

JOB DESCRIPTION

1. JOB DETAILS

Job Title:	Healthcare Records Manager
Band:	8a
Base	Royal Surrey County Hospital
Department / Portfolio	Patient Services - Corporate services
Reports to:	Head of Patient Services
Accountable for	Deputy Healthcare Records Manager

2. JOB PURPOSE

The Health Care Records Manager is responsible for the effective strategic and operational management of the Healthcare Records Departments and Library functions across the Trust. They will be responsible for developing and implementing the trust wide Healthcare Records Strategy.

The post holder will be responsible for achieving an excellence level of service and delivering Trust and department KPIs across the service. They will lead change programmes and be responsible for undertaking projects, tasks or initiatives in support of the Trusts Transformation programme, securing the commitment of all staff to organisational change and continuous improvement.

2.1 JOB SUMMARY

The post-holder is accountable for the Healthcare Records Service across the Trust, with direct management of staff in the main library functions and specialist management responsibility for other library services across the Trust. The post holder will take responsibility Trust wide for working with staff and managers at all levels of the organisation in order to provide a high quality and efficient Health record functions.

3. KEY RESULT AREAS/MAIN DUTIES AND RESPONSIBILITIES:

Operational Function and Service Delivery

- To be accountable and responsible for the management of the Medical Records Department and act as a HCR management specialist, ensuring standardisation, clear KPI and SOP compliance in other non-centralised libraries throughout the Trust, in alignment with the Trust's strategy and NHS performance targets.
- To provide leadership and operational support on Health Records issues across the Trust, being responsible for keeping up to date with changes and interpreting legislation affecting clinical records and the Healthcare Records Service. Advice and suggested changes should be provided to ensure standards are maintained. This role is required to effectively, negotiate and persuade consultants and managers to develop and improve health records practices.

- To be responsible for developing and implementing the trust wide Healthcare Records Strategy and to be the owner of the Health Care Records Policy and providing guidance to all trust staff when required.
- To lead the strategic direction of the Trust's health records service in line with local and national agendas.
- The post holder will ensure statutory requirements are met, Service Level Agreements are reviewed and updated and the profile of the services is raised across the Trust and health community by developing good working relationships and proactively seeking the views of key stakeholders.
- To support the operational services achieve their financial, performance and operational objectives where possible by considering the impact of changes on the health records processes.
- The post holder will be required to provide and receive complex and sensitive information regarding, for example, the information within the patients' notes. The post holder will be required to make complex decisions when writing Trustwide procedures regarding the destruction of patient information stored at the Trust, this will be in conjunction with Department of Health's guidance.
- The post holder will be required to continually improve and develop the health records service, through effective on-going management of a wide range of trust staff. Information presented to the key groups of staff must be tailored to individuals or to staff groups using effective interpersonal and communication skills. Through this process, the post holder is often likely to meet significant barriers to understanding and acceptance of the complex process issues. You will be expected to overcome these barriers through effective persuasion, empathy and reassurance of various groups and individuals to achieve an effective outcome. You will escalate problems as they arise and identifying a solution or escalate when appropriate.
- To collect, collate and present quality statistics for the Health Records Department including clinical activity for the Trust.
- The post holder must meet agreed objectives and works autonomously to achieve this.
- To investigate incidents and formal complaints to produce written responses and ensure any action plans are implemented. These complaints may involve complex circumstances that require in-depth investigations.
- To represent and support the Head of Patient Services and represent the Trust at appropriate external meetings and forums.
- To be responsible for the processing of the Trust's Subject Access Requests under the Data Protection Act 1998 and requests for Access to Health Records Act 1990.

Project Work

- To be proactive in the review and development of the service, identifying opportunities for improvement and increased efficiency. To be able to respond to the continuous changing need of patients, clinicians and managers. All changes and improvement projects to use the Trusts DECODER project management principles.
- To act as the operational lead in the implementation of the electronic health records.

