



Royal Hospital for Neuro-disability Job Description

Job title:	Health Records Officer
Department:	Contracts Management
Salary grade:	£25,000 fixed rate, inclusive of allowances
Responsible to:	Carol Groves
Responsible for:	Health Records Management
Behavioural Framework:	Employee

Scope

The RHN is a leading national centre of excellence, providing adult person-centred services that span the entire care pathway from post-acute rehabilitation services to end of life care, for people with complex neuro-disability and their families, underpinned by a strong research and education programme.

Information on department/unit and where role sits

This post is a new post, based within the Contracts Management team. It has been developed to co-ordinate the changes in health records management, the increasing demands for access to health records, the need for a file tracking system and development of the archiving system throughout the organisation.

Main objectives of the role

1. Take responsibility for the overview of the management of health records – responsible for the implementation, monitoring and maintaining agreed Hospital standards for the health records service.
2. Ensure compliance with statutory regulations and current legislation as appropriate for the health records service; ensure compliance with the Department of Health Records Code of Practice.
3. In conjunction with IT, help further develop the patient file tracking system currently in place.
4. Take responsibility for responding to requests for information relating to health records from both internal and external sources- ensuring the organisation adheres to the Subject Access Request aspect of the Data Protection Act
5. Take responsibility for developing all aspects of archiving and timely destruction of patient health records.
6. Demonstrate an awareness of RHN's objectives and contribute to achieving them appropriately.
7. Strive to improve efficiency in all areas of your work.
8. Work as a member of the contract management team, developing links with other teams as required.

Key Responsibilities

1. Take responsibility for the overview of the clinical health records, undertaking audits, monitoring the use of the health records on the wards and working closely with the clinical health records committee
2. In conjunction with IT, help further develop the patient file tracking system currently in place.
3. Take responsibility for responding to requests for information relating to health records from both internal and external sources e.g. solicitors, doctors, family. This will entail collecting, collating and reproducing information as required, recalling archived information and delivering and despatching as required. It will also involve maintaining records electronically, and working closely with the Patient Safety and Quality department.
4. Take responsibility for developing all aspects of archiving patient health records, including database entry, booking collections and retrieval from the off-site archive store (Iron Mountain), and internal storage management.
5. Attend meetings as appropriate.
6. Work as a member of the Contract Management team, the Admissions Team and develop close links with the Patient Safety and Quality team.
7. Develop links with the medical staff and the ward staff to enable the systems to develop well and become embedded into usual practice.
8. To liaise with the Caldicott Guardian on security and confidentiality of patient identifiable information contained within the health records.

Person specification: Essential and Desirable

1. Good interpersonal skills
2. Good basic level of computer literacy
3. Some experience in working in a health related field would be an advantage
4. Proven record of the ability to provide and record accurate information
5. Willing to undertake training to gain an appropriate qualification, if not already held.

Employee Behavioural Framework

Working Collaboratively for RHN

Demonstrating our values and working together to deliver the best possible service for patients and customers.

- I share information within my team.
- I will ask for assistance if I need help.
- I work with my team to resolve problems.
- I am willing to learn new skills.
- I offer help to my team if they need it.

Achieving our Potential

Developing our skills and knowledge, reflecting on successes and set-backs, and demonstrating a commitment to development at RHN.

- I take personal responsibility for my tasks
- I seek opportunities for personal development
- I am willing to carry out new tasks if required
- I suggest improvements and new ideas
- I know what I'm good at and where I need to improve.

Preparing for the Future

Looking forwards, reflecting on current activities, accepting change and being part of a culture of continuous learning and improvement.

- I know what areas I need to improve
- I am willing to learn to broaden my skills and knowledge
- I reflect on my team's successes and challenges
- I speak up in team meetings and express my views

Leading by Example

Acting as a role model and setting an example that motivates and inspires others at RHN.

- I take pride in what I do
- I am punctual
- I try not to let my team down and ask for support when I need it
- I'm a good team player
- I improve my knowledge by learning from others

Committing to our Patients & Customers

Providing high quality patient care and customer service to patients and customers, and treating them with respect, dignity and consideration.

- I demonstrate a positive attitude
- I am proud of the work I do
- I always promote a positive image of the RHN
- I respond in a timely manner
- I share knowledge with my team
- If I cannot answer a question, I'll ask my nearest colleague to help

The job description is not exhaustive and will be reviewed in light of changing needs and organisational development, in consultation with the post-holder.

I have read, understood and accepted the responsibilities, expectations and behaviours outlined above.

Signed:

Date: