

Ref: FOI/CAD/ID 3515

Please reply to:
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15 February 2017

Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Health Records Manager job description.

Please can I request a copy of your Trusts' job description for the Medical Records Manager post and Health Records Manager Post?

Please see the attached job description.

Maidstone and Tunbridge Wells NHS Trust Job Description

| | |
|-------------------------------|-------------------------------------|
| Job Title | Head of Healthcare Records Services |
| Band | 8a |
| Site | Maidstone |
| Hours | 37.5 per week |
| Department / Portfolio | Patient Services |
| Reports to | Associate Director of Nursing |
| Accountable to | |

Job Summary:

The Head of Healthcare Records 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 Key Performance Indicators (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.

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.

Working relationships

The post holder is expected to establish and maintain positive interpersonal relationships with other staff members characterised by trust, mutual respect, and open, honest communication

Internal

Medical Director
 Director of Nursing
 Chief Operating Officer, Divisional Directors, Clinical Directors, and General Managers
 Deputy and Associate Directors
 Outpatient Services Manager
 Clinical Administration Unit and other administration staff
 ICT
 Information Governance Lead
 Clinicians and Specialty Nurses
 Financial Management

External

CCG commissioners and their team
 General Practitioners and their administration teams
 Off-site storage companies
 Lawyers and solicitors
 Healthcare Record Managers in other trusts

Budget responsibilities

- 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 Trusts 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.

Accountability

- To be accountable for the management of the Healthcare Department and act as a HCR management specialist, ensuring standardisation, clear Key Performance

Indicator (KPI) and Standard Operating Procedure (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.

Planning and organisational

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

Responsibility for policy /service development

- 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.
- 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.

Management responsibility

- 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 Trust wide procedures regarding the destruction of patient information stored at the Trust, this will be in conjunction with Department of Health's guidance.
- To be responsible for the staff management and leadership of the Healthcare 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.

Physical effort

- To lift and move patient records while being aware of Health and Safety issues and Manual Handling policy
- Long periods of sitting
- Long periods of concentration

Mental and emotional effort

- Must be able to prioritise and deal with workload with having frequent interruptions from all areas of the hospital, i.e. patients, consultants, management and other Health Records Scanning Bureau staff.
- Emotional support for staff
- Concentration is required when trouble shooting on system errors, staff queries and checking information.
- The post requires visits to wards/outpatient departments for staff training, mapping and support which could lead to patient contact and some exposure to distressing circumstances.

Responsibility for R&D

- 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.
- To act as the operational lead in the implementation of the electronic health records.
- 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 healthcare records such as Information Governance standards.
- 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.

Working conditions

- To work under considerable pressure due to the volume of both external and internal users of the service.
- Regular/Daily use of VDU equipment
- A high level of patience is required when dealing with queries and requesting correct information from the staff in order to deal with their query.

Job description agreement:

Signature of post holder: _____ Date: _____

Name: _____

Signature of manager: _____ Date: _____

Name: _____

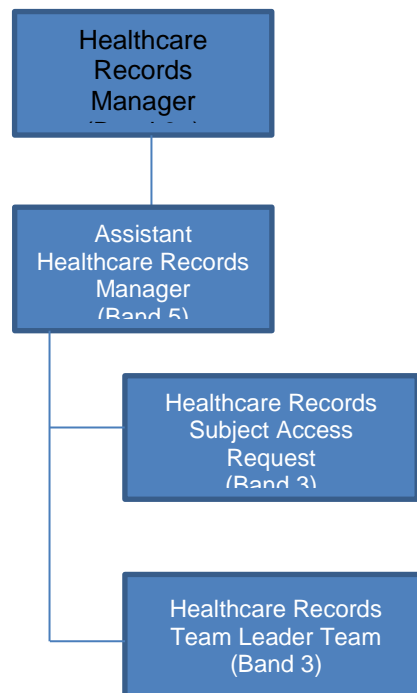
Statement:

1. This job description is a broad reflection of the current duties. It is not necessarily exhaustive and changes will be made at the discretion of the manager in conjunction with the post holder.
2. Time scales for achievement and standards of performance relating to the duties and responsibilities identified in this job description will be agreed via the annual appraisal process with the post holder.
3. As an employee of Maidstone and Tunbridge Wells NHS Trust, the post holder will have access to confidential information. Under no circumstances should this be disclosed to an unauthorised person within or outside the Trust. The post holder must ensure compliance with the requirements of the Data Protection Act.
4. As an employee of the Trust, the post holder will be required to adhere to all Trust policies including Equal Opportunities where all employees are expected to accept individual responsibility for the practical implications of these policies.
5. The post holder is required to take reasonable care for the health and safety of themselves and others that may be affected by what they do while at work.
6. This post may require the post holder to travel across the Trust sites in the course of fulfilment of their duties.
7. The Maidstone and Tunbridge Wells NHS Trust has a no smoking policy.
8. **Clinical Governance:** You will be expected to take part in the processes for monitoring and improving the quality of care provided to patients. This includes risk management and clinical audit. If you engage in clinical research you must follow Trust protocols and ensure that the research has had ethical approval. You will be expected to ensure that patients receive the information they need and are treated with dignity and respect for their privacy.
9. All staff should be aware of their responsibilities and role in relation to the Trust's Major Incident Plan.
10. **INFECTION CONTROL AND HAND HYGIENE** - All Trust employees are required to be familiar with, and comply with, Trust policies for infection control and hand hygiene in order to reduce the spread of healthcare-associated infections. For clinical staff with direct patient contact, this will include compliance with Trust clinical procedures and protocols, including uniform and dress code, the use of personal protective equipment policy, safe procedures for using aseptic techniques, and safe disposal of sharps. All staff are required to attend mandatory training in Infection Control and be compliant with all measures known to be effective in reducing healthcare-associated infections.
11. All staff are required to fully participate in learning and development opportunities and ensure they remain compliant with statutory and mandatory training requirements throughout their employment with the Trust.
12. All staff are required to fully comply with the NHS Code of Conduct.
13. **SAFEGUARDING CHILDREN** - Everyone employed by the Trust regardless of the work they do has a statutory duty to safeguard and promote the welfare of children. When children and/or their carers use our services it is essential that all child protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow the child protection procedures and the Trust's supplementary child protection guidance which is accessed electronically on the Trust's Intranet site. You have a responsibility to support

appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend child protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's child protection training guidance.

14. **SAFEGUARDING ADULTS** - Everyone employed by the Trust regardless of the work they do has a duty to safeguard and promote the welfare of vulnerable adults. When patients and/or their carers use our services it is essential that all protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow Trust policies in relation to safeguarding vulnerable adults. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend vulnerable adult protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's vulnerable adult protection training guidance.
15. All staff are required to provide the highest levels of service in their work and to adopt the highest standards of behavior as stated and implied in the Trust Values of PRIDE.

1. DEPARTMENT CHART OR REPORTING STRUCTURE OF THE POST:



**HealthCare Records Manager
Person Specification**

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| Area | Essential | Desirable | Assess- ment |
|---|-----------|-----------|-----------------|
| 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 |
| | √ | | A/I |
| | √ | | A/I |

| | | |
|---|---|-----|
| | | A/I |
| | √ | A/I |
| | √ | A/I |
| | √ | 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 |