Staff Management

- To be responsible for the staff management and leadership of the Medical Records Department, including, appraisals, staff performance [E.g. disciplinary], recruitment and retention, workload allocation.
- To be responsible for the self- development of skills and competencies through participation in learning, development activities and appraisals. Maintain staff technical and professional knowledge relevant to the post.
- To undertake assessment of existing and future administrative needs within own services and provide advice other managers related to healthcare record staff resources and banding. To be responsible for forward planning any staff shortages and managing plans to reduce any risks to the service, whilst adhering to pay budget boundaries.
- To be responsible for managing all functions within the teams ensuring that the Health Records Department is appropriately staffed to facilitate the health records service delivery in line with Trust needs. You will be responsible for ensuring staffing levels and competencies meet the needs of the Trust.

Budget

- The post holder will be the budget holder for the Health Care Records Department and will be expected to manage, maintain and control the budget.
- You will also implement any changes necessary to adhere to the Trusts financial recovery plan and consider the financial implications of any service developments.
- You will be expected to proactively manage your budget and know all elements within it, ensuring that accurate forecasts are made. You will be required to facilitate regular budget meetings with the relevant financial management advisor and address any concerns. You will discuss and review this budget in accordance with the current Health Care Records provision.
- The post holder will be responsible for ordering and authorising expenditure through the SBS Financial Management system. You will undertake an annual review and future budget setting for this budget in conjunction with the financial advisor and analyse future spend for any changes in circumstances.
- To manage Healthcare Record contracts ensuring clear, efficient procedures and robust controls are in place E.g. offsite storage, stationary.

Quality

- To keep up to date with national developments in relation to health records ensuring that the benefits and implications of any developments for the Trust are understood, communicated and implemented.
- To ensure the compliance of medical records such as NHSLA standards, Information Governance standards, HSC1999/053 For the Record and the NHS Code of Practice, Records Management, data protection Act.
- To take the lead for the development and implementation of quality assurance and audits for Healthcare Records ensuring a continuous improvement in the quality of data in the Trust and in conjunction Information Governance standards.

Systems

- The post holder will be responsible for implementing any new IT systems and for the on-going maintenance contracts for equipment or systems. You will need to ensure that the service provided is in conjunction with our contracts and systems and equipment are correctly maintained.

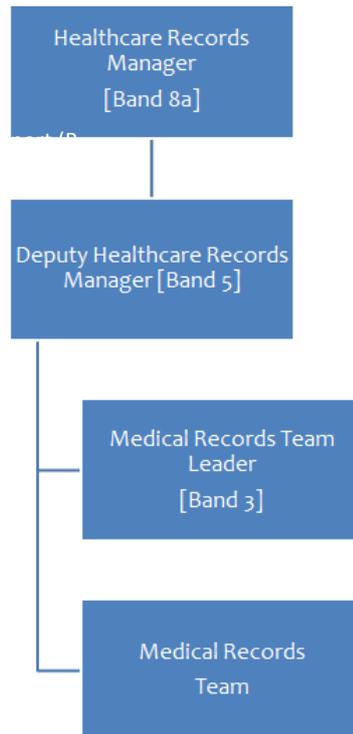
Corporate

- To ensure business continuity plans are in place and lead the Major Incident documentation

4. KEY WORKING RELATIONSHIPS AND COMMUNICATION

Internal to the Trust	External to the Trust
Head of Patient Services Outpatients Speciality Manager Outpatient Services Manager Administration Staff across the trust (Appointments Centre, Receptionists and Secretaries) Deputy and Associate Directors, IT and Information (Information Governance Lead) Speciality Managers and Department Heads Director of Nursing [Coldicott Guardian] Clinicians and Specialty Nurses Financial Management Human Resources	CCG commissioners and their team General Practitioners and their administration teams Off site storage companies [Kelly's] External service providers [Virgin care] Lawyers and solicitors All Transport Contractors Healthcare Record Managers in other trusts

5. DEPARTMENT CHART OR REPORTING STRUCTURE OF THE POST:



6. OTHER RESPONSIBILITIES

Finance

You are required to comply with the Trust Standard of Business Conduct policy and the NHS Codes of Conduct and Standards of Business Conduct for NHS Staff and you are required to declare all situations where you (or a close relative or associate) have a controlling interest in a business (such as a private company, public organisation, other NHS organisation or voluntary organisation) or in any other activity which may compete for an NHS contract to supply goods or service to the Trust.

