

Profile Matching Form

NATIONAL PROFILE: Health Records Service Manager

JOB TITLE: Head of Health Records

JOB STATEMENT:

The role of the Head of Health Records is to ensure the provision of a comprehensive, efficient and effective health record service, referral and booking service, and outpatient reception service for the Southern Health & Social Care Trust. He/she will provide a professional service and advice for health records, and for the Referral and Booking Centre.

The Head of Health Records will strategically plan for the future of the health records service and will lead the implementation of the patient electronic record in the future. He/she will be responsible for ensuring that the Health Records Departments across the Trust comply with Controls Assurance Standards, the Data Protection Act 1998, Subject Access requirements and the Access to Health Records Act (1990).

The Head of Health Records will implement Regional projects within the Referral and Booking Centre supporting shorter waiting times and improving access for patient's e.g. partial booking and referral reform.

Factor	Relevant Job Information	Profile Level	Job Level	Match or Variation	Score
1.Communication & Relationship Skills	<p>Represent the Trust on external or regional committees regarding Health Records.</p> <p>Develop and maintain work relationships with other colleagues to ensure achievement and objectives and effective team working. The postholder has the freedom to adapt, devise and implement policies and procedures regarding the health records service. If these policies or procedures affect other departments, this must be carried out in partnership with the other heads of service.</p> <p>Develop a culture of client and patient responsiveness, flexibility and quality. Involve patients and clients in setting performance indicators and ensure regular feedback on progress.</p> <p>Provide leadership and professional advice on health records.</p> <p>Manage contracts with external storage supplies.</p> <p>Excellent communication and interpersonal skills with a proven track record of having worked with a diverse range of stakeholders, both internal and external to the organisation for a minimum of 2 years in the last 6 years</p>	5ab	5	M	45
2. Knowledge, Training & Experience	<p>A relevant degree or professional qualification in Records Management of Business/Management and have at least 2 year's experience working in a senior role* in records management.</p> <p>OR</p> <p>Have at least 4 years experience working in a senior role* in records management.</p> <p>AND</p> <p>Have delivered against challenging performance objectives for a minimum of 2 years in the last 6 years meeting a range of key targets and making significant improvement**</p> <p>Excellent communication and interpersonal skills with a proven track record of having worked with a diverse range of stakeholders, both internal and external to the organisation for a minimum of 2 years in the last 6 years</p> <p>A proven track record of people management and organisational skills for a minimum of 2 years in the last 6 years.</p> <p>In depth knowledge of HPSS records management and</p>	7	7	M	196

	<p>legislation affecting the Health Records function. Be prepared to undertake a Diploma in Records Management with 12 months of taking up post. A full current driving licence with access to a car or access to a form of transport to meet the mobility needs of the post.</p>				
3. Analytical & Judgemental Skills	<p>The Head of Health Records will strategically plan for the future of the health records service and will lead the implementation of the patient electronic record in the future.</p> <p>Demonstrate strategic thinking in order to enable delivery of future changes to the service against the e-Health agenda. The postholder will play a leading role in the strategic planning and development of the electronic patient health records,</p> <p>Strive to develop new ways of working to improve effectiveness and efficiency in service delivery, such as 'bank' staff to provide essential cover during staff absenteeism.</p> <p>Ensure that health and social care records are available and accessible to meet the demands of patient on a 24-hour basis and will develop and implement a 'real time' service in the future.</p> <p>Develop, implement and review a Health Records Strategy, policies and procedures and monitor and evaluate implementation of these. This will ensure that all patient and client records are available for patient care at the appropriate time and place.</p> <p>Responsible for ensuring compliance with Subject Access request and that health & social care records are only given to authorised people. Ensure that all subject access request are processed lawfully and fairly and in accordance with the Data Protection Act 1998, taking legal advice when required.</p> <p>Keep abreast of the increasing legislative issues affecting the service and ensure that measures are devised and implemented and staff briefed accordingly across the diverse number of sites.</p>	5	4	V	42
4. Planning & Organisational Skills	<p>The Head of Health Records will strategically plan for the future of the health records service and will lead the implementation of the patient electronic record in the future. He/she will be responsible for ensuring that the Health Records Departments across the Trust comply with Controls Assurance Standards, the Data Protection Act 1998, Subject Access requirements and the Access to Health Records Act (1990).</p>	4-5	4	M	42
5. Physical Skills	<p>Standard Keyboard use Car driver</p>	2	2	M	15
6. Responsibility for Patient/Client Care	<p>Incidental contact with patients</p>	1	1	M	4
7. Responsibility for Policy/Service Development	<p>Keep abreast of the increasing legislative issues affecting the service and ensure that measures are devised and implemented and staff briefed accordingly across the diverse number of sites.</p> <p>Develop, implement and review a Health Records Strategy, policies and procedures and monitor and evaluate implementation of these. This will ensure that all patient and client records are available for patient care at the appropriate time and place.</p> <p>Demonstrate strategic thinking in order to enable delivery of future changes to the service against the e-Health agenda. The postholder will play a leading role</p>	4-5	4	M	32

