#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
| Job Title: Clerical Officer  Responsible to : Clinical Support Supervisor  Department(s): MH & LD CAMHS Admin Service  Directorate: Complex and Critical Care  Operating Division: Fife H&SCP  Job Reference:  No of Job Holders: 2  Last Update : May 2023 |

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| 2. JOB PURPOSE |
| To record and maintain patient information within CAMHS to the highest level of accuracy and to maintain effective communication with professional and public bodies.  To cull medical records from secondary storage and prepare case notes for scanning. To ensure effective use of the file scanning system, enabling case notes to be recalled/re-printed upon request. |

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| **3. DIMENSIONS** |
| **Client Group**: Child and Adolescent Mental Health Records |

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| 4. ORGANISATIONAL POSITION |
| Clerical Officer  Medical Admin Staff  Clinical staff  Clinical Support Supervisor |

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| 5. ROLE OF DEPARTMENT |
| To provide a medical records service to clinical and nursing staff within the CAMHS in order to support the provision and direct care of patients.  To provide a scanning/re-printing service for medical casenotes to Clinical/Medical staff within CAMHS in order to support the provision of direct care and treatment of patients. |

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| 6. KEY RESULT AREAS |
| 1. Receipt and processing of referrals and e-referrals for CAMHS. Process new patients on patient administration system accurately. Retrieval of paper casenotes and production of new electronic or paper casenotes ensuring efficiency and effectiveness of service. 2. Responsible for entering patient referral details into patient administration system and electronic casenote system ensuring all demographic details are correct and updating system as required. 3. Responsible for scanning / filing into electronic patient casenote ensuring casenote is accurate and up to date 4. Deal with telephone and face to face enquiries from all staff groups providing information, directing and prioritising queues as appropriate. 5. Collect and distribute incoming mail. 6. Maintain CAMHS storage library and ensure all patient details are correct and update on patient administration system as required. 7. Arrange for destruction of CAMHS patient records in accordance with NHS Guidelines 8. Responsible for changing demographic details in patient administration system following notification from patient’s/GP’s/other departments. 9. Track case notes in patient administration system. 10. Assist in yearly cull of medical casenotes from the Medical Records library and prepare log of culled casenotes accurately before transfer to secondary storage, ensuring easy location and retrieval if required. 11. Locate, retrieve and log medical casenotes from secondary storage on a daily basis ensuring effectiveness of service delivery. 12. Prepare medical casenotes for scanning to ensure that; papers are in the correct order, the contents are culled in accordance with Medical Records Retention Policy and they are physically prepared for the scanning process. 13. To scan prepared medical casenotes using file scanning system. 14. Ensure safe Disposal, via confidential waste, of case notes following the completed scanning process. 15. Receive telephone calls/e-mails and deal with enquiries relating to retrieval of scanned notes/ and secondary storage notes, prioritising as required. 16. Undertake patient searches using the Patient information Management System, as and when necessary, to assist in the location of medical casenotes. 17. Assist medical admin colleagues in the retrieval and filing of casenotes, ensuring casenotes are available for clinicians 18. Tidy or where necessary split casenotes into additional volumes, file reports, correspondence and laboratory results accurately ensuring they meet Division standards. 19. Photocopying casenotes for access to health records requests under Data Protection Act on behalf of Division’s Medical Records Manager. 20. Provide cover for CAMHS Medical Records Colleagues 21. Ordering of office supplies via Office Depot/PECOS systems. 22. General filing of loose documentation and clinical information in to case notes. |

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| 7a. EQUIPMENT AND MACHINERY |
| * Personal Computer * Photocopier * Office Equipment * Telephone * Fax * Scanner |

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| **7b. SYSTEMS** |
| * Terminal Digit filing system within Medical Records Library * Patient Information Management System (TRAKCARE) (SCI-STORE) (SCI-GATEWAY) (CHI 24) * Electronic Casenote system (Morse) * Electronic data storage – MS Word, MS Excel, Shared Drives * PECOS electronic ordering system * E-mail * Tura * NHS Near Me * MS Teams * Web Room Booking System |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| The post holder’s work is largely generated as a consequence of referrals to the service and the need to keep the electronic casenote up to date with incoming patient information, requests for retrieval of medical casenotes, which have been scanned or held within a secondary storage site.  Line Management Support is provided by monthly meetings, and annual appraisal. |

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| **9. DECISIONS AND JUDGEMENTS** |
| The post holder is not directly supervised and uses own initiative to make basic decisions regarding workload priorities and ensure routine duties are completed to clearly defined timescales.  The Line Manager is available to advise on more complex matters. |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| Managing time effectively, prioritising workload.  Problem solving/tracking of casenotes when they go missing.  Exposure to sensitive clinical information. |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| Communicates closely with CAMHS Clinical staff, Medical Admin staff and Care Partner Implementation Team within Mental Health Directorate on a daily basis.  Communicates with colleagues in Adult Mental Health regarding retrieval of stored CAMHS casenotes. |

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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical Skills**:  Keyboard skills requiring a high degree of accuracy  **Physical Demands:**  Carrying and handling of heavy casenotes/boxes – frequent bending and stretching. Trolley used for transportation of boxes from secondary storage to office.  **Mental Demands:**  Concentration required when entering data into Patient Information Management System, electronic casenote system, filing and dealing with enquiries  **Emotional Demands:**  Exposure to clinical information  **Working Conditions:**  Restricted space whilst working in Medical Records Library |

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| Skills and competencies normally associated with significant experience as a clerical officer, preferably within a Medical Records Department.  Good keyboard skills  Good organisation and communication skills  Proficient in use of software systems  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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| **14. JOB DESCRIPTION AGREEMENT** | |
| Job Holder’s Signature:  Head of Department Signature: | Date:  Date: |