process from weeding of case notes through to digital upload.
9. Collaborate with Trust managers and external organisations in providing accurate and adequate policies, procedures and evidence to comply with Information Governance, CQC and NHSLA requirements.
10. Maintain the Health Record Management Strategy/Policy and standard operating procedure manual.
11. To chair the Health Records Strategy Group within the Trust and contribute accordingly in order to enhance and maintain quality of patient information.
12. Actively support and work towards the National Accreditation programmes pursued by the Trust in respect of Investors in People and Improving Working Lives, together with any other Human Resource initiatives being pursued.
13. Ensure that the appropriate terms and condition of service are properly applied to staff within the department and seek to resolve any grievances arising with the support of the Human Resources Dept. and Senior Manager. This includes management of sickness absence and individual performance management. Complete monthly SVL's. Complete PDR's for supervisory staff.
14. Actively support and participate with all appropriate corporate activities within the Trust, managing change as required.
15. Support the Senior Manager by monitoring spends against the budget to ensure that planned services are delivered within planned resource levels. Additionally on behalf of the Trust decide on and authorise reimbursement of travel expenses.
16. Identify cases of need; collaborate with the Senior Manager and Finance department to submit business plans.
17. Promote confidentiality regarding patient information according to Caldicott guidelines, the Data Protection Act and the Freedom of Information Act within the Trust. Provide and deliver presentations for Induction and study days as required.
18. Manage the requisition of stationery for the Medical Records Dept. and ward forms.



Health and Safety

Employees must act in accordance with the Health & Safety at Work Act 1974, and subsequent legislation, under which they must take reasonable care to avoid injury to themselves and to others who may be affected by their work activities. Employees are required to co-operate with the Trust in meeting statutory requirements. Employees must not intentionally or recklessly interfere with, or misuse anything that is provided in the interest of the health, safety and welfare of staff, patients and the general public.

Confidentiality & Data Protection

Employees are required to uphold the confidentiality of all records held by the Trust, whether patient records or trust information. Unauthorised disclosure of any confidential information, or that covered by the Data Protection Act may result in disciplinary action. All employees must be aware of and comply with their data protection and confidentiality obligations under law and through Trust policy.

Information Governance

All employees must undertake appropriate Information Governance mandatory training as set out in the Corporate Induction and Mandatory Training Policy.

Infection Control

Staff will adhere to all Trust Infection Control policies and procedures which are relevant to the post, particularly with regard to the hand hygiene policy, and undertake any appropriate mandatory training. All staff will ensure that advice is sought from the infection control team as required and appropriate action is taken to minimise cross infection during patient transfers.

Equality and Diversity

It is the responsibility of every member of staff to understand the equality and diversity commitments and statutory obligations under the Equality Act 2010 and to act in ways that support equality and diversity and recognise the importance of people's rights in accordance with legislation, policies, procedures and good practice.

All employees must value and treat everyone with dignity and respect, giving consideration without prejudice, respecting diversity and recognising peoples expressed beliefs, preferences and choices. As such staff must recognise and report any behaviour that undermines equality under Trust policy.

Safeguarding Children and Vulnerable Adults

All employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults. All employees must familiarise themselves with, and adhere to the Trusts procedures and protocols for promoting and safeguarding. All staff must be responsible and proactive in identifying and reporting safeguarding concerns, raising these with the appropriate contact where necessary.

Quality Service

All staff are responsible for ensuring that they are part of providing a quality service for patients that is safe, effective and personable. Staff are responsible for familiarising themselves with local and Trust documentation that relates to quality and improving the patient experience.

Records Management

A record is anything that contains information in any medium e.g. paper, tapes, computer information,



etc. which have been created or gathered as a result of any NHS activity. All individuals within the Trust are responsible for any records they create or use. Employees must ensure that records are retained in accordance with the Clinical Record Keeping Policy and are stored in a manner that allows them to be easily located in the event of a Freedom of Information (FOI) request.

Data Quality

All staff whether clinical or administrative should be aware of their Data Quality responsibilities; They must complete paper based documentation and enter computer data accurately and use it correctly; ensuring they endeavour to comply with the standards as described in the Trusts Data Quality Policy, Information Security and any other associated documentation.

Risk Management

All staff are expected to take a proactive role towards the management of risk. This entails assessing potential risks, taking appropriate actions to minimise any noticed risks and reporting all incidents, near misses and hazards. Employees must ensure compliance to all Trust Risk Management, Research Governance and Infection Control Policies and Procedures and abide by the Standards for Better Health and essential standards of safety and quality.

Training and Development

All staff must co-operate in the Personal Development Review process and must attend all mandatory training as specified in the Corporate Induction and Mandatory Training Policy.

Professional Registration

Where required employees must abide by their relevant Code of Professional Practice and maintain their Professional Registration; abiding also by the Trusts Professional Registration Policy.

Senior Managers

All senior managers must comply with the NHS Code of Conduct for Senior Managers.

Trust Values & Behaviours

The Trust has developed a set of values and behaviours known as The Walton Way, all employees are expected to act in line with these throughout their work and daily role. All employees must also take responsibility for managing their own health and wellbeing.

Change of Job Description

This job description is intended as an outline of the main duties relating to the role. It is not an exhaustive list. It is likely the role and requirements of it will change over time in accordance with service needs. This may necessitate updating the job description. In such circumstances this will be undertaken with the involvement of the post holder.

The post-holder must comply with the explicit and implied terms of their contract of employment and attend all necessary mandatory training. They must also comply with all Trust policies and procedures and other agreement signed to handle Trust information

February 2017



PERSON SPECIFICATION

Job Title:	Digital Health Records Manager	
AfC Band:	B6	
	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Educated to Degree level or equivalent experience. • ECDL certificate or equivalent • Relevant Management Qualification 	<ul style="list-style-type: none"> • IHRIM Certificate/Diploma (or working towards)
Knowledge & Experience	<ul style="list-style-type: none"> • Medical Records experience in a supervisory role with specialist knowledge of management, information systems and current legislation. • Experience of problem solving and decision making, consulting and negotiating skills, with the ability to manage conflict. • Awareness of HR issues including, PDR procedure, recruitment and selection and completion of SVL's • Knowledge of relevant legislation and guidelines including Confidentiality, Data Protection and Freedom of Information 	<ul style="list-style-type: none"> • Budget Management experience
Skills & Attributes	<ul style="list-style-type: none"> • To be able to demonstrate leadership, change management and communication skills • Team player. Team building skills. Ability to motivate staff and colleagues. • Excellent verbal and written communication skills • Good keyboard and computer skills, and an excellent working knowledge of Microsoft Office • Ability to organise and plan own work and that of others • Legibility & accuracy • Effective time-management skills, including the ability to manage frequent interruptions and changing priorities. • Ability to prepare and deliver presentations 	

