#### **NHS_Fife_faxlogo.JOB DESCRIPTION**

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| JOB IDENTIFICATION |
|  Job Title: Mental Health & Learning Disability Administration Services Lead – Responsible to: Clinical Services ManagerDepartment(s): Mental Health and Learning Disability AdministrationDirectorate: Mental Health and Learning Disability, Operating Division: Complex & Critical Care, Fife HSCP Job Reference: No of Job Holders: 1Last Update (insert date): June 2022 |

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| 2. JOB PURPOSE |
| To lead and direct all aspects of the patient records and Administration service across the mental health directorate to ensure that appropriate and effective support is provided to patients and Clinical staff. This service covers the Mental Health and learning Disability Services across three hospital sites (Whyteman’s Brae, Stratheden and Queen Margaret Hospitals) together with Community Psychiatric Nursing, Centre for the Vulnerable Child, Child & Adolescent Mental Health Service, and MH Occupational Therapy health records. Responsible for the management of staff across multiple sites abnd services including recruitment, training, appraisal and performance.To manage the overall operation and performance of the mental health patient records and Administration service including; library management, information management, clinical coding, ward clerk services, out-patient, day hospital and waiting times information management and manage the administration of the Mental Health Care & Treatment (Scotland) Act 2003, Subject Access requests and freedom of Information for the Complex and Critical Care MH \*&LD services. Responsible for ensuring statutory NHS returns are completed in line with local and national timescales while complying with legal requirements and interpreting these as necessary.To manage the Health Records and Administration departments across multiple sites to ensure comprehensive and efficient servicesProvides expert administration services input to mental health and learning disability strategy and services development. Responsible for providing expert Mental Health Act (care and treatment) (Scotland) 2003 and Health Records advice to all Admin services functions, the Directorate Management Team and associated teams.  |

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| **3. DIMENSIONS** |
| The postholder will hold line management responsibility for patient records and Administration services staff who provide support to the managerial group and clinical services in the Directorate.Directorate budget: £2.3m Staffing: 75 wteThe post holder will be ultimately responsible for the management of the department, working autonomously and being accountable for own practice |

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| 4. ORGANISATIONAL POSITION |

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| 5. ROLE OF DEPARTMENT |
| The Mental Health Directorate provides a comprehensive inpatient, outpatient, day patient and community mental health service to the people of Fife. The Directorate works collaboratively with colleagues across the range of services in the Community Health Partnerships and Operational Division and with professional colleagues from other agencies.This post lies within the Mental Health Directorate with responsibility for all aspects of the patient records and administration service across all localities and sites. |
|  KEY RESULT AREAS |
| Provide professional leadership and management of the Health Records & Administration function exploiting and developing the resources creatively to ensure an effective proactive health records service to the Mental Health Directorate. Provide effective leadership and line management for all staff in the Health Records & Administration support service, in order that they are enabled, supported, directed appropriately and developed in fulfilling their roles against agreed standards, performance targets and clinical objectives.* Ensure robust systems are devised, implemented and audited to allow the service to comply with quality and patient charter standards and future changes in legislation.
* Overall responsibility for the safe, confidential storage, retrieval and control of health records providing access to support patient/clinician requirements including use of relevant numbering systems such as hospital MRN and CHI.
* Ensure effective practice and processes are in place to facilitate submission of monthly statistical data, both activity and patient based, which is in line with local and national definition criteria.
* To provide extensive administrative knowledge and support of the Mental Health (Care & Treatment) (Scotland) Act 2003, Adults with Incapacity Act 2000, Criminal Procedures Act 1995 and Sex Offenders Act 1997
* Manage and control the process for access to health records under the terms of the Data Protection Act (1998) (GDPR 2018) and the Access to Health Records (1990)
* Lead, manage and implement specific projects that affect the health records & Administration service, particularly relating to new requirements, for example, electronic patient records, HEAT Targets, etc.
* Continually review, amend and up-date professional and technical methods and practices and set quality standards for the MH health records & Administration service.
* Establish and maintain open and effective channels of formal and informal communication, providing a focal point for the collection and dissemination of information.
* Hold devolved responsibility and accountability for governance within your area of control.
* Ensure, in conjunction with the Clinical Services Manager, that all statutory, regulatory and procedural requirements in respect of health and safety, fire prevention and security are implemented in order to minimise and manage risk, and provide a safe environment for staff.