Confidentiality

- All employees must respect and protect the confidentiality of matters relating to patients or other members of staff and must comply with the requirements of the Data Protection Act (1998). Further details are available from the Trust's Data Protection Act Designated Officer.
- Password security is of vital importance in protecting data held on computer. Any member of staff who divulges their personal password will be subject to disciplinary action and may be dismissed.

Equal Opportunities

- The Trust is aiming to promote equal opportunities. A copy of Equality and Diversity Policy and our Single Equality and Diversity Scheme are available from the Human Resource department or on the internet/intranet.

Members of staff must ensure that they treat members of staff, patients and visitors with dignity and respect at all times and report any breaches of this to the appropriate manager.

Corporate Governance

- The Trust, as a public organisation, is committed to acting with honesty, with integrity and in an open way. The Trust Board of Directors is responsible for ensuring that Trust services are managed in this way. We are working together to achieve the highest levels of compliance with the risk management standards promoted through the NHS Executive's Controls Assurance programme and the Clinical Negligence Scheme for Trust (CNST). All of us are expected to become familiar with these standards as they relate to our work and further details are available from your manager.
- One of controls assurance standards relates to Health & Safety. Under the Health & Safety as Work Act 1974, all of us have a duty.
- To take reasonable care of ourselves and others at work
- To co-operate in meeting the requirements of the law

Further details are available from the Trust's Health & Safety Advisors.

Safeguarding

The Royal Surrey County Hospital NHS Foundation Trust has a safeguarding policy for both adults and children and is committed to the protection of children, young people and adults. The Trust acknowledges that, due to the nature of hospitals, many people who would not normally be considered vulnerable can be in a position where they lack capacity or have reduced control. It also recognises that abuse of vulnerable adults/children can occur within domestic, institutional and public settings, and as such we have a responsibility to protect patients and associated dependents within our care. All employees have a responsibility to meet the statutory requirements to safeguard and promote the welfare of both children and adults to ensure that they come to no harm and to raise any concerns regarding safeguarding. All employees would be fully supported in raising any safeguarding concerns. All employees must be aware of Trust policies in relation to safeguarding and must adhere to them at all times.

Trust values and behaviours

The Values and Behaviours that are both displayed and aspired to at the Royal Surrey are:

We work together to serve our community by:

- Delivering safe and excellent clinical care
- Treating others with compassion and respect
- Driving improvement and efficiency

The behaviours are defined below as:

- Delivering safe and excellent clinical care
- I share information openly and effectively with patients, staff and relatives
- I consider safety in my everyday actions and seek to minimise patient and staff harm
- I work to prevent and control infection
- I strive to deliver excellent outcomes

Treating others with compassion and respect

- I treat others as I would like to be treated
- I am compassionate and empathetic
- I treat other people with dignity and respect
- I am courteous and polite
- I anticipate the needs of the people I serve
- I strive to make time

Driving improvement and efficiency

- I provide support and challenge
- I continuously seek to improve service quality and share best practice
- I listen and act on suggestions for change
- I work resourcefully to deliver improved outcomes
- I use resources wisely

7. RIDER CLAUSE

This is an outline of duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of the Trust and Division.

