**NHS FORTH VALLEY**



# JOB DESCRIPTION

**1. JOB DETAILS**

**Job Title: Health & Corporate Record Services Administration**

**Co-ordinator**

**Responsible to: Health & Corporate Record Services Manager**

**Department: Health and Corporate Record Services**

**Job Reference: BN-AC-505**

**2. JOB PURPOSE**

The post holder has delegated responsibility to co-ordinate the routine delivery of a comprehensive Health Record Service within NHS Forth Valley (NHSFV) in order to deliver high quality, effective, patient-centred health care.

Assist the Health Record Services Manager with the ongoing development and improvement of the Health Record Service to ensure that procedures and structures are in place to guarantee accurate and timely input of data into information systems; that accurate patient records and patient information are available at all times; and that local and national standards are met.

Deputise for the Head of Service and Health Record Services Managers during periods of absence and in doing so provide professional advice to the entire organisation on all matters relating to Health Records Services and management.

**3. KEY DUTIES**

**Responsibilities**

* **Patient Client Care**

**There is a responsibility to:**

Assist with planning and co-ordinating a comprehensive Health Records service, ensuring that systems are in place which enable all waiting list, inpatient, outpatient and day case activity to be accurately recorded in accordance with local and national requirements supporting the delivery of an effective patient centred service.

Hold delegated responsibility for day-to-day co-ordination of all aspects of the Health Records Department in order to achieve delivery of an effective and patient centred service.

Actively participate in the Major Incident Call-Out Procedure and Plan ensuring that patient information is correctly and appropriately collected and effectively communicated to all agencies, whilst maintaining patient confidentiality.

Hold shared responsibility for internal and external audits of the service and performance.

The above duties and responsibilities are intended to represent current priorities and are not a conclusive list. The post holder may be asked to undertake other reasonable duties as appropriate to grade. Any changes will be made in discussion with the jobholder.

* **Policy and Service**

**There is a responsibility to:**

Support in the development, implementation and monitoring of policies, procedures and working protocols across the organisation such as the Retention and Destruction of Records Policy and Major Emergency Policy.

Support Health Records Risk Management and ensuring health, safety and security policies are understood and followed. To develop and implement appropriate departmental health, safety and security procedures which are consistent with NHSFV policy and compliant with legislative requirements.

Hold delegated responsibility for the implementation of the Health Records Strategy, which unifies record keeping standards and contributes to organisational effectiveness.

Ensure that investigation and responses to complaints are dealt with appropriately and in a timely manner, thereby enabling the complaint to be drawn to a satisfactory conclusion and in accordance with NHSFV complaints procedure.

Assist the Health Record Services Manager by ensuring that complex and sensitive Health Records information is appropriately gathered and presented to support the organisations aim in achieving National Waiting Times Targets.

Have delegated responsibility for Health Records Clinical Governance Issues and support Clinical Governance issues of other clinical units and services.

Deputise for the Health Record Services Managers when required and occasionally take responsibility for the management of the department.

Actively participate in development of departmental procedures to support service improvements and for the identification of issues, which will affect the smooth implementation of these new service requirements.

Comply with the relevant policies and procedures and as requested, comment on policies, procedures or potential service developments relating to the area of activity.

* **Finance and Physical Assets**

**There is a responsibility to:**

Assist with control, calculation and monitoring of financial aspect of providing clerical support for clinical work throughout the organisation ensuring adequate resources for the Health Records Service to function.

It is a shared responsibility of all staff members to maintain the health records filing system and storage areas, by strictly adhering to the rules applied to terminal digit filing

Monitor stock levels and report the requirement for replacement equipment to ensure that the necessary tools are available within the area.

Be familiar with the use, storage and maintenance of all equipment used within the area of work and ensure standards of Infection Control and Health and Safety are maintained.

* **Staff Management/Supervision, Human Resources, Leadership and/or Training**

**There is a responsibility to:**

Provide leadership to Health Records staff ensuring that any changes are implemented in partnership and that all staff have a Personal Development Plan and have the skills and competencies to undertake their role.

Hold delegated responsibility for HR management within the department such as recruitment and selection, disciplinary matters, appraisals and work allocation and review.

* **Information Resources**

**There is a responsibility to:**

Record personally generated information relating to patients / clients on a regular basis including clinical observations, test results, case reports, financial, personal and / or research data.

Ensure the accurate recording of information and record keeping in line with Regulatory requirements and Professional Body guidelines.

Ensure that information is dealt with in an appropriate, sensitive and confidential manner at all times.

Use IT equipment including local and national systems to read, analyse and record patient / client information within the scope of local and national policies and procedures.

* **Research and Development**

**There is a responsibility to:**

Hold shared responsibility for ensuring contingency for Patient Management System failures to minimise any disruption to patient care.

Be aware of any audit and research in progress with in the area and contribute to these as delegated by the Line Manager as appropriate.

