



The State Hospital

# **RECRUITMENT**

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*a great place to work*

# 1. Contents

<b>SECTION</b>	<b>HEADING</b>
Section 1	Welcome from the Chief Executive
Section 2	NHS Scotland Values
Section 3	About the State Hospital and Working with us
Section 4	The Recruitment Process
Section 5	How to Apply
Section 6	Post Details
Section 7	Job Description
Section 8	Person Specification

## 2. Welcome from The Chief Executive

Dear Applicant

Many thanks for taking an interest in joining the State Hospital.

The State Hospitals Board is very much an integral part of NHSScotland and one of eight National Boards providing specialist services. It has a unique function in Scotland of providing high quality forensic mental health assessment, care, treatment and rehabilitation for patients who require a high secure environment. The Hospital has 140 beds and admits patients from Scotland and Northern Ireland. It is based in South Lanarkshire and has an annual revenue budget of approximately £35m.

The Hospital was completely rebuilt in 2011 and provides modern person-centred facilities which are fit-for-purpose. The Board is committed to fostering a forward-looking and “can do” organisational culture. We ensure that a focus on continuous improvement underpins all of our activities, and that our working environment is one which values and supports educational and staff development opportunities.

Our employees will adopt and demonstrate our values, and as part of a successful team, will tackle new challenges and be responsible for the continued development of the State Hospital’s reputation as an employer of choice through success and progress in Staff Governance, Engagement, Employee Wellbeing, Workforce Planning and Staff Development.

Enclosed with this job pack you will find a range of information which I hope you will find interesting and clear. However, if this does not answer all the questions which you might have and you would like to find out more, please contact the Human Resources team or the individual named within the job advert for an informal chat.

I do hope that you will feel able to apply and look forward to receiving your application.

With best wishes



Gary Jenkins  
Chief Executive  
The State Hospitals Board for Scotland



## 2. Our Vision and NHS Scotland Values

### Our Vision

“To be a leader in delivering relationally informed, person-centred, high-secure mental health care that enables recovery whilst ensuring the safety and wellbeing of staff, patients, and the public.”

### Our Values

- Care and compassion.
- Dignity and respect.
- Openness, honesty and responsibility.
- Quality and teamwork.

Embedding these values in everything we do will help to make our vision a reality. In practice, we need to:

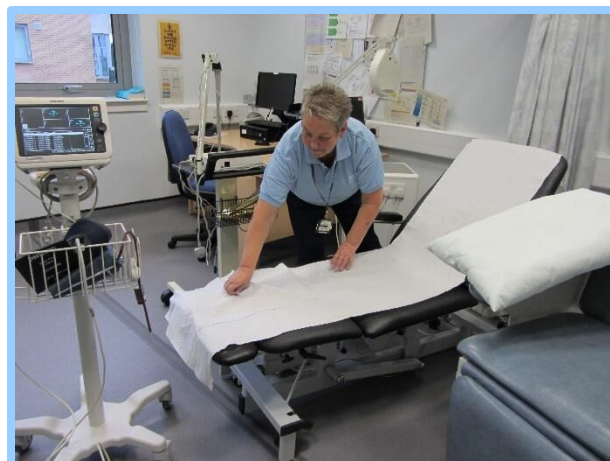
- Demonstrate our values in the way we work and treat each other.
- Use our values to guide the decisions we take.
- Identify and deal with behaviours that don't live up to our expectations.

- Be responsible for the way we work and not just the work we do.



### Our Mission

“To assess and treat major mental disorders in a secure and person-centred care environment that manages risks, supports recovery, rehabilitation and onward progression.”



### 3. About the State Hospital and working with us

The State Hospital is the only special security psychiatric hospital covering Scotland and Northern Ireland. Employing around 680 staff, the hospital is located in Lanarkshire in Central Scotland, midway between the cities of Edinburgh and Glasgow.

Patients are treated in accommodation appropriate to their needs and in an environment that supports rehabilitation.

There are 140 high-secure beds (plus four beds for emergency use) for male patients requiring maximum secure care: 12 beds specifically for patients with an intellectual disability. Additionally, the dedicated women's service has a capacity to care for up to six females. Wards take the form of four units (hubs and clusters) with each unit comprising three 12-bedded areas (i.e. 36 beds per hub).

