

## JOB DESCRIPTION

**JOB TITLE:** Medical Records Team Leader

**DEPARTMENT:** Surgical Services

**GRADE:** Band 4

**RESPONSIBLE TO:** Health Records Manager

**ACCOUNTABLE TO:** Deputy General Manager

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### WORKING RELATIONSHIPS:

Internal	External
Directorate Managers, Outpatients, Admissions, Health Records, Medical Secretaries, A&E	Health Care Professionals and Patients

### JOB SUMMARY:

- To ensure that an efficient service is provided to all service users.
- To support the Health Records Manager in line managing the health records staff. The post holder will directly manage the health record clerks and supervisors.
- To provide a professional, comprehensive and efficient health records service to the Trust's clinical services.
- To promote a positive image of the Trust's outpatient services through the provision of excellent customer service to patients, relatives/carers and external stakeholders, demonstrating a commitment to putting patients first.
- To be responsible for ensuring high standards of data entry and quality are achieved and sustained across all services, in both paper and electronic record-keeping.
- To ensure adherence to the Trust's Health Records Policy at all times.
- Line management responsibility for all subject access requests and compliance with reporting process.

## **MAIN RESPONSIBILITIES:**

### **Operational management**

- To work in conjunction with the Assistant Health Records Manager to manage the library service at City Road ensuring the library runs smoothly on a day to day to day basis, handling issues as they arise.
- To assist the Assistant Service Manager to ensure that health and safety standards are maintained within the departments at all times and notify the appropriate manager or representative for any action required.
- To undertake risk assessments and take action when required.
- To act when required as the first line of investigation with regards to all complaints relating to library staff and administrative systems and to forward responses to the Assistant Health Records Manager/Health Records Manager or the Assistant General Manager.
- To attend relevant meetings for the purpose of disseminating information to the staff and contribution to discussions for the maintenance and improvement of the services provided.
- To work with the Health Records manager to regularly review the service provided to ensure that it is both appropriate and of the highest quality and to take part in initiatives designed to improve both these aspects of service as requested.
- To maintain and update the staff Rossiter using the e-Rossiter programme ensuring there is an adequate level of staff in place at all times.
- To manage adhoc requests for notes and ensure these are delivered in the agreed timeframes
- To open, sort and distribute post, email and fax transmissions received in the health records library.
- To assist in the gathering and collation of outpatient audit data.
- Deal with all external and internal telephone enquiries ensuring we provide good customer focus services at all times.
- Arrange and attend meetings taking minutes relating to the health records department.
- To coordinate the maintenance and repairs of office equipment with in the areas when required.

- Undertake the monthly case note tracking audit.
- To ensure the distribution of patient pathology results to the relevant service.

### **Human Resource Management**

- To assist the Outpatient Clinic Administration Manager in managing the clerical staff dedicated to the service, ensuring that the highest quality of service is provided in each area at all times through the regular review of staffing structures, deployment and workload allocation.
- To assist the Clinic Manager in reviewing staff performance, working with individuals to set clear standards and objectives, identifying training and development needs as well as performance / conduct issues as appropriate.
- To appraise staff and set clear personal development plans.
- To assist in the induction and ongoing training of the team.
- To ensure that all line reports are compliant with mandatory training.
- To ensure that annual leave arrangements are co-ordinated as far as possible to ensure the services is maintained at all times and to monitor and manage sickness and absence.
- To motivate and support staff so that they understand the objectives of the service within which they work and are able to maximize their contribution to the highest standard of patient care.
- To encourage a teamwork approach and ensure that communication takes place within departments to ensure that staff feel involved and receive information regarding all matters affecting themselves, their department and the Trust as a whole.
- To ensure that the Trust's HR policies are adhered to within the directorate.

### **Other duties and responsibilities**

- To work with the Health Records Manager to implement policies and procedures in line with national guidance, Trust and local requirements.
- To work with the Health Records Manager to ensure that Health Records Management Policy and NHS standards are met.
- To agree individual Personal Development Plan with line manager.
- To attend mandatory training required for administrative staff to ensure compliance with the Trust Mandatory Training Framework.

- To participate and assist with the collection of monitoring data as required.
- To participate in a rota system to provide cross-cover for other staff in the health records library to ensure consistent and effective service is maintained during periods of annual leave/sickness cover.
- To adhere to the Trust Uniform Policy.
- To adhere to the Trust's "Quality Standards".
- To undertake any other duties which are commensurate to the grade as requested by the Health Records Manager.

### **WORKING PATTERN**

The core hours (37.5 hours per week) for this role are between 08:00 and 18:00 from Monday to Friday.

We reserve the right to vary your normal hours of work and will, whenever possible give you reasonable notice of any variations. If the service requires it, you may be included in a rota system to cover extended hours.