Ensure that appropriate educational and training programmes are in place in line with the requirements for the Knowledge and Skills Framework including Personal Development Planning and appraisal in order to meet the operational needs of the service and the developmental needs of staff. |

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| 6. KEY RESULT AREAS (continued) |
| * Undertake departmental audits such as, CHI use as required
* Initiate departmental policies and procedures for the MH records & Administration service to ensure efficiency, best practice and compliance with legislative, human resource and other operational requirements. Ensure that staff understand and comply with all relevant policies and procedures.
* Have in place the necessary mechanisms to ensure the required terms and conditions of work for staff are applied.
* Take reasonable steps to address service delivery problems, and take principal responsibility for the investigation of formal complaints about the medical records service.
* Chair the MH Health Records Committee providing a forum for liaison with Senior Clinical and Managerial staff on all aspects of the health records service. Represent Mental Health on the NHS Fife Health Records Committee and NHS Fife Clinical Digital Transformation Group and Associated System Implementation Project Management Teams (including Trakcare, Morse)
* Collate, review and analyse relevant regular statistical reports for the Senior Manager and other clinical service manager colleagues, and provide ad hoc reports for managers and senior clinicians relating to clinical activity.
* Provide professional expertise within the service, Directorate, Division and to external agencies where appropriate. Take the lead in the planning and delivery of training to multi-disciplinary and multi-agency staff on the administrative procedures relating to the Mental Health Act Care & Treatment (Scotland) Act 2003

Establish and maintain good working relationships with staff representatives.* Contribute to the management and decision making process of the Directorate and Division through participation in project and working groups, working with senior managers, clinicians and directors across the Division as necessary.
* Support the Senior Manager in achieving the operational and strategic aims of the locality and directorate, and take a key role in the directorate management team to ensure that those aims are consistent with the Fife HSCP strategy.
* Actively promote a climate where innovative ideas and constructive criticism are equally encouraged and welcomed.
* In conjunction with the Senior Manager and Clinical Service Managers, plan, organise, manage and control resources available to the directorate. Examine critically the use of resources and seek opportunities for economy and efficiency in order to generate resources for service development and improvement in response to changing needs and demands.
* Implement, and ensure that all staff comply with, relevant human resource and other operational policies and procedures in order to maintain best practice.
* Ensure that all areas operate systematic methods of data management in line with statutory and necessary records keeping and monitoring requirements, and in order to support the effective delivery of clinical services.
* Supervise and coordinate the directorate health records functions and systems including Trakcare, MORSE, Simplecode and CHI to ensure accurate patient information records in compliance with national data return requirements. Liaise with the Acute Divisional Health Records Manager on technical issues relating to the health records function.
* Represent as MH lead on the National Boards Health Records Forum, quarterly attendance
* MH Lead for quarterly returns to the National Confidential Inquiry into safety and suicide in Mental Health (NCISH)
* Coordinate and return collated responses on behalf of MH & LD services, Ad hoc Freedom of Information requests for approval.
* Represent Administration Services on Local groups including Documentation and Procedures, CMHT development, Mental Health Benchmarking, Quality Improvement Indicators, Clinical Governance and various developing work streams. Participating, contributing and escalating matters arising and actions, developing and fulfilling any process changes.
* MH Lead for the Data Collection, Input, Validation and Submission of Annual Scottish Government Inpatient Census.
* MH Lead for SMR04 Inpatient Admission and Discharge Data Quality Meeting with PHS – Quarterly Attendance
* Bi Annual Attendance at Mental Welfare Commission Medical Records Seminar
* Develop, Deploy and review Contingency planning and Business continuity to support unplanned service disruption ensuring minimal impact to service delivery.
* Provide Line Management, Leadership and mentorship to Clinical Support Supervisors in the Administration Service, promoting team working and inclusion
* Responsible for the planning, monitoring and management or overalls staffing and supplies budget and investigate variances and remedy as appropriate.
* Investigate and Coordinate complaints as requested by Senior and Clinical Service Managers including actions arising from such, particularly identifying improvements required and evidenced by final documentation and findings.
* Support Clinical Support Supervisors in recruitment, selection, appointment processes within department. Initiates training and development of CSC’s within the department to ensure consistency and maximise staff potential.
* Support Clinical Support Supervisors in resolution of staffing issues relating to sickness, absence and discipline using informal and formal counselling including disciplining of staff in line with NHS Fife policies and procedures to proceed to final stages of warning or dismissal.
* Provide professional leadership and Knowledge to the Clinical Support Supervisors, exploiting and developing the resources creatively to ensure an effective and proactive health records and administration service to the Fife HSCP Complex and Critical Care MH & LD Administration Service. Instigate a high quality service by motivation, guidance and counselling of staff
* Authorised signatory for travel, stationary, payroll and IT/Eess

The Administration Services Manager will allocate tasks on an ad hoc basis. |

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| 7a. EQUIPMENT AND MACHINERY |
| The postholder is expected to be competent in the use of office and administrative equipment relevant to the post, examples of which include:* Computer and relevant software applications
* Document Imaging Scanners
* Telephone systems, mobile phone
* Fax machine and photocopiers
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| **7b. SYSTEMS** |
| The postholder will be familiar and knowledgeable with the application of systems, policies and procedures necessary for the effective management of staff, the service function, finance and other resources, examples of which include budgetary reporting systems and arrangements;* SSTS pay system
* Mental Health (Scotland) Care & Treatment (Scotland) Act 2003
* Authorised officer procedures and standing financial instructions
* Human resource policies and Partnership Information Network guidelines eg. absence management, family friendly policies, grievance and disciplinary procedures
* Computerised patient administration system (Electronic Patient Records system (MORSE)Trakcare)
* Manual patient administration systems (Mental Health Act)
* Terminal Digit and Numerical/Alphabetical Library systems
* Electronic data storage and software systems, e.g. MS Office & Business Objects
* National CHI
* SCI Gateway
* E-SMR & Scanfile
* Develop complex spreadsheets and data collection tools
* The NHS complaints procedure
* NHS Fife and CHP governance structures and lines of accountability e.g. health and safety, risk management, clinical governance

The postholder will be familiar with the application and effect of relevant legislation such as, the *Adults with Incapacity (Scotland) Act 2000.* |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| * The post holder will be responsible to the Clinical Services Manager, Mental Health Directorate, and will agree annual personal development objectives and service targets which will be reviewed regularly.
* The majority of the work will arise from within the health records & Administration Service field from local and national information strategies. The post holder will set priorities indicate key tasks and set appropriate deadlines within the directorate for production of data to meet national requirements.
* A significant amount of work will be self-generated and the post holder will be expected to exercise a high degree of initiative, independence, personal organisation and planning skill in order to effectively manage a specialised health records service and supporting staff, to anticipate and respond to changes in service needs and to meet agreed objectives. A significant amount of work will arise from within the operational management field, from directorate strategy and from Directorate management team decisions.
* The post holder will work closely with Administration Services supervisors who will be expected to manage multi hospital and cross specialty sections on a day to day basis displaying initiative and innovation to ensure continuity of service.
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| **9. DECISIONS AND JUDGEMENTS** |
| * The postholder will direct and oversee the work of health records support staff to ensure the effective and efficient operation of the various health records & Administration Service within the mental health directorate.
* The postholder has delegated, overall responsibility and accountability for the management of all staff, resources in the health records and administration service.
* The postholder has the authority to recruit and appoint staff, and to issue disciplinary action up to and including a final written warning.
* The postholder has the authority to re-organise health records services and the associated resources including finances, within the constraints and requirements of the service, in order to meet changing needs and to respond to and to ensure the effective management of the health records & Administration Service services.
* The postholder is expected to give guidance to senior managers and clinicians on complex matters relating to all aspects of the health records function and specialist advice on aspects of the Mental Health Care & Treatment (Scotland) Act 2003
* The postholder will manage the requirements of the knowledge and skills framework conducting PDPs for health records staff identifying and implementing development and training needs as required.
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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * To meet the challenge of maintaining and developing health records & Administration Services within the resource and financial constraints and in line with increasing quality standards.
* To manage, effectively and efficiently, personal work and time, and meet objectives in the face of competing priorities, challenging timescales and diversions.
* Dealing with relatives and patients involving challenging issues and behaviours
* Raise the professional standing of health records & Administration Service services with working closely with all disciplines of staff with a view to improving staff skills and policies/procedures
* Investigate and review complaints, disputes and disciplinary matters

