

JOB DESCRIPTION

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| 1. | JOB TITLE | Head of Health Records/Electronic Document Management Contract Manager |
| 2. | LOCATION | Any site within the Trust |
| 3. | NOMINAL BASE | UHND |
| 4. | BAND/SALARY | Band 7 |
| 5. | RESPONSIBLE TO | Director of Performance |

6. JOB PURPOSE/SUMMARY

- To manage an efficient and effective Trust wide Health Records Service.
- To develop and review policies, procedures and the infrastructure required to support the delivery of a first class service to patients and users of the service.
- To develop and review Trust wide Health Records Strategy to ensure Health Quality Standards are met.
- To manage admin processes to support the capturing of data to support national targets.
- To manage the ECDM service ensuring that the required level of service is always available.
- To operationally manage the ECDM contracts with CIVICA and RESTORE.
- To support the successful implementation of CITO
- To manage the ECDM operational team
- To work closely with the EPR project team to contribute to the successful implementation of the Trust's EPR.

7. DIMENSIONS OF THE JOB

Staff Managed: 3wte
Budget:
Staff Budget: 100,000
Non-Staff Budget: 833,000

8. ESSENTIAL KNOWLEDGE, QUALIFICATIONS, SKILLS, AND EXPERIENCE REQUIRED

See person specification for full details

- Highly developed specialist knowledge and experience of Health records systems is essential, in order to meet the needs of the current and future challenging agenda.
- Educated to degree level

- Experience in managing staff and processes for effective patient administration is essential.
- Highly developed specialist knowledge of the computerised Patient Administration System, with particular emphasis upon operational data collection, and the information available from the system.
- Knowledge of the data required to support the contracting process.
- Knowledge and experience of project management. PRINCE Methodology.
- Ability to manage and support a multi-disciplinary team effectively.
- Effective communicator.
- Highly developed specialist knowledge of Access to Health Records Act, Patients Charter and NHS Guidelines regarding confidentiality of data and Health Records.
- Experience in managing both revenue and capital budgets.
- Proven skills in the provision of an efficient and confidential Health Records Service.
- Knowledge of Digital innovation contributing to excellent patient experience.
- Knowledge of EPR.

9. TRUST BEHAVIOURS FRAMEWORK

Patients, public and staff have helped develop the Trusts' Behaviours Framework of Values that inspire passion in the NHS and that should underpin everything it does. The NHS values provide common ground for co-operation to achieve shared aspirations, at all levels of the NHS. The post holder is required to commit to delivering the actions in the Trust's Behaviours Framework:

Working together for patients. Patients come first in everything we do. We fully involve patients, staff, families, carers, communities, and professionals inside and outside the NHS. We speak up when things go wrong.

Respect and Dignity. We value every person – whether patient, their families or carers, or staff – as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits.

Commitment to quality of care. We earn the trust placed in us by insisting on quality and striving to get the basics of quality of care – safety, effectiveness and patient experience – right every time.

Compassion. We ensure that compassion is central to the care we provide and respond with humanity and kindness to each person's pain, distress, anxiety or need.

Improving lives. We strive to improve health and wellbeing and people's experiences of the NHS.

Everyone counts. We maximise our resources for the benefit of the whole community, and make sure nobody is discriminated against or left behind.



Behaviours
Framework Jan2015.r

All employees are required to promote high quality care and good health and wellbeing through the enduring values described by the Department of Health: “The 6Cs – care, compassion, competence, communication, courage and commitment.”

Duty of Candour

All employees are required to comply with the Statutory Duty of Candour: The volunteering of all relevant information to persons who have or may have been harmed by the provision of services, whether or not information has been requested and whether or not a complaint or a report of that provision has been made.

10. MAIN DUTIES AND RESPONSIBILITIES

Managerial

- To support and update the Trust's Health Records Strategy ensuring that all requirements are delivered within the required timescales.
- To develop and manage an efficient, effective and confidential Trust-wide Health Records service.
- To manage the storage and retrieval of records Trust wide in line with Department of Health Retention/Destruction Guidance.
- To manage ECDM staff who provide patient services and information support services throughout the Trust and provide support to relevant Health Records, carrying out appraisals and staff development accordingly.
- To achieve a balanced year-end position in line with the requirements of the Health Records Strategy.
- To act as Safe Haven for transfer of patient information and act as custodian for the Trust's Health Records.
- Provide project management skills at Project Board and Team level.
- To manage and deal with complaints in an appropriate and timely manner.
- To provide information to achieve quality standards i.e. Information governance Toolkit, NHSLA and Care Quality Commission, etc.
- To operationally manage the ECDM contract

Professional

- Provide professional expertise in Health Records management to staff within ECDM and other departments.
- Develop continuing professional development for staff within the ECDM team.
- Provide professional leadership to all staff within Patient Services as appropriate.
- Ensure all staff attend mandatory training and undergo annual appraisals in line with KSF outlines.
- Provide a flexible service to support Care Groups maintaining standards at all times.

- To work in compliance with all current Health and Safety legislation and ensure staff work to safe and effective standards.

Personal

- To support the Trust in achieving its corporate aims and objectives.
- To work with clinicians and other senior managers in joint projects aimed at improving patient experience and clinical efficiency and effectiveness.
- To operate to the highest standards of honesty and integrity.

