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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 Outpatient**Directorate:**  Digital and Information**Operating Division:** Corporate Service Division**Job Reference:****No of Job Holders:** 2**Last Update (insert date):** 13/05/2024 |
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| 2. JOB PURPOSE |
| To support the leadership and management of a multi hospital, multi section comprehensive 24hr health records administration service including Clinical Coding, Information Management, Inpatient Services, Emergency Department, Minor Injuries Unit, Records Libraries (provisions for both acute and maternity), Scanning, Subject Access Requests, Outpatients including Waiting Times, Overseas Visitor Status, and NHS Fife SwitchboardThe post holder will be expected to assist the manager in the overall management of staff and services including – Outpatient Waiting Times, recruitment and selection, training, appraisals, absence management and disciplinary procedures. |

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| **3. DIMENSIONS** |
| ***Acute* - Staff – 165 WTE****Budget – 4.1 million 4.6 millionStaffing/Supplies & Services** **Activity – Acute & Maternity Inpatients, Daycases, Outpatients (New & Review) Ward & Emergency Attendances, Switchboard**NHS Fife Switchboard handle in the region of 680,000 calls per annumPaperlite/Scanning – across A&E/MIU, Inpatient and Outpatient services, in excess of 2,500,000 documents scanned per annumEach year in NHS Fife more than 210,000 new referrals to hospital are made, to Consultants, pecialist Nurses and AHPs. In addition, around 470,000 return visits are generated per annum.Library – Securely retaining and management of approx 350,000 case notes, ensuring government guidelines regarding storage, accessibility, retention and destruction are adhered to.Subject Access Requests – ensuring Subject Access Requests received are dealt with in a timely manner and in accordance with government legislationClinical Coding – to translate and record approximately 96,000 SMR01 and 4,700 SMR02 (Scottish Morbidity Record) episodes using information recorded in patient medical records following either inpatient or day patient admissions for acute and maternity services. |
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| 4. ORGANISATIONAL POSITION |
| Health Records Manager This PostTeam LeaderSupervisors x 8 18 Appointment Coordinators and 59 Clerical Officers |

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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 populationsThe Digital & Information Department has approximately 300 staff, a revenue budget of approximately £11m, annual capital budget of approximately £1m. The eHealth 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 eHealth/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** - delivery of Health Records services across NHS Fife. 24hr delivery of a comprehensive Health Records Administration 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 |
| Provide effective support to the Health Records Manager in leadership and management of 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 and performance.Participate in the use of the Once for Scotland Workforce policies and procedures. Such work will involve supporting the Health Records Manager in matter of conduct, capability/grievances/B&H and complaint investigations. Responsible for the management of long term retention and safe and confidential storage and control of patient records providing access to support patient and clinical requirements.Responsible for the preparation and delivery of monthly activity statistics ensuring that they are completed methodically and accurately including compilation, collation and validationResponsible for 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 (in the absence of the Health Records Manager) Clinical Leads, Service Managers and Senior Managers, working closely on change management issues, assisting and advising them in operational management of their service. Ensure service plans and service delivery align with the strategic objectives of Digital and Information.Develop, communicate and implement local procedures to ensure continuity of effective service at all times. Actively promote the benefits of partnership working and assist Digital and Information in achieving effective collaboration within the acute and community sectors to maximise the opportunity in delivering and designing servicesResponsible for ensuring set objectives are met through Personal Development Plans for all staff within the correct time scale including staff development, identifying and fulfilling training needs including all mandatory training. Create and implement training programmes and Standard Operating Procedures providing guidance across Health Records Administration service ensuring staff feel supported, confident and motivated within their workplace.Take ownership and identify learning and development opportunities for own role.The post-holder will be expected to cover other, same grade, health records posts to support the overall service in time of staff shortage or workload pressures.Responsible for recruitment, selection and appointment processes for all health records staff identifying the skill mix including the implementation of generic posts across all sections to maximise budgets and service provision. Responsible for managing staff absence, taking a person centred approach to support health, safety and wellbeing of all employees. Take action to identify and reduce, where possible, underlying causes of sickness absence ensuring appropriate early intervention where ill health arises.Responsible for ensuring that every effort is made to provide adequate staffing cover in all areas in order that the high quality service is maintained during annual leave/sick leave and long term sick.Testing, reporting and prioritising faults within the Patient Administration System which is very complex and time consuming with numerous audit trails.Compilation of payroll information.Provide line management, Leadership and mentorship to Supervisors, Appointment Coordinators and Clerical Officers in the Administration Service, promoting team work and inclusion.Delegate work to team members as appropriate to achieve a responsive, efficient and effective service at all timesMinimise potential conflict and complaint, resolving disputes locally wherever possible and making appropriate referral to management team where appropriate.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 the Health Records Manager in all aspects of outpatient waiting times management to provide a high quality service including clinic scheduling, re-scheduling, appointing and clinic preparation and reception.Deputise for the Health Records manager where appropriateAbility to travel between sites |