### **GENERAL DUTIES**

1. To comply at all times with the requirements of the Health & Safety regulations under the Health & Safety at Work Act (1974) and to take responsibility for the health and safety and welfare of others in the working environment ensuring that agreed safety procedures are carried out to maintain a safe environment.
2. To comply at all times with the trust's data security policy. Also to respect confidentiality of information about staff, patients and health service business and in particular the confidentiality of electronically stored personal data in line with the Data Protection Act.
3. Disclosure Barring (DBS) (formerly CRB) checks are now a mandatory part of the NHS recruitment process for staff that, in the course of their normal duties, has access to patients. Moorfields Eye Hospital NHS Foundation Trust aims to promote equality of opportunity for all with the right mix of talent, skills and potential. Criminal records will be taken into account for recruitment purposes only when the conviction is relevant. Having an unspent conviction will not necessarily bar you from employment. This will

depend on the circumstances and background to the offence and the position you have applied for. Moorfields Eye Hospital is exempt under the Rehabilitation of Offenders Act. This means the convictions never become "spent" for work which involves access to patients. Failure to disclose any "unspent" convictions may result in the offer of employment being withdrawn or if appointed could lead to dismissal. The Disclosure Barring Service (DBS) has published a code of practice for organisations undertaking DBS checks and a copy is available on request.

4. The trust has adopted a security policy in order to help protect patients, visitors and staff and to safeguard their property. All employees have a responsibility to ensure that those persons using the trust and its service are as secure as possible.
5. It is the responsibility of all trust employees to fully comply with the safeguarding policies and procedures of the trust. As a Moorfields employee you must ensure that you understand your role in protecting adults and children that may be at risk of abuse. Individuals must ensure compliance with their safeguarding training.
6. The trust is committed to a policy of equal opportunities. A copy of our policy is available from the human resources department.
7. The trust operates a no-smoking policy.
8. You should familiarise yourself with the requirements of the trust's policies in respect of the Freedom of Information Act and comply with those requirements accordingly.
9. The role description gives a general outline of the duties of the post and is not intended to be an inflexible or finite list of tasks. It may be varied, from time to time, after consultation with the post holder.
10. All appointments within the National Health Service are subject to pre-employment health screening.
11. It is the responsibility of all employees to ensure that they comply with the trust infection control practises, as outlined in the health Act 2008 and staff must be familiar with the policies in the trusts infection control manual, this includes the "bare below the elbow policy". Employees must ensure compliance with their annual infection control training.
12. You are responsible for ensuring that all equipment used by patients is clean / decontaminated as instructed by manufacturers and in line with the infection control / guidelines protocol and policy.
13. It is the responsibility of all employees to ensure compliance with the Health and Social Care Act, 2008, in preventing risk of infections to patients, visitors and other staff within the trust.
14. All staff are required to implement infection control policies and practices, including hand hygiene, waste disposal, staff uniform and occupational health responsibilities, as detailed in the trust intranet.
15. It is the responsibility of all staff to ensure that they have evidence of annual/or otherwise infection control training.
16. All staff are responsible for ensuring that equipment used in the patient environment is cleaned, decontaminated and maintained in line with trust policy.

17. Any other duties as designated  
by your manager and which are commensurate with the grade.

NB. The role description is a reflection of the current position and may change emphasis or detail in the light of subsequent developments, in consultation with the post holder.

# PERSON SPECIFICATION

## POST: Medical Records Team Leader, Surgical Services

Means of Assessment include application form (AF), Interview (I), Test (T), Presentation (P)

	ESSENTIAL	DESIRABLE	METHODS TO TEST THESE CRITERIA
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>• NVQ Level 4 in Administration / Customer service or demonstrable equivalent level of knowledge and experience</li> <li>• Good general education including English and maths to GCSE A-C or equivalent</li> <li>• Evidence of continuing education and development</li> </ul>	<ul style="list-style-type: none"> <li>• Other relevant qualifications</li> </ul>	Application Form
<b>Knowledge and training</b>	<ul style="list-style-type: none"> <li>• Good working knowledge of Microsoft Office software</li> <li>• Knowledge of the function of a health records library</li> <li>• Knowledge and understanding of confidentiality issues</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of MEH Patient Administration System (PAS)</li> </ul>	Application Form and Interview
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working in a medical records library or outpatient service</li> <li>• Experience of managing/supervising a team and effective staff management</li> <li>• Experience of working in a multi-disciplinary team</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in the NHS</li> </ul>	Application Form and Interview
<b>Aptitudes and Skills</b>	<ul style="list-style-type: none"> <li>• Excellent oral / written communication and interpersonal skills</li> <li>• Excellent organisational and administrative skills</li> <li>• Ability to successfully manage a team in a multi-disciplinary service</li> <li>• Ability to manage difficult situations with tact and empathy</li> <li>• Ability to work under pressure and to deadlines</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience using Trust IT systems e.g. PAS, OpenEyes</li> </ul>	Application Form and Interview

	<ul style="list-style-type: none"> <li>• Ability to prioritise own workload and that of others</li> </ul>		
<b>Personality and Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Proactive, positive and enthusiastic attitude</li> <li>• Ability to use own initiative / self-motivated</li> <li>• Commitment to delivering patient-centred services</li> </ul>	<ul style="list-style-type: none"> <li>• Health and Safety Awareness</li> </ul>	Application Form and Interview
<b>Other requirements</b>	<ul style="list-style-type: none"> <li>• Flexible approach to working hours to meet the needs of the service</li> </ul>		