Assessment, treatment and care is provided in conditions of special security for individuals with mental disorder who, because of their dangerous, violent or criminal propensities, cannot be cared for in any other setting.

The main aim is to rehabilitate patients, ensuring safe transfer to appropriate lower levels of security. The Forensic Mental Health Services Managed Care Network (Forensic Network) is hosted by the State Hospital, and good partnership working is in place across the Forensic Network to ensure patients are transferred as required.



A safe and secure environment is essential for effective treatment and staff support. Long-term safety is achieved through a balance of:

- Relational security: therapeutic engagement and understanding of patients.
- Physical security: awareness of individual and collective risk.
- Procedural security: robust policies and protocols.

The hospital's critical success factors include:

- Enhancing patient outcomes through quality clinical care.
- Continuously reviewing security measures to reduce risk and ensure resilience.
- Listening to patients, carers, and stakeholders.
- Fostering staff wellbeing and engagement through strong partnerships.
- Ensuring financial sustainability and value for money.

Transparency and accountability are core commitments. Staff demonstrate exceptional dedication and compassion in a challenging environment, caring for individuals who are often misunderstood by society.

## Core Benefits

### Staff Pay & Benefits

- Minimum of 202.5 hours paid annual leave per year (for full timers) which rises after five and 10 years of NHS service, plus bank holidays.
- Pay enhancements for unsocial hours.
- Environmental and clinical allowances.
- Automatic membership to the NHS Pension Scheme - one of the most generous pension schemes in the UK.
- Security of employment, with a policy of no compulsory redundancy.
- Electric Car Charging.
- NHS Credit Union.
- Access to NHS Discounts via Blue Light Card.

### Health & Wellbeing

- Onsite gym.
- Staff Wellbeing Centre.
- Dedicated in-house Occupational Health Service and Wellbeing team to support health at work.
- Fast track Physiotherapy sessions.
- Access to counselling services.



### Family Friendly

- Family friendly working policies.
- Paid and unpaid parental leave to support staff in bringing-up their families.
- Wide range of flexible working options to support parents and carers.

### Career Development

- Excellent learning, training, and development opportunities to support both career progression and professional growth.



## 4. The Recruitment Process

Selecting the correct person for each role is important to our patients, staff, carers, volunteers, and members of the public who rely on the services we provide. Within the State Hospital the recruitment process is made up of four key stages. Together, they help us to review your application and make decisions about your overall suitability for the advertised role.



### Your application

To apply for a vacancy, you need to complete an online application form. It includes a set of questions to guarantee consistency and fairness for everyone. This ensures we get specific answers to the questions we have asked, which we may not otherwise get from your CV.

The job description, person specification and the questions on the application form will tell you exactly what information we are looking for. This makes it easy for you to match your skills, experience, and qualifications to the role.

### Top tips for completing your NHSScotland job application

Once you have found a vacancy you would like to apply for, follow these simple tips to guide you through the application process:

- Read the job application pack - this includes the job description and person specification. What skills and experience are required? What examples can you provide to demonstrate them?
- Take time to prepare your information - if you have a CV, refer to it for important dates, examples of work experience, your skills, abilities and qualifications.
- Follow the instructions on the application form - complete all the required information and do not rush - you can easily make mistakes, forget important information and give the impression that you are not really interested in the job.
- Make a note of the closing date. Make sure you leave yourself enough time to complete the form. We may close the vacancy early if there is a high number of applications, so please complete your application as soon as you can. Applications received after the closing date cannot be accepted.





## Application shortlisting

As soon as the vacancy closing date has passed, applications are shortlisted by a recruitment panel. They review applications against the criteria for the post outlined in the job description and person specification. All applications are reviewed using the same criteria.



## Interviews

If you are successful after shortlisting, you will be invited to an interview. Now you need to start thinking about preparing for your interview, the kind of questions you could be asked, and how to impress the interviewers on the day.

At an NHSScotland interview, it is essential to show:

- Why you want to work for us.
- Why a role in healthcare is suitable for you.
- What kind of person you are.
- The skills and strengths you already have.
- The skills you are developing.

For some roles, it may be appropriate for you to complete a practical activity such as a short assessment or to deliver a presentation. If you need to do this, full details will be provided when you are invited to interview.