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| 7. EQUIPMENT AND MACHINERY |
| Personal Computer single and inter-agency communication, creating letters/reports, information management, data enty and internetMultifunction Device –photocopier, label printer fax & scanBarcode label printerProjectorLaminatorSPIDDA PhoneOffice equipmentTelephoneDect Phone |

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| **8. SYSTEMS** |
| Office filing systemComputerised Patient Administration System covering Clinical Coding, Bed Management, Outpatient and Waiting Times, Statistical Information and System Administration.Terminal digit and numerical filing system librariesElectronic data storage and software systems,- Word, ExcelInternal & External e-mail and internetCommunity Health Index (CHI) – to search national CH database for patient detailsDevelop effective complex spreadsheets and data collection tools to allow collection of mandatory statistics.ARC (Telecomms in relation to Switchboard)Maintain effective systems of communication using Microsft Teams, Blink, eMail, shared reports, telephone and face to faceComply with all data protection and IT security policies and guidance issued by NHS Fife so that statutory requirements are metUpdate and maintain a range of information databasesTrakcareDatixeKSFInternet & IntranetSSTSBusiness ObjectsSCI Gateway Clinical PortalSpend AnalyserThereforeTURASIMatterEessJobtrainNetcallMicrotechTiaraStafflink by BlinkMicrostrategy Waiting Times DashboardNearmeBadgernetSimplecodeQueuebuster |

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| 9. ASSIGNMENT AND REVIEW OF WORK |
| The post-holder is directly line managed by the Health Records Manager who will allocate work on an ad hoc basis.The vast majority of work will be self-generated with minimum supervision. The post holder will be expected to display initiative, autonomy and innovation to ensure continuity of service and the smooth day to day running of the department.The post holder will work closely with Supervisors, Appointment Coordinators and Clerical OfficersLine management support is provided by weekly and monthly meetings and annual appraisal. |

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| **10. DECISIONS AND JUDGEMENTS** |
| The postholder is expected to give immediate guidance to the supervisory team and coordinate their workload.The post holder will be expected to resolve problems to ensure that objectives and deadlines are met.The postholder will be expected to be able to anticipate issues and resolve these independently using their knowledge, skills and experience without referring on to the Health Records Manager. The Health Records Manager is available to advise on complex issues.The postholder will be expected to be able to anticipate issues and resolve these independently using their knowledge, skills and experience 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. |

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| 11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| Managing time effectively and prioritising work to meet competing demands while delivering a unified high-quality service.Continuing to provide an efficient service, i.e. difficulty in recruiting, long term sick, staff shortages. Dealing with staff in challenging situations and ensuring that concerns about standards of conduct, inappropriate behaviour or misconduct are managed in a fair, consistent and supportive manner. Ensuring service performance is met, which may result in following NHS Capability policy to support and manage employees who are required to improve their knowledge, skill and ability.Managing change while still providing a service with minimal disruption to patients.Continually raising professional standing of medical records by communicating, influencing and collaborating with a diverse and complex range of professionals, internal and external. Ensuring active participation between agencies, services practices and individuals concerned.  |