	<p>in the strategic planning and development of the electronic patient health records, Develop and maintain work relationships with other colleagues to ensure achievement and objectives and effective team working. The postholder has the freedom to adapt, devise and implement policies and procedures regarding the health records service. If these policies or procedures affect other departments, this must be carried out in partnership with the other heads of service.</p>				
8. Responsibility for Financial & Physical Resources	<p>The Head of Health Records will manage the budget for all staff employed in the Health Records Departments, outpatients reception and Referral and Booking Centre</p>	4a-5a	4	M	32
9. Responsibility for Human Resources	<p>Provide leadership and professional advice on health records. Ensure the provision of an efficient and effective outpatient referral, booking and reception service Manage and delegate the work of the Health Records departments and Referral and Booking Centre ensuring that duties are carried out to the required standard and within agreed deadlines. Develop and maintain work relationships with other colleagues to ensure achievement and objectives and effective team working. The postholder has the freedom to adapt, devise and implement policies and procedures regarding the health records service. If these policies or procedures affect other departments, this must be carried out in partnership with the other heads of service. GENERAL MANAGEMENT RESPONSIBILITIES •Participate in the Trust's Staff Development and Performance Review Scheme. Review individually, on a regular basis, the performance of immediately subordinate staff. Provide guidance on personal development requirements and advice on and initiate, where appropriate, further training. •Maintain good staff relationship and morale amongst the staff reporting to him/her. •Delegate appropriate responsibility and authority to the level of staff within his/her control consistent with effective decision making whilst retaining responsibility and accountability for results. •Participate as required in the selection and appointment of staff reporting to him/her in accordance with procedures laid down by the Trust. •Take such action as may be necessary in disciplinary matters in accordance with procedures laid down by the Trust. •Promote the Trust's policy on equality of opportunity through his/her own actions and ensure that this policy is adhered to by staff for whom he/she has responsibility.</p>	4a-5a	4	M	32
10. Responsibility for Information Resources	<p>Improve data quality and data recording through the development and implementations of procedures to help staff understand the importance of their data input and get it right at the source of entry. Plan and implement a single acute patient record for the Southern Health and Social care Trust and, in the longer term, a patient electronic record. Ensure that health and social care records are available and accessible to meet the demands of patient on a 24-hour basis and will develop and implement a 'real time' service in the future</p>	4ab-5a	4	M	24

	Demonstrate strategic thinking in order to enable delivery of future changes to the service against the e-Health agenda. The postholder will play a leading role in the strategic planning and development of the electronic patient health records,				
11. Responsibility for Research & Development	Plan and facilitate changes in workload, e.g. waiting list initiatives, clinical audit and research, peripheral clinics. Strive to develop new ways of working to improve effectiveness and efficiency in service delivery, such as 'bank' staff to provide essential cover during staff absenteeism. Improve data quality and data recording through the development and implementations of procedures to help staff understand the importance of their data input and get it right at the source of entry.	1-2a	1	M	5
12. Freedom to Act	Lead the implementation of a single Referral Management Centre for the Southern Health and Social Care Trust and have responsibility for performance of this function. Strive to develop new ways of working to improve effectiveness and efficiency in service delivery, such as 'bank' staff to provide essential cover during staff absenteeism. Improve data quality and data recording through the development and implementations of procedures to help staff understand the importance of their data input and get it right at the source of entry.	5	5	M	45
13. Physical Effort	Light physical effort	1	1	M	3
14. Mental Effort	Collating and analysing to prepare reports for Assistant Director and Director of Acute Services. Plan changes to services within own area that will impact on other services within Acute, eg setting up of a secondary records unit for health records charts on a non acute site, while still maintaining the service of providing charts to wards and for clinics on the acute sites in a timely fashion. Analyse budgetary reports and prepare actions to deal with queries re the budgetary information Deal with staff issues Concentration for dealing with e-mails and telephone calls Chair meetings - prepare agendas, type up minutes, and attend meetings	2a-3a	3	M	12
15. Emotional Effort	The post holder must be confident as at times they will have to deal with difficult situations such as staff issues, eg performance issues, disciplinary issues. Contact with patients/stakeholders who have made an informal complaint or have an issue re the service	2a	2	M	11
16. Working Conditions	The post holder will have use of a PC for a large portion of their working day. VDU user	1	1	M	3
					543

PROFILE MATCH/BAND MATCH/NO MATCH

BAND 8A

MATCHING PANEL:

DATE: 16 July 2015