## After your interview

Once all interviews have been completed, the preferred candidate will receive a provisional offer of employment, subject to satisfactory pre-employment checks.

## Young workers

The State Hospital is a high secure hospital and the current organisational position based on a risk assessment is that we welcome applications from people under the age of 18 for non-clinical roles. To work in a clinical role applicants should be 18 years and older.

## Verification of identity

Before you start work with us, we must confirm that your identity is genuine - relates to a real person and is being used legally. This check is carried out on every potential new employee.

## Occupational health

Pre-employment medical screening is required. You will receive a paper form to complete, which must be signed and returned as instructed.

## References

We need to check at least three years of previous employment or training history. We also require a minimum of two references, including your current or most recent manager / employer. Please make sure your referees have agreed to provide a reference.

## Qualifications and professional registration

Original relevant educational certificates and verification of registration are required.

## Background checks

All roles within the State Hospital require membership in the Protecting Vulnerable Groups (PVG) scheme. As part of the recruitment process, we will carry out a criminal record check in line with PVG scheme requirements.

## Mandatory Prevention and Management of Violence and Aggression (PMVA) training

As Scotland's only high secure hospital, the State Hospital requires all staff to complete Prevention and Management of Violence and Aggression (PMVA) training. This is due to the nature of the environment, where there is a potential risk of exposure to incidents involving violence or aggression.

PMVA training includes physical elements, and therefore a reasonable level of physical fitness is necessary to participate safely and effectively. In accordance with the Equality Act 2010, reasonable adjustments will be considered where appropriate.

If you are offered a position with the State Hospital, you will be asked to complete a pre-employment health questionnaire, which will be reviewed by our Occupational Health Service. It is important that you complete this questionnaire accurately to ensure your fitness for the training can be assessed and any necessary support or adjustments can be arranged in good time.

You need to be able to successfully complete the PMVA training to work at the State Hospital. If you are not able to do this, you will be managed supportively and in line with the NHSScotland Capability Policy.

If you have any questions or require further information, please contact:  
tsh.jobs@nhs.scot

## Return documentation timely

To avoid any delays in your employment with us, it is essential that you promptly return the Occupational Health Service questionnaire, provide reference information, and complete your PVG application.

If any of these pre-employment checks provide an unsatisfactory result, the provisional offer of employment may be withdrawn.

## 5. How to Apply

All applications should be submitted via our online recruitment system 'JobTrain'.

If this is the first time you have applied for a State Hospital vacancy via our online system, you will be asked to create an account. You can do this via an email address or social media account. Please ensure the email address submitted is correct as this will be our primary method of contact.

If you are registering as a new candidate, you will be able to upload your CV. This is used to help pre-populate some areas of your application form. We do not accept CVs in addition to or instead of a completed application form. Your CV will not be visible to the panel at any stage.

If you are a returning candidate, you will be asked if you wish to copy your application from a previous post. If you wish to do this, simply select the application you wish to copy from and from there you can edit or update the information as necessary.



## 6. Post Details

**If you have any queries or require assistance regarding the application form or recruitment process, please contact the HR Team at [tsh.jobs@nhs.scot](mailto:tsh.jobs@nhs.scot) to discuss your requirements.**

Vacancy Reference Number	231229
Job Title	Records Services Administrator
Grade	Band 3
Salary	£28,011 to £30,230 per annum plus High Secure Environmental Allowance of £1,750.47 per annum (pro rata).
Type of Work	Non-Clinical
Hours	37 hours per week
Contract Duration	12 Month Secondment

Closing Date	11.59pm on 18 November 2025
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Where a post only has temporary funding and a permanent member of staff employed by the State Hospital wishes to apply, this will be treated as a secondment. The employee **MUST** already have had agreement from their line manager to be released on a secondment before applying for the post.

The email address you supply on your online application will be used for correspondence relating to this vacancy, therefore please ensure you check your Junk / Spam folders on a regular basis.

