

JOB DESCRIPTION

1. **JOB TITLE** ECDM Co-ordinator
2. **LOCATION** Any site within the Trust
3. **NOMINAL BASE** UHND
4. **BAND/SALARY** Band 4
5. **RESPONSIBLE TO** Head of Health Records/ECDM Contracts Manager

6. **JOB PURPOSE/SUMMARY**

This is a key role in supporting the continued implementation and use of ECDM/WinDIP across the Trust.

You will support the Head of Health Records/ECDM Contracts Manager in identifying areas where further development and support is required to maximise the continued use of ECDM/WinDIP to achieve high standards and efficient service to our patients.

7. **DIMENSIONS OF THE JOB**

The post involves the day-to-day management of 2wte Band 2 Clerical Officers.

You will liaise closely with clinicians, managers and other key staff throughout the Trust with regard to continuous service improvement. Identify and implement service improvement changes.

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

See person specification for full details

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

- Provide expert service support to ensure all processes introduced to manage ECDM are being carried out by all wards and departments.
- Carrying out regular audits to ensure compliance and test effectiveness of practices.
- Propose changes to working practices and procedures relevant to ECDM/WinDIP.
- To identify any issues with documentation and support users to resolve these.
- To work with departmental personnel to identify and implement how working practices can be refined further to improve ECDM/WinDIP use.
- To actively work with clinicians, managers and staff to develop an environment that promotes continuous service improvement and ensures sustainability.
- Ensure necessary service improvement changes have been integrated into work practices and improvements are maintained.

- You will assist in creating an environment that is patient focused and ensure that patients are satisfied with the service provided by the use of ECDM/WinDIP.
- You will be required to investigate complaints regarding to WinDIP, the suppliers involved in the ECDM solution and the Trust Health Records function and ensure that lessons are learned.
- You will ensure that performance targets are monitored (you must have a success/compliance/error rate).
- You will be responsible for carrying out staff appraisals and identifying staff training needs.
- You will be involved in monitoring staff absence, conducting return to work interviews, ensuring that all absence is recorded accurately and promptly and take appropriate action where necessary.
- You will be responsible for monitoring staff performance which may include disciplinary, capability and grievance issues.
- You will responsible for recruitment and selection procedures for the clerical staff.
- You will be responsible for checking staff time sheets and travel expenses in accordance with agreed procedures.
- You will be required to liaise directly with patients in response to any concerns or complaints about Health Records.
- Responsible for ordering stationary requests via the CARDEA system.

11. COMMUNICATIONS AND WORKING RELATIONSHIPS

You will be able to liaise with all Trust personnel to ensure an efficient health records function is provided.

You will communicate with patients face to face and via the telephone to ensure a quality customer service.

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 minimize 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

Where possible an organisation chart should be attached.