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| **12. COMMUNICATIONS AND RELATIONSHIPS** |
| Communicate frequently on complex issues or complaints with a range of colleagues from all disciplines including Consultants, Directorate Managers, management teams, service managers and clinicians on a variety of confrontational and contentious issues relating to Health Records and information management.Contact with members of the public regarding waiting times, general enquiries and complaints. The post necessitates telephone, face-to-face, email and written communication with service users. Postholder needs to be competent in a wide range of communication skills ie negotiations, active listening, managing change and difficult behaviours, reassurance, persuasion, motivating. Effective management of dynamics of teams and groups and dealing with conflict.Daily contact with Supervisors and admin teams regarding section issues.Provide relevant, succinct and clear information in a timely manner on own initiative (including highly sensitive, confidential, complex and/or urgent information) to a variety of internal and external sectors and agencies. |

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| **13. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
|  Physical Skills:Standard keyboard skills requiring a high degree of accuracy.A combination of sitting, standing and walking & driving.Physical Demands:Lifting and transporting small amounts of case-notes between sites. Retrieving, lifting and transporting small amounts of case notes from libraries, in some cases in cramped and dusty conditions in archive storage areas.Mental Demands:Intense concentration while using problem solving skills in the use of PASIntense concentration in respect of preparing reports, investigating, making informed judgements. whilst dealing with competing demands and faced with constant interruptionsResponding to complaints in respect of services and/or staff.Dealing with competing demands whilst faced with constant interruptions.Changing direction of tasks to meet service needs.Need to constantly use tact and diplomacy.Emotional Demands:Exposure to distressing and sensitive information and photographs in casenotes e.g. injuries, skin complaints, operations/wounds and terminally ill patients and bereaved relatives.Managing stressful situations related to patient complaints, staff problems, often personal.Responsible for managing staff absence, conduct and capability taking into consideration the needs of the service whilst supporting a person centred approach.The post can be emotionally demanding due to expectations and pressures from individuals.In response to anticipated changes requiring implementation.Supporting staff through personal problems including bereavement, displaying empathy and understanding at all times. Dealing with difficult situations including staff conflict which must be dealt with using negotiating skills and motivational skills.Due to the organisational position of the post, a degree of “trouble shooting” is required and the postholder will provide facilitation/mediation as appropriate.Making autonomous decisions.Emotionally demanding due to critical and complex issues arising that require immediate action.Environmental/Working Conditions:Constant use of VDU Moving of case-notes between sites.Dealing with verbal aggression from staff and publicOccasional exposure to dust in storage/archive areas |

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| 14. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| Educated to Degree Level or above in a relevant subject or significant experience within a Health Records environment.Diploma of the Institute of Health Records and Information Management (IHRIM) or equivalent substantial experience in a senior role within medical records.Significant waiting times knowledge and experience.**Knowledge & Experience**In depth knowledge of hospital practice and health records.Well established knowledge of health information systems, staff management and health records legislation.Specialist proficient in the use of Trakcare and EPR systems. System Administration skillsExcellent communication skills and ability to motivate, train and develop others while supporting service improvement Knowledge and understanding of PC systems including software such as Excel and Word.ConfidentialityExcellent communication and organisational skills.**Skills**Ability to prioritise/change or adapt Excellent organisational/interpersonal/communication skills, including negotiation, influencing and conflict management skillsTeam player who is highly motivated and possesses excellent persuasive skills.Ability to collect, assess and evaluate information and make decisions independently and autonomously escalating appropriately.Excellent planning and organisational skills and the ability to evidence a high level of tact, diplomacy, professionalism Excellent time management skills and the ability to meet deadlines.**Apititude**Strong focus on person centred careCommitment to safety and qualityBe a positive role modelMandatory Induction Standards and Code of Conduct for Healthcare Support Workers – NHS Circular CEL(2010)23Your 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: |