**Skills**

* **Physical**

**As appropriate to the working area** **and in line with the relevant policies and procedures there is a requirement to:**

Drive between sites as required.

Possess excellent keyboard skills.

Be familiar with the use, storage and maintenance of all equipment used within the area of work.

* **Communication**

**There is a requirement to:**

Communicate effectively and appropriately with and work collaboratively with:

General Managers and Nurse Managers

Information Services

ICT and eHealth Services

Consultants, Clinical Ward Managers and Outpatient Managers

Administration Managers and other admin/secretarial supervisors

Patient Liaison Service

GPs

Central Legal Office, Police, Procurator Fiscals Office and Solicitors

Scottish Ambulance Service

Public Health Scotland

Demonstrate the behaviours expected of all staff and recognise how these can influence others, relationships, the environment and culture and adapt these to meet the needs of any given situation.

Ensure that all communications are carried out in a manner that is respectful and considerate and does not discriminate on the grounds of age, disability, faith, religion or belief, gender, gender reassignment, marriage and civil partnerships, race or sexual orientation, by ensuring that all conversations and discussions are conducted to the highest standards of honesty, integrity, impartiality and objectivity.

* **Analytical and Judgements**

**There is a requirement to:**

Recognise and adhere to the scope of the job whilst using initiative and referring appropriately to the Registered Professional/Line Manager.

Identify and resolve operational issues.

Demonstrate analytical skills for complex problem solving

* **Planning and Organising**

**There is a requirement to:**

Plan and organise own workload and that of staff reporting to the post.

Plan and organise the use of resources e.g. staffing level reviews to cover leave etc.

Support the monitoring and maintenance of Standard Operating Procedures (SOP’s) ensuring output meets the required standard.

**Effort and Environment**

* **Physical**

**There is a requirement to:**

Sit for long periods at a desk, using PC every day, for up to four hours at a time, requiring excellent keyboard skills.

Drive to attend meetings once or twice a month.

Drive between sites in NHSFV to attend meetings.

Carry laptop bag, files and/or folders.

* **Mental**

**There is a requirement to:**

Tolerate frequent interruptions by telephone, email and visitors to the office, while concentrating.

Concentrate for prolonged periods, on a daily basis, on complex issues relating to supporting busy and diverse department.

Multi-task on different complex issues of an unpredictable nature still ensuring that targets and deadlines are met.

Frequently consider a range of options and decide on the appropriate action to deal with the situation in question.

Hold shared responsibility for investigation and reporting of complaints within the service.

* **Emotional**

**There is a requirement to:**

Supports distressed staff through family bereavements and personal problems, using careful listening skills and empathy.

Handle staff conflict using negotiation and mediation skills to deal with difficult and often complicated incidents.

Counsel staff on poor performance issues and attendance management matters.

* **Working Conditions**

**There is:**

A standard office environment for the majority of the working day.

Occasional, i.e. up to once a month, requirement to work in dusty, damp, unpleasant conditions, assessing and advising on record storage areas.

**4. FREEDOM TO ACT WITHIN THE JOB**

This post is essentially self-directing within strategies and broad guidelines agreed with the Health Record Services Manager. Makes day to day operational decisions and proposing developments within the parameters of departmental and organisational policy.

There will be regular informal discussions and reviews of work with the Health Record Services Manager and more formally on an annual basis as part of the Personal Development Planning Review process when expectations and objectives will be discussed and agreed.

There is a requirement to take ownership of personal development and take part in ongoing training and mandatory training.

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

**Qualifications:** Institute of Health Records and Information Management (UK) qualification is desirable.

It is essential that the post holder has extensive knowledge and experience in Health & Corporate Records operational management skills and can apply them in the workplace.

**Experience:** Extensive experience within an NHS Health & Corporate Records supervisory role and an in-depth knowledge of the diverse and varied functions within the service.

Evidence of successful supervision of teams in a large complex organisation.

Experience of Microsoft Office suite.

Ability to work collaboratively with other Health professionals.

Excellent communication and interpersonal skills.

Ability to work on own initiative and also as a team member.

Experience of successfully building and developing teams.

Motivational and influencing skills at all levels throughout Operating Division.

Supportive of others.

Logical and calm.

Ability to prioritise.

**Knowledge:**

Comprehensive understanding of key results areas such as national Clinical Coding targets and Referral to Treatment targets.

Sound knowledge of the Data Protection Act 2018, Access to Health Records Act 1990.

Up to date knowledge of national guidelines relating to Health Records management.

**Special requirements:** Possession of valid driving licence (desirable)

**6. DEPARTMENT ORGANISATION CHART**

Head of Health and Corporate Record Services

Health & Corporate Record Services Manager

**Health & Corporate Record Services Administration Co-ordinator**

Health & Corporate Record Supervisors