## 7. Job Description

### 1. JOB IDENTIFICATION

Job Title: **Records Services Administrator**

Responsible to: **Records Services Manager**

Department(s): **eHealth**

Directorate: **Finance and eHealth**

Operating Division: **Finance and eHealth**

Job Reference: **SCO23/Sco7/TSHASPS04**

No of Job Holders: **3**

Last Update: **June 2022**

### 2. JOB PURPOSE

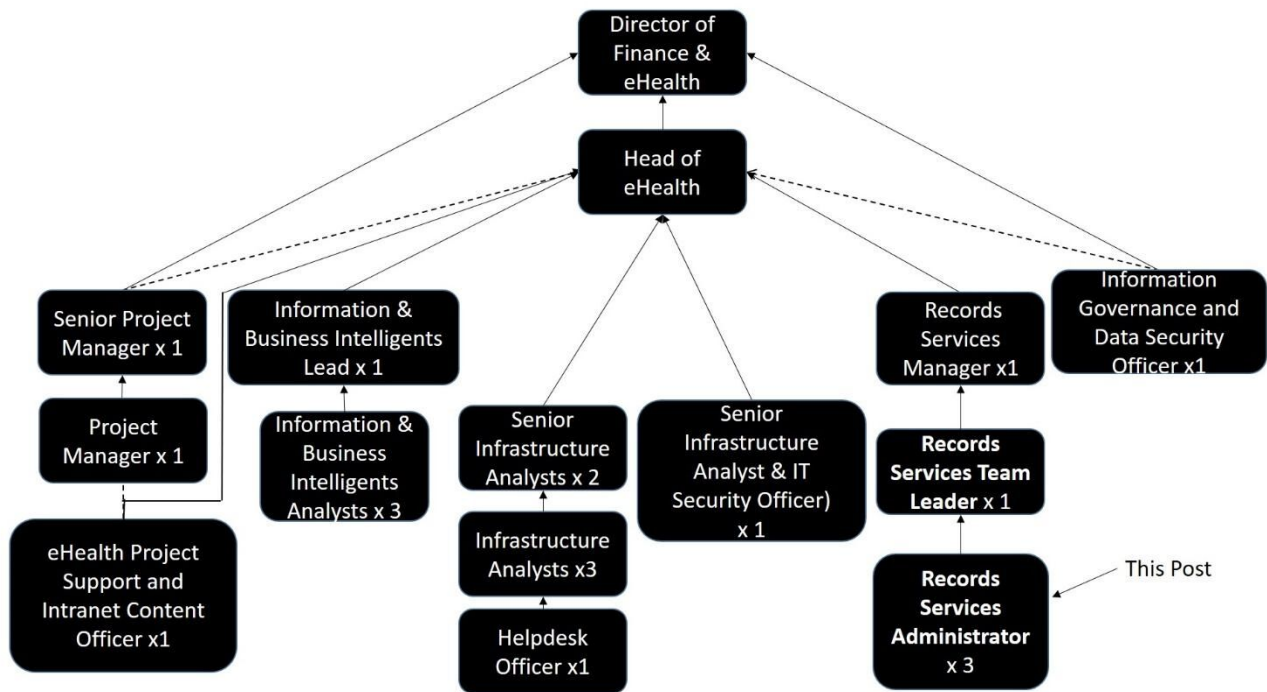
- 1 To assist the Records Services Manager to deliver an essential patient administration, Health Records and Information Service to Health Care Professionals, Departmental Managers, Ward Managers, patients and relatives throughout the Hospital and authorised external agencies.
- 2 To assist the Records Services Manager to ensure compliance with Data Protection legislation by processing a high volume of requests for access to health records in accordance with legislative timescales.
- 3 To assist the Records Services Manager to ensure compliance with the Mental Health (Care and Treatment)(Scotland) Act 2003 and Criminal Procedures (Scotland) Act 1995 by the timeous completion of all legal administrative documentation on admission.
- 4 To support Clinical staff at ward level in the delivery of care by ensuring clinical information is filed accurately and timeously in the Electronic Patient Record.
- 5 To assist the Records Services Manager to provide support in the management of both corporate and clinical records throughout the organisation.
- 6 To assist the Information Governance and Data Security Officer to ensure the organisation meets its legal requirements under Data Protection legislation.

