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**JOB DESCRIPTION**

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| JOB IDENTIFICATION |
| **Job Title:** Health Records Team Leader  **Responsible to:**  Health Records Manager  **Department:** Health Records  **Directorate:**  Digital and Information  **Operating Division:** Corporate  **Job Reference:**  **No of Job Holders: 2**  **Last Update (insert date): 02/02/23** |

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| 2. JOB PURPOSE |
| To provide a Health Records service to clinical and nursing staff within Victoria Hospital Kirkcaldy and Queen Margaret Hospital Dunfermline in order to support the provision of direct care and treatment of patients.  To support the Health Records Manager ensuring that a high quality administrative service is provided to clinicians and other health care professionals at all times.  The post holder will be expected to assist the manager in the overall management of staff and services including recruitment and selection, training, appraisals, absence management and disciplinary procedures. |

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| **3. DIMENSIONS** |
| Shared supervision/management of 40.75 WTE clerical staff across 2 sites VHK and QMH. |

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| 1. **ORGANISATIONAL POSITION**   Health Records Manager    Health Records Team Leaders  (This post)    Health Records Daytime Supervisors  Switchboard Supervisor  Health Records Weekend Supervisor  DHRS/Scanning/A&E/MIU  Switchboard Operators |

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| 5. ROLE OF DEPARTMENT |
| The overall aim of the Digital and Information Directorate is to deliver and maintain a comprehensive integrated digital information technology and health information strategy in order to ensure that the right information is provided in the right place at the right time, to support highest possible levels of diagnosis, treatment and care of patients and clients, to support continuous improvement of the health of the populations we serve and to achieve more effective integration between Health and the care services of our Local Authority partners.    This includes patients’ case notes and other information for clinicians working in the community and primary care, in outpatient clinics, on the point of admission for inpatients/day cases and for review after discharge:  it includes developing and supporting electronic information systems for clinical and management use: and it includes collection and analysis of data required by the Scottish Executive Health & Social Care Department, for local monitoring of activity or performance, and for surveillance and protection of the health of our populations  The Digital and Information Department has approximately 300 staff, a revenue budget of approximately £11m, annual capital budget of approximately £1m. The Digital and Information Directorate comprises the following departments:   * **Operations** – responsible for the overall IT service delivery to NHS Fife, H&SCP, Contractor Services and partner organisations including the delivery of the underpinning technical infrastructure and applications to support the health and corporate directorates across NHS Fife and partner organisations to agreed KPI’s and SLA’s. * **Strategy and Programmes** - responsible for the development of the medium to long term Digital and Information/IM&T Strategy and the delivery of a large number of highly complex programmes and projects including significant service reconfiguration * **Information Management** – responsible for the collection and analysis of information, information governance and delivery of knowledge management services. This service comprises Knowledge Services, Information Governance and Business Intelligence Acute, Partnerships and Public Health. * **Health Records** – 24 delivery of a comprehensive Health Records Service across Fife incorporating Clinical Coding, Information Management, Inpatient Service, Emergency Department, Minor Injuries Unit, Records Libraries, Scanning, Subject Access Requests, Outpatients, Waiting Times, Overseas Visitor Status and NHS Fife Switchboard * **Business and Resource Management** – responsible for financial management, procurement & contract management, audit & FOI co-ordination and aspects of HR, health & safety, General Governance and facilities management activities. |

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| 6. KEY RESULT AREAS |
| * Coordinate the work of the 24/7 Inpatient and Emergency services across 2 sites. * Delegate work to team members as appropriate to achieve a responsive, efficient and effective service at all times * Be involved in recruitment, selection and interview process for staff within own area. * Be responsible for recording and monitoring sickness absence for staff within own area * Assist Health Records Manager with input into SSTS * Minimise potential conflict and complaint, resolving disputes locally wherever possible and making appropriate referral to management team where appropriate. * Manage change and evaluate outcomes * Planning and organising cover during absence, absence management * Monitor individuals performance, recording the information and supporting them in improving their performance * Ensure team members are clear about the standard of performance required and take action to remedy poor performance/conduct in compliance with current legislation. * Order office supplies for own staff within Section * Train new members of staff on own multi specialist areas of work, reviewing performance and progress. Also devise training plans to keep staff up to date with changes in practice. * Be first point of contact for complaints/requests for information from Consultants and patients and endeavour to resolve any problems or forward to the Health Records Manager. * Assist with the Health Records Manager in implementing changes to policies and procedures within the sections and deliver necessary training to ensure staff are proficient in carrying out their duties. * Responsible for the safe and confidential storage and control of patient records, providing access to support patient care. * Responsible for coordinating staff training in relation to local Patient Administration System, department policies and procedures in collaboration with the local Induction programme. * Attend meetings with other service users on change management issues and implement necessary changes. * Assist the Health Records Manager in counselling for staff. * Assist the Health Records Manager in all aspects of service delivery to provide high quality, efficient and motivational team working. * Ensure that the Health Records staff work using safe practices and in a safe working environment in accordance with the health and safety policy. * Compilation of payroll information. * Ability to travel between sites * You will act as a stage 2 officer carrying out interviews with patients who are overseas visitors using the service * Assist the Health Records Manager with the roll out of Paperlite ensuring SLA’s and accuracy are met * To coordinate staffing cover at all times across the 24/7 service |

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| 7. EQUIPMENT AND MACHINERY |
| Personal Computers  MFD Printer/fax/copier  Barcode label printers  Microtech Scanners  Telephones |