Managing disparate health records & Administration Services across multiple locations and supporting clinical staff in the maintenance of health records & clinical information where they are unsupported by specialist staff. |
| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| The postholder has a key role in leading the MH Health Records service and maintaining effective communication and good working relationships with a wide range of personnel and agencies, examples of which include:**NHS fife & Fife HSCP*** Senior and line managers of all Divisional departments
* Senior clinicians
* Clinical and other staff within the Directorate
* Patients
* Local representatives of staff organisations

**External*** Patients relatives and carers
* Regional representatives of staff organisations
* Social work and council colleagues
* Scottish Government departments
* Supervisory bodies eg. Mental Welfare Commission, Public Health Scotland, Mental Health Tribunal Scotland,
* Police and criminal justice system
* Legal representatives
* Other healthcare providers such as General Practitioners and care homes
* Clinical and administrative services from other health board areas
* Internal and external auditors

The postholder will often be required to prepare and present reports to, or discuss topics with, committees, and professional, management or staff groups. |

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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical Skills and Demands*** Frequently driving in all weather conditions
* Long periods spent sitting at computer, desk and at meetings
* Occasionally retrieving case notes from health records libraries
* Lifting and transporting small amounts of case notes for audit
* Lifting and handling large volumes of case notes in archive areas
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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB (cont)** |
| **Mental Demands:*** Constantly receiving, processing and analysing varied and complex information
* Constantly directing, scheduling and recording the work of others
* Constantly producing, receiving and interpreting statistical data
* Regularly preparing and delivering written reports and presentations
* Regularly preparing for, leading and recording meetings
* Constantly considering a wide range of responsibilities, objectives and tasks
* Frequently negotiating and consulting with staff to meet constantly changing service needs

**Emotional Demands:*** Regularly dealing with conflict and concerns – staff and the public
* Sometimes dealing with distressed patients and relatives
* Sometimes dealing with complaints, investigations and disputes
* Regularly considering organisational dilemmas and problems
* Regularly experiencing the pressure of challenging timescales
* The post can be emotionally demanding due to complex and disturbing patient and staff issues that require immediate remedial action

**Working Conditions:*** Frequently driving in all weather conditions
* Undertaking daily work in various locations
* Requiring to work flexibly in order to meet the needs of the service
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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| * Educated to HND level or above in a relevant subject or equivalent experience and competencies associated with this level of qualification.
* Diploma of the Institute of Health Records and Information Management (IHRIM) is desirable
* Substantial experience working in an NHS Health Records and/or Administration department at a senior level
* A high level of knowledge and expertise in the Mental Health Care & Treatment (Scotland) Act 2003 and health records systems
* Experience of leading and managing projects is desirable
* Well grounded knowledge of health information systems and health records legislation such as the Data Protection Act (1998) (GDPR 2018)
* Skills and competencies associated with significant staff management
* Understanding of waiting times and other SGHD targets such as HEAT
* Specialist knowledge of patient administration systems including EPR systems and Trakcare , MORSE
* Good practical computer skills, knowledge of IT systems and knowledge and familiarity with clinical secretarial skills
* Experience of leading and managing projects
* Ability to prioritise, interpret information in order to change and adapt service delivery to meet service need.

The post holder will require:* Excellent interpersonal, organisational, communication and negotiation skills
* Proven leadership skills
* Evidence of service development skills or experience in the management of change

 The ability to work successfully with other agencies.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: Line Manager’s Signature: | Date:Date: |