### 3. DIMENSIONS

Three members of staff provide services including:

- 1 Responsibility for the oversight and ongoing management of patient records, both paper and electronic (approximately 2650 patients currently with an average length of stay of around 8 years). At any time, there can be up to 120 current patients.
- 2 Administration of around 40 patient admissions per year.
- 3 Provision of Subject Access Requests (approximately 20 per year)
- 4 Oversight of Mental Health administration within the hospital (on admission, status change, tribunals, court appearances).
- 5 Providing advice relating to Records Management and Mental Health legislation to clinical and admin colleagues.
- 6 Providing statistical information around patient movement on a daily basis.
- 7 Provide case notes to external organisations for clinical and legal purposes (approximately 70 per year)

### 4. ORGANISATIONAL POSITION



### 5. ROLE OF DEPARTMENT

The Records Services Department is part of the eHealth Department within The State Hospital.

Main areas of responsibility include:

- 1 Management of health records
- 2 Oversight of corporate records within the organisation, providing support and advice to colleagues to assist with good records management practice in all areas
- 3 Administration of admissions to the Hospital
- 4 Supply of bed management statistics
- 5 Supply of patient movement related statistics
- 6 Administration and support for organisational Freedom of Information responsibilities
- 7 Administration and support for organisational Information Governance

- 8 To promote good Records Management and Information Governance practices throughout the organisation
- 9 To create, implement and oversee policies and procedures relating to Records Management

## **6. KEY RESULT AREAS**

### **Health Records**

- 1 Ensure archive patient health records are maintained and stored in an orderly and secure manner within the Health Records storage area and at hub level. Liaise with clinical secretarial colleagues to manage patient records held at hub level, ensuring accurate information is held relating to these in departmental spreadsheets to allow tracking functions to be performed.
- 2 Maintain a record of casenotes received from other providers to The State Hospital, recording receipt and storage, and securely returning when no longer required.
- 3 Prepare and dispatch copies of patient records to other hospitals, prisons and external organisations in accordance with Data Protection legislation and local guidance and policies.
- 4 Process Subject Access Requests in line with local procedures and Data Protection legislation, working to tight deadlines. Main tasks include collating relevant information from healthcare records and redacting third party information from these, prior to liaising with clinical staff to ensure the record is ready to be supplied to the requestor. This involves reading voluminous clinical notes which contain sensitive and often distressing information.
- 5 Process patient admissions ensuring all legal and administrative documentation is in order, following departmental procedures and timescales. Update Electronic Patient Record systems and departmental spreadsheets accurately and in a timely manner, checking information is correct with external agencies as required.
- 6 Maintain the EPR, departmental spreadsheets and advise internal colleagues of any ward moves, discharges and transfers from the Hospital as necessary, following departmental policies and procedures, meeting required deadlines.
- 7 Ensure data is entered accurately and in a timely manner to the EPR and departmental spreadsheets to allow the preparation of statistics relating to patient admissions and transfer/discharges.
- 8 Undertake audit functions in line with Hospital policies and procedures to ensure that scanned documentation is uploaded accurately and in a timely manner to the EPR.
- 9 Prepare and circulate the daily bed statement to internal colleagues to advise of bed numbers and inform decision making relating to patient movement.
- 10 Collate monthly statistics to be supplied to the Chief Executive in relation to patient movement.
- 11 Undertake regular planned audits of the EPR, working in partnership with colleagues in other departments to ensure the accuracy of information contained therein. It may also be necessary to carry out audit on the system on an ad hoc basis when issues arise.
- 12 Undertake regular planned audits of departmental spreadsheets to ensure these are accurate and up to date.
- 13 Assist with ad hoc requests for statistics made to the department, under the guidance of the Records Services Team Leader/Records Services Manager where required.
- 14 Co-ordinate the Scottish Forensic Advisor and Mental Welfare Commission visits to the hospital working to departmental procedures and timescales, in particular liaising with internal and external colleagues to ensure the success of these visits.

- 15 Facilitate access for visiting professionals to the department to access patient records for tasks such as preparation of court reports, in particular liaising with colleagues to ensure access to the hospital and to the EPR.