11. COMMUNICATIONS AND WORKING RELATIONSHIPS

Internal

- Directors, Care Group Managers and other Managers, Consultant Medical Staff and other relevant staff throughout the Trust.
- PAS System Managers to ensure appropriate system set-up and operation.
- Information Officers to ensure high-quality data to support the contracting process and production of statutory returns.
- Directorate Accountant for setting and monitoring budgets.
- Business/Specialty Directorate Managers and Clinical Directors and Consultant Medical Staff to ensure mutually satisfactory service provision.
- Director of Nursing & Quality to support the complaints procedure and quality monitoring.

External

- Solicitors for the purpose of providing information for legal requirements.
- Police in connection with the provision of statements as necessary.

12. MANAGEMENT AND SUPERVISORY POSTS

All managerial and supervisory posts are expected to follow the principles of being a Great Line Manager and specifically be aware of, understand, and apply fair employment policies/practices, and equality and diversity principles and legal obligations. Commit to developing staff preferences, promoting flexible working arrangements, and encourage change of working practice following major life changing events.

All managerial and supervisory posts will ensure compliance with Trust policies and procedures and clinical guidelines.

All managerial and supervisory posts must ensure staff have equal access to career progression and are appraised annually and have a PDP.

13. HEALTH AND SAFETY RESPONSIBILITY/RISK MANAGEMENT

It is the responsibility of the individual to work in compliance with all current health and safety legislation and the Trust's Health and Safety Policy and to attend any training requirements both statutory and mandatory in line with the Trust's legal responsibility to comply with the Health and Safety and Welfare at Work Act 1974.

It is a standard element of the role and responsibility of all staff of the Trust that they fulfill a proactive role towards the management of risk in all of their actions. Members of staff are responsible for adherence to all Trust policies for the safety of themselves, staff and patients at work

14. INFECTION CONTROL

It is the responsibility of all individuals to comply with infection control policies and to attend any appropriate training requirements in line with the Trust's responsibility to comply with Government Directives.

15. CHILD/YOUNG PERSON RELATED POSTS eg. Health Visitor, School Nurses etc.

Has responsibility for ensuring that children and young people are safeguarded and must comply with the NHS Safeguarding Children Procedures and the LSCB Child Protection Procedures. The postholder must attend safeguarding children training at a level appropriate to the role and function of the post. Safeguarding Children Training is mandatory for all staff within this field.

16. DISCLOSURE & BARRING CHECK (If applicable to this post and if the post is exempt from the Rehabilitation of Offenders Act (*delete if not applicable*))

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (DBS to check for any previous criminal convictions).

This post will involve access to patient/person identifiable information, access to children, access to vulnerable adults and work in a regulated establishments such as a school (*delete any/all that are not applicable to this role*)

17. SUSTAINABILITY

The Trust works in partnership with the NHS Sustainability Unit and Carbon Trust to achieve and exceed carbon reduction targets. Our aim is to be an exemplar organisation in the way we embraces sustainability and corporate social responsibility. To achieve this it is the responsibility of all staff to minimise the environmental impact of their day to day activities and adhere to Trusts policies on sustainability, waste, resource usage and governance.

18. GENERAL

This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service.

19. ANNUAL REVIEW RECORD

Date of Issue:

Date of Review: Employees Signature: Signature of Line Manager:

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ORGANISATIONAL CHART

ECDM/Health Records




PERSON SPECIFICATION

DEPARTMENT	JOB TITLE	BAND
Operations & Performance	Head of Health Records/ECDM Contract Manager	7

SHORTLIST CRITERIA <i>Criteria Relevant to the Job</i>	ESSENTIAL <i>Requirements necessary for Safe and Effective Performance in the Job</i>	DESIRABLE/ADDITIONAL/USEFUL <i>Where available, Elements that contribute to Improved/Immediate Performance in the Job</i>	MEASUREMENT/HOW IDENTIFIED <i>Indicate how and at what stage the criteria will be verified</i>
Qualifications & Training	Master level qualification or equivalent experience.	Relevant qualifications in Health Records and Information Management. Relevant degree MSc in Records Management or BA in Information and Library Management or IHRIM Certificate in Records Management	Application Form & Interview
Statutory Registration	N/A	N/A	
Special Skills & Knowledge	Health Records Library Management Leadership qualities Track record in achieving targets Good interpersonal and communication skills Able to produce clear, concise and objective written reports	Comfortable working with consultants and senior clinicians Capable of implementing major change management projects	Interview

Experience	Project Management Change Management Involvement in the development of Patient Focused Services Competent in the use and analysis of information Good IT skills Excellent Communication Staff and budget management responsibility	Senior Management Experience Experience in Modernisation strategies aimed at improving Patient Access Experience in Healthcare Informatics Experience in Process Redesign PRINCE2	Interview
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<p><u>Values and Behaviours</u></p>	<p>To commit to delivering the actions in the Trust's Behaviours Framework</p> <ul style="list-style-type: none"> • Working together for patients • Respect and Dignity • Commitment to quality of care • Compassion • Improving lives • Everyone counts. <p> Behaviours Framework Jan2015.doc</p> <p>Cs of Care – is able to show knowledge and understanding of promoting care, compassion, competence, communication, courage and commitment within their role</p>		<p>Interview</p>
<p>Special Requirements</p>	<p>Ability to travel independently Self-motivated Flexible and adaptable</p>		