Signed (Employee):----- Date:-----

Signed (Manager):----- Date:-----

The Royal Surrey Hospital NHS Foundation Trust aims to ensure that no job applicant or employee is unfairly disadvantaged on the grounds of race, colour, nationality, ethnic origin, age, disability, sex, sexual orientation, marital status/civil partnership, religion/belief or trade union status.

PERSON SPECIFICATION

POST: Healthcare Records Manager

BAND: 8a

*Assessment will take place with reference to the following information

A=Application form

I=Interview

T=Test

C=Certificate

Area	Essential	Desirable	Assessment
Values and Behaviours			
ESSENTIAL CRITERIA FOR ALL POSTS			
Demonstrable commitment to and focus on quality, promotes high standards to consistently improve patient outcomes	√		A/I
Demonstrable skill to work together to serve our community through delivering safe and excellent clinical care	√		A/I
Value diversity and difference, operates with integrity and openness	√		A/I
Treating others with compassion, empathy and respect	√		A/I
Share information openly and effectively with patients, staff and relatives	√		A/I
Works across boundaries, looks for collective success, listens, involves, respects and learns from the contribution of others	√		A/I
Uses evidence to make improvements, increase efficiencies and seeks out innovation	√		A/I
Actively develops themselves and others	√		A/I
Qualifications			
Master degree level education or equivalent level of experience.	√		A/I
Healthcare record management qualification		√	
Intermediate knowledge in Word & Excel and knowledge of PowerPoint	√		
Knowledge and Experience			
Highly developed specialist knowledge of health records service management, having worked for a minimum of 3 years in NHS records management	√		A/I
Knowledge over a range of management, operational and legislative areas acquired through working at a senior management level with previous management and administration experience at a senior level for at least 3 years	√		A/I
Experience in leading and managing staff.	√		A/I
Experienced in change management and workforce redesign. Project implementation experience.	√		A/I

Experience and knowledge of the requirements and legal issues around managing healthcare records, with knowledge of local and national targets.	√		A/I
Previous experience of working within patient/public services	√		A/I
Experience in using a PAS, in particular Oasis		√	A/I
A thorough understanding of the Data Protection Act and confidentiality	√		A/I
Skills and Capabilities			
Ability to identify problems and inconsistencies with systems and processes, producing workable solutions	√		A/I
Ability to negotiate on difficult and controversial issues including performance and change.	√		A/I
Analytical Skills with the ability to analyse complex data and prepare reports Problem solving skills and ability to respond to sudden unexpected demands	√		A
Excellent customer care skills and experience of handling complaints.	√		A/I
Strategic thinking and forward planning – an ability to anticipate and resolve problems before they arise	√		A/I
Planning Skills with demonstrated capability to plan over short, medium and long term timeframes.	√		A/I
Business planning skills	√		A/I
Project Management skills (prioritising, planning, adapting plans, resource planning)	√		A/I
Excellent communication skills to negotiate and influence, including the ability to engage with a range of staff both internally and externally.	√		A/I
Ability to create and maintain efficient and effective processes within a team of people.	√		A/I
Management Skills and leadership skills - Must be able to prioritise own work effectively and be able to direct activities of others. Experience of managing and motivating a team and reviewing performance of the individuals	√		A/I
Ability to make decisions autonomously, when required, on difficult issues, working to tight and often changing timescales	√		A/I
Budgetary responsibilities - Previously responsible for a budget, demonstrating experience in budget setting and working knowledge of financial processes Budget management skills and knowledge	√		A/I
PERSONAL ATTRIBUTIONS			
Willing to engage with and learn from peers, other professionals and colleagues in the desire to provide or	√		A/I

support the most appropriate interventions			
Professional calm and efficient manner	√		A/I
Effective organizer/prioritisation skills	√		A/I
Demonstrates a strong desire to improve performance and make a difference by focusing on goals	√		A/I
Attention to detail, with the ability to deal with complex information	√		A/I
Highly motivated with ability to influence and inspire others	√		A/I
Ability to work independently	√		A/I