### **Records Management**

- 1 Provide advice and support to colleagues within the Hospital in relation to Records Management relating to both clinical and non-clinical records, signposting to the Records Services Manager where necessary.
- 2 Support the Records Services Manager with the completion of information relating to records held within the organisation by assisting colleagues to register assets on the Information Asset Register and put records management provisions in place, such as retention and destruction timescales.
- 3 Assist the Records Services Manager with the implementation and monitoring of good practice/legislative requirements including the Business Classification Scheme and naming convention structures.
- 4 Undertake appraisal of records in line with local and national guidance. Provide a recommendation as to retention/disposal prior to clinical checks being carried out.
- 5 Support the integration of Records Management good practice as part of everyday workload within The State Hospital by lead by example (e.g. by adhering to Records Management principles when performing own duties, adhering to procedures and timescales where necessary).

### **Information Governance**

- 1 Provide administrative support to the Records Services Manager and Information Governance and Data Security Officer in order that they can perform their duties under Information Governance legislation and local policies and procedures.
- 2 Provide advice and support to colleagues within the Hospital relating to Information Governance issues, signposting to senior colleagues as required.
- 3 Provide administrative support to the Freedom of Information Team including managing requests, responding to requestors where appropriate and supporting the FoI Team to ensure deadlines are met.
- 4 Provide administrative support in relation to Information Governance risk assessment including arranging meetings, preparing papers and minute-taking.
- 5 Provide administrative support to the Records Services Manager and Information Governance and Data Protection Officer with the Information Governance Toolkit, including arranging and attending relevant meetings, preparing papers and minute-taking.
- 6 Assist with auditing of hospital systems to ensure Data Protection principles are being adhered to, including communication with line managers and monitoring of deadlines in line with agreed policies and procedures.

### **Mental Health Act**

- 1 Review MHA paperwork received for patients on admission to the Hospital and resolve any errors in this with support from the Records Services Team Leader, Records Services Manager or the Caldicott Guardian. Liaise with courts and colleagues from external agencies to ensure any issues are resolved.
- 2 Assist the Records Services Team Leader to ensure that reminders are sent to clinical and secretarial colleagues to ensure renewals/reviews of MH detention are completed in a timely manner.
- 3 Assist the Records Services Team Leader with the administration of Mental Health Tribunals, Parole Board Hearings and Court Appearances to ensure all relevant staff are aware of these, and provide support as necessary in the organisation and smooth running of these hearings.

- 4 Audit MHA paperwork received in the department from clinical secretarial colleagues to ensure accuracy. Work with clinical secretarial colleagues to amend this paperwork, raising any issues with the Records Services Team Leader/Records Services Manager to ensure that MHA processes are being performed to a high standard throughout the Hospital.
- 5 Process MHA paperwork relating to Named Persons and Advance Statements in line with departmental procedures and timescales.

#### **General Departmental Duties**

- 1 Attend to incoming mail on a daily basis, responding or distributing to colleagues as appropriate.
- 2 Deal with telephone enquiries to the department, redirecting as appropriate. These can come from various sources including professionals such as solicitors or clinicians, or from members of the public such as family and carers.
- 3 Provide support as required for departmental/internal meetings including organisation of the meeting, preparing required papers and minute-taking.
- 4 Responsible for monitoring stationery to maintain adequate levels within the department, liaising with colleagues to order items when required.
- 5 Undertake all mandatory training both departmental and organisational.
- 6 Induct and orientate new members of staff (departmental and organisational) to the department.
- 7 Assist with assessments required to ensure the department carries out duties in relation to Health and Safety, such as fire inspection checklists.
- 8 Assume limited responsibility of the Records Services Department during the occasional absence of both the Records Services Team Leader and the Records Services Manager. Advice and support is available at these times from the Head of eHealth and the Caldicott Guardian.

#### **7a. EQUIPMENT AND MACHINERY**

- 1 The postholder is required to possess a good working knowledge and understanding of office equipment including a desktop computer system/laptop and associated software, multi-function device (including printer and photocopier), safe haven fax and shredder.
- 2 The postholder will also be required to undertake the safe use of ladders and trolleys when retrieving, moving and filing records.
- 3 Be familiar with and understand how to use the electronic key dispersal system, Personal Attack Alarm (PAA) System, lanyards and belts and use as per standard operating procedures.

#### **7b. SYSTEMS**

- 1 **RiO** is the Electronic Patient Record system for the hospital. The post holder is required to use the system on a daily basis to record patient demographics, referrals, admissions, transfers and discharges, as well as Mental Health Tribunal and other information.
- 2 **The Basic Patient Administration System (BPAS)**, which is accessible hospital wide, is an integrated modular system used for the recording of all basic patient administration from referrals, admissions, discharges and transfers to and from the hospital. Information requires to be processed immediately to BPAS ensuring accurate and up-to-date information is available.

