

Ref no: 268180816  
From: Other  
Date: 18/08/16  
Subject: Medical Records Manager post

## REQUEST

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

## RESPONSE

St Helens & Knowsley Teaching Hospitals NHS Trust 

### DIRECTORATE OF HEALTH INFORMATICS

**Job Title:** Head of Clinical Records  
**Responsible To:** Assistant Director – Systems Intelligence  
**Accountable To:** Director of Informatics

#### Job Summary

Managing and developing a diverse Electronic Document Management/Health Records Department working within agreed SLA's alongside developing, maintaining and improving relations with all parties to ensure image, reputation and achievements are represented to maximum effect.

Responsible for the management and control of a range of clinical documentation

A practical hands on approach along with vision and flair to develop and expand the operation in a fast paced environment.

Working on own initiative and motivated by exceeding targets and expectations.

#### Key Roles and Responsibilities

- Maintain and enhance the service measures agreed
- Control existing operations and co-ordinate continued expansion
- Providing strategic business planning advice on health records management
- Support the achievement of the targeted performance for the specified activities and operations, overall and individually
- Ensure product availability is in line with service level agreements
- Responsibility for the management of the health records transport services to ensure that manual health records are transported safely and securely either by external or internal courier service. Utilise internal vehicles allocated to the specified activities/operations efficiently adhering to all legal, Health & Safety, product compatibility and environmental requirements.

- Be proactive in the promotion of safe working practices and ensure that all health and safety and environmental policies and procedures are fully implemented
- Ensure that all Quality, Operational and Administrative policies and procedures are implemented in a timely and effective manner
- Assist in the development of drivers and staff, where appropriate, through the agreed appraisal and training procedures to enable them to perform their jobs safely and efficiently
- Undertake both “on the job” and “off the job” training as deemed appropriate
- Contribute to development and implementation of future projects
- Monitor supplier performance
- Responsible for logistics management & distribution and demand and supply planning
- Liaising with departmental heads and software suppliers to create cost effective solutions
- Ensuring high standards and best practice are followed consistently
- Continual review of processes to look at cost reduction on an on-going basis
- Responsible for delivery of large contracts
- Responsible for achieving target levels for operating efficiency and customer satisfaction whilst at all times maintaining compliance with agreed standards and statutory regulations
- Named Information Asset Owner for all systems relating to Health Records and ensure that all associated documentation is completed and up-to-date (System Level Security Declarations, Risk Assessments, etc.) and Risk Register Owner; Maintaining risk and issues log for the health records service
- Liaison with the Quality & Risk Department and patients and their relatives regarding contentious issues of access rights to viewing health records
- Professionally accountable for all aspects of the service across the health economy and provide advice and guidance within the Trust and externally, as required

- Ensure Health Records are appropriately controlled, readily accessible and available for use and archived or otherwise disposed of in line with statutory requirements; Ensuring systems are in place to protect confidentiality and security of patient records
- Monitor the effectiveness of service delivery against clearly defined standards through audits, surveys etc. and provide a regular reporting mechanism as deemed appropriate to nominated groups; To audit current health records management practice and carry out an information survey of existing health records management systems
- Raise awareness of the importance of Health Records Management throughout the health economy through profile raising and a publicity campaign and provide advice, training (induction and on-going) and written procedures widely disseminated to all relevant staff
- Ensure local and national Health Record standards, policies and procedures are developed, maintained, reviewed and updated as necessary
- Ensure Departmental awareness and compliance with all Statutory requirements, current legislation, and agreed good practice relating to Health Records Management including the requirements of HSC 1999/053 :*For the Record*, The 1995 Audit Commission Report *Setting the Record Straight* and the 1997 Caldicott Report: *Review of Patient Identifiable Information*, the Information Governance Toolkit and Records Management Controls Assurance Standard, Freedom of Information Act and those elements of DPA relevant to Health Records
- Working with the Information Governance Manager to achieve level 3 in information governance standards for clinical records and provides the evidence to support compliance against the standards as measured by the Information Governance Toolkit
- Liaise with Trust staff responsible for information handling activities; to draft and/or maintain the currency of the organisation's Health Records Management strategy and have input to the wider Trust Records Management strategy
- o regularly review and revise health records policies and procedures and to monitor compliance
- Investigate complaints from both service users and patients, relating to service failure, or relating to members of staff under his/her management and take any remedial action required

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- Ensure staff participate in initiatives and are fully aware of their responsibilities in respect of the following; Data Protection, Clinical Governance, Health and Safety, CNST, NHSLA etc
- To liaise and work with other employees responsible for information handling activities, e.g. the Freedom of Information Lead, the DPO and the Caldicott Guardian
- To liaise and work with the Trust's Caldicott Guardian and Information Governance Team, on security and confidentiality of patient identifiable information
- Manage and control delegated budgets in conjunction with the Director of Informatics and Trust Finance team
- Any other duties deemed necessary by the Director of Informatics in the light of the evolving needs of the organization

### **General Duties of all Employees**

1. To observe the provisions of and adhere to all Trust policies and procedures.
2. To actively participate in the annual performance review to identify personal development needs
3. To attend Trust Statutory and Mandatory training sessions as required and any other training courses relevant to the post.
4. To be aware of the confidential aspects of the post. Breaches of confidentiality will result in disciplinary action that may involve dismissal. The post holder should also be aware that, regardless of any action taken by the employing authority, breaches of confidentiality could result in civil action for damages.
5. All employees must fully comply with the relevant sections of the Health and Safety at Work. They must also understand and implement St Helens and Knowsley Hospitals NHS Hospitals Trust "Statement of Policy on Health and Safety at Work" and the Trust corporate "Health and Safety Policies and Procedures". You are required to follow all applicable rules and procedures relating to Health and Safety at Work and to take all responsible precautions to avoid actions
6. All staff will be treated with respect by management, colleagues, patients and visitors and equally staff will treat management, colleagues, patients and visitors with the same level of respect. Staff will be supported to challenge any discriminatory behavior that may be based on differences in race, disability, language, culture, religion, sexuality, age, gender or employment status.

7. St. Helens & Knowsley Hospitals NHS Trust has a 'No Smoking' Policy
  - a. and smoking is not permitted in Trust buildings or vehicles
8. In accordance with the Health and Social Care Act 2008, the post holder will actively participate in the prevention and control of infection within the capacity of their role. The Act requires the post holder to attend infection prevention and control training on induction and at regular updates and to take responsibility for the practical application of the training in the course of their work. Infection prevention and control must be included in any personal development plan and/or appraisal.
9. To adhere to the relevant Code of Practice of Professional body (if appropriate)
10. The duties contained in this job description are not intended to be exhaustive. The tasks and responsibilities of this post are likely to evolve in line with the Trust's continued organizational development.
11. The post holder must be flexible in the duties performed and it is expected that similar duties, not specifically listed above, will be carried out as required and may be cross site. Any such variation will be agreed in advance between the post holder and their Manager as part of the continuing process of management review and development.
12. St Helens & Knowsley Teaching Hospitals NHS Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff to undertake this commitment.