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| **8. SYSTEMS** |
| Computerised Patient Administration System (Trakcare)  Office filing system  Terminal digit filing system in library  Electronic data storage and software systems eg Word, Excel, Access, Power Point  Internet/Intranet  CHI 24  IMatter  TURAS  Jobtrain  Netcall  Stafflink by Blink  SSTS  Business Objects  Clinical Portal  SCI Store  ARC  eESS  Update and maintain a range of information databases |

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| 9. ASSIGNMENT AND REVIEW OF WORK |
| The post holder works directly to the Health Records Manager but is given freedom to act upon own initiative and be innovative and proactive in finding solutions to departmental issues.  Minimum supervision is provided and postholder works very independently.  The vast majority of workload will be generated from department processes/development and also on instruction from Health Records Manager.  The post holder works without supervision and is required to exercise initiative and judgement over the range of their own responsibilities and those of others.   Line management support is provided by monthly meetings and annual personal development plan. |

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| **10. DECISIONS AND JUDGEMENTS** |
| * Determines action to be taken in relation to telephone enquiries. * Coordinates work of supervisors relating to creating and maintaining rotas to meet demands of 24/7 business. * The Health Records Manager is available to advise on complex matters. * Approval of leave requests according to availability of staff. Deployment of staff to meet short term needs within the section, liaising with the Health Records Manager when necessary. * Decide which complaints/problems received from staff and patients to deal with, or refer to Health Records Manager. * Monitor and order stationery to ensure adequate stocks are available within the section. * The individual is required to have highly developed interpersonal and communication skills and is expected to take the initiative to achieve results. * This post is managed rather than supervised and the post holder will prioritise their workload to enable deadlines and targets to be met and will plan and pro-actively manage their own workload to enable deadlines and targets to be met and will plan and proactively manage their own workload. This will require a high level of motivation and time management skills. |

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| 11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| Managing time effectively, prioritising work to meet competing demands.  Dealing with conflicting staff priorities on a daily basis to ensure a harmonious, well co-ordinated and efficient team.  Maintain service provision during periods of absence and organisational change  Liaising with staff and managers in order to negotiate and achieve a workable situation to ensure administration service is delivered.  Concentration and accuracy required when carrying out tasks. |

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| **12. COMMUNICATIONS AND RELATIONSHIPS** |
| The post holder is required to communicate clearly with a wide range of individuals and organisations in their day to day duties.  Manage a range of confidential information which is of a highly sensitive/confidential nature where tact and diplomacy are required.  Patience and experience is required when dealing with enquiries  Frequent regular contact with Supervisors/Health Records Management/Clinical staff/Service Managers/Secretaries/Patients.  The post holder needs to be competent in a wide range of communication skills, active listening, managing change and behaviours, reassurance and motivation  Ability to escalate situations accordingly and use empathy and negotiation to resolve the situation. |

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| **13. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| Physical skills: IT skills using a range of complex software packages. Keyboard skills requiring a high degree of speed and accuracy.  Physical demands: retrieving and filing medical records which involve bending, crouching and stretching. Preparation of medical records which involves repetitive movements as well as a huge proportion of computer based duties in a restricted position.  Mental demands: Long periods of concentration are required to ensure accuracy when dealing with enquiries. Frequent interruptions. Work load is non predictable.  Emotional demands: Exposure to clinical information. Interface with distressed and anxious patients/relatives. Dealing with personal problems of own staff which may have an impact on the day to day running of department. Require to use tact, diplomacy and sensitivity.  Working conditions: Use of PC and for long periods  Occasional exposure to dusty conditions in casenote storage area.  Occasional exposure to verbal aggression (patients and/or staff) |

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| 14. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| A degree in an administrative subject or equivalent experience.  Significant health records experience.  An IHRIM qualification.  Self management, organisational and prioritisation skills required to arrange, re-arrange where necessary. Ability to multi-task, use own initiative, prioritising tasks and meeting multiple deadlines.  In depth knowledge and experience of patient administration system , working with 24/7 teams and rotas and scanning procedures. This post requires more than a basic level of knowledge and experience in these systems.  Experience of working in a high call volume switchboard/call centre, and the ability to rationally deal with any problems.  Knowledge of Human Resource and local policies pertaining to the post holder’s remit.  Expert use of Microsoft software packages.  Expert knowledge of hospital practice and Health Records functions.  Experience in data analysis with proven track record of good methodologies and presentation of complex multi source data.  Excellent communication and organisational skills.  Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers – NHS Circular CEL(2010)23  Your performance must comply with the “Mandatory Inductions Standards for Health Care Support Workers in Scotland” 2009; and with the Code of Conduct for Health Care Support Workers, both as amended from time to time, which will be issued with your contract (further copies can be obtained from Human Resources). Failure to adhere to the Standards or to comply with the code may result in poor performance measures or disciplinary action and could lead to dismissal; or if you are self-employed, such failure will be deemed to be a breach of an essential term of your contract, allowing us to terminate with or without notice. |

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| **15. JOB DESCRIPTION AGREEMENT** | |
| A separate job description will need to be signed off by each jobholder to whom the job description applies.  Job Holder’s Signature:  Head of Department Signature: | Date:  Date: |

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| Version | Date | Comment |
| V1.0 | 01/12/04 | Implementation of Agenda For Change |
| V1.1 | June 2020 | Updated to reflect current Health Records status/scope. |