- 3 **Crystal Information** is the Hospital Information System used for accessing reporting information from across all of the hospital's information systems including BPAS.
- 4 **Secure File Transfer** is used when sharing information with colleagues in the wider NHS or in other organisations, such as the prison service or solicitors.
- 5 **P.C. Scottish Morbidity Record System (PCSMR)** is a PC based patient administration software used to record patient activity data, complete online validation and generate Scottish Morbidity Records required for National Statistical Returns.
- 6 **Windows applications:** Microsoft 365 (including Word, Excel, PowerPoint, Access and Outlook), The State Hospital intranet and various internet browsers.
- 7 **Internal information:** held within various access databases and excel spreadsheets which are maintained and updated in conjunction with manual paper based systems by departmental staff.
- 8 **Datix** is the digital system used to record incidents within The State Hospital. All staff should be aware of how to use this system in order to maintain records of incidents occurring within the department or wider hospital.
- 9 **LearnPro/Turas:** these systems are used by staff within the Hospital for online learning and personal development planning.
- 10 **Adobe Pro:** used by departmental staff in the preparation of records for supply to individuals/organisations, in particular for redaction.

## 8. ASSIGNMENT AND REVIEW OF WORK

- 1 The work of the postholder arises primarily from ongoing Hospital activity such as admission/transfer of patients and requests for information contained within patient records or copies thereof. Monthly departmental meetings are held where specific tasks are allocated to staff members to be completed during the upcoming period. Other work is assigned to the postholder by the Records Services Team Leader or the Records Services Manager.
- 2 The postholder is required to ensure deadlines are met for their specific workload, and are responsible for raising any difficulties in doing so with the Records Services Team Leader or Records Services Manager timeously.
- 3 The postholder has responsibility to manage the demands of their own daily workload. Advice and guidance is available from the Records Services Team Leader and the Records Services Manager to assist with this.
- 4 Specific objectives are agreed with the Records Services Manager in the form of an annual Personal Development Plan with ongoing reviews.

## 9. DECISIONS AND JUDGEMENTS

- 1 The workload of the postholder is under the direction of the Records Services Team Leader or the Records Services Manager.
- 2 The postholder is required to comply with established hospital policies, procedures and working guidelines to ensure departmental tasks are completed. The postholder is expected to use their own discretion to prioritise their daily workload and to anticipate and resolve problems. Advice and support

relating to time management and prioritisation of workload is available from the Records Services Team Leader or the Records Services Manager. Regular departmental meetings are held to monitor workload.

- 3 The postholder is required to respond to any queries and take forward as necessary with support from senior colleagues as required during the occasional absence of both the Records Services Team Leader and the Records Services Manager.

## **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

- 1 To ensure compliance with the Mental Health (Care and Treatment) (Scotland) Act 2003, Criminal Procedures (Scotland) Act 1995 and Data Protection legislation.
- 2 To deal with phone calls from individuals/professionals who may be aggressive or upset, whilst remaining empathetic and ensuring confidentiality is maintained.
- 3 To work with information that can be extremely sensitive and may contain details of topics such as child abuse or violent offences.
- 4 To ensure compilation of information and statistical returns for local and national requirements within specified timescales.
- 5 To effectively manage a variety of different tasks, ensuring workload is prioritised to meet agreed timescales and remain flexible to meet the demands of unexpected changes in departmental requirements.

## **11. COMMUNICATIONS AND RELATIONSHIPS**

- 1 The postholder will have direct contact on a daily basis with colleagues at all levels within the Hospital, including administration, managerial and clinical staff.
- 2 The postholder will communicate on a daily basis with a variety of external bodies including other healthcare providers, prisons, Mental Welfare Commission, solicitors and government bodies such as the Scottish Government Health Department and the Department of Work and Pensions. The postholder will also be in regular contact with court and tribunal services. These communications require to be carried out in such a way as to build relationships where appropriate to ensure good working associations.
- 3 Communication will be made on a daily basis face to face, by telephone, and via digital methods such as MS Teams and email. These communications require to be clear, concise and of a professional standard. Communications often contain confidential, sensitive and on occasion distressing information.

## **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB**

### **Physical**

The postholder is required on an ad hoc basis to exert moderate physical effort in the filing and retrieving of patient files from both high and low shelving units, and on occasion the manual transfer of patient files between the main departmental office and hubs. Scanning for patient access requests involves some standing and twisting which may for a prolonged period of time. On a daily basis the postholder is required to sit at a computer screen for much of their workload. Working with archive records may mean being a dirty/dusty environment.

**Mental**

There is a frequent requirement for concentration to maintain a high degree of accuracy and minimal errors in completing daily tasks adhering to relevant legislation and within the required time objectives. The postholder is required to respond to unpredictable work patterns and frequent interruptions on a daily basis.

**Emotional**

The postholder will be exposed to confidential, sensitive and distressing documentation on a daily basis whilst accessing the patient records to perform their duties, in particular when having to proof read full patient records for subject access requests. There is also occasional exposure to distressing or aggressive verbal contact via telephone calls received to the department.

**Environmental**

As a result of working within a high secure psychiatric environment with a high percentage of patients who are mentally disordered offenders who pose a grave and immediate danger to themselves and the public, the post holder is exposed to confidential, sensitive and distressing information which is contained within the legal documents and patient medical records.

There is a need for constant awareness and compliance of security procedures due to working in a restrictive locked environment, this includes: Baggage scanning; Physical Body Searches; CCTV coverage within hospital grounds; Dress Code and Personal Alarm system. Prohibited items include: Glassware; Umbrellas and Mobile Telephones.

To ensure compliance with hospital policies and procedures and health and safety requirements within a high secure psychiatric environment, administrative managers and staff are required to undertake relevant mandatory training in keyholder responsibilities and breakaway techniques used in the management of violence and aggression.

**13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

Minimum of 3 Standard Grades which should include English and Maths or Arithmetic.

Administrative experience, preferably within a health information environment.

Working knowledge and understanding of legislation in relation to data protection and records management procedures.

Able to demonstrate a responsible approach to confidentiality, particularly in relation to documents, reports and sensitive material in adherence with the principles of Data Protection legislation.

It is essential to demonstrate a good working knowledge of office equipment including advanced keyboard skills, a working knowledge of Microsoft Office (Word, Excel, PowerPoint and Access), Microsoft Outlook and internet browsers.

The postholder must have experience in collating, validating, analysing and presenting information and data.

It is essential to be able to demonstrate good organisational and interpersonal skills and be able to balance demands and prioritise workload.

The postholder is required to perform effectively as an individual and as a team member.

The postholder must have the ability to work under pressure in a high secure environment.

## 8. Person Specification

<b>THE STATE HOSPITAL</b> <b>PERSON SPECIFICATION</b> <b>Records Services Administrator</b>		
<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications &amp; Training</b> Level of education, professional qualifications, training and learning programmes/courses	Three standard grades (including English and Maths or Arithmetic)	Administration or Records Management qualification
<b>Experience</b> Length and type of experience, level at which experience gained	Experience in an administration role	Previous NHS experience  Previous experience of working with records Previous experience of collating and presenting statistical information
<b>Knowledge</b> Depth and extent of knowledge	Knowledge and awareness of Data Protection legislation	Knowledge of Freedom of Information (Scotland) Act, Public Records (Scotland) Act and Mental Health (Care and Treatment) (Scotland) Act
<b>Skills/Abilities</b> Range and level of skills i.e. communication (oral, written, presentation), planning/organisation, numeracy, leadership etc	Excellent communication skills (written and oral)  Good level of administrative and IT skills  Ability to maintain confidentiality  Good organisational and time management skills	Minute taking skills  Ability to remain calm under pressure  Team player  Ability to work on own initiative
<b>Specific Job Requirements</b> Environmental conditions, unsociable hours, car driver etc	Good personal resilience to deal with working with sensitive and emotional information  Flexibility with regard to workload  Comfortable working in a high secure environment  Fitness to file/retrieve records and transfer these in the department and within the site	

**Thank you for your interest in this post.  
We very much look forward to receiving your application.**



# *Staff - Our Greatest Asset*