

Isle of Man Civil Service Person Specification

Job Title: Medical Records Team Leader

Grade: Executive Officer / Pay Band 13

Division: Medical Records, Manx Care

Reports To: Head of Records Management

Responsible for: 1 x AO and 6 x AA's

Overview

As the Team Leader of Medical Records, it will be your responsibility to ensure the day-to-day operations of the scanning bureau based within Nobles Hospital. This small and dedicated team pride themselves on efficiency and accuracy and work to strict time sensitive deadlines in order to ensure all medical records are available to our clinical colleagues. The team also provides critical support to the Information Governance Team, other hospital trusts and also operate a patient facing public counter.

The advancement of the forthcoming 'Manx Care Record' will require significant co-working with the Digital Informatics Team as well as varied stakeholders across Manx Care. This is an exciting time to join the Medical Records Team as we advance our digital health records.

CARE

Manx Care prides itself on being committed, passionate, accountable, reflective, respectful, inclusive, excellent and innovative. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development is based on our CARE ethos.

Duties and Responsibilities

1. Responsibility for the management of 7 staff.
2. Ensure adherence to Civil Service and Manx Care policies, procedures and professional standards.
3. Ensure the integrity, accuracy, reliability, validity and confidentiality of health information in accordance with legislation, regulations and NHS guidelines.
4. Manage the creation, retention, reproduction, security, maintenance and use of Health Records both digitally and hard copy.

5. Administer requests from GP and Hospitals outside of the Isle of Man, assist in the processing of Police, Advocate and Data Subject Access Requests.
6. Own and maintain procedures relating to all aspects of the Medical Records Department including the maintenance of the Digital Health Record procedures and training guides.
7. To take an active part in recommending and implementing changes and improvements to existing system and procedures in line with the Manx Care Digital and Informatics Roadmap.
8. To promote staff development by setting standards and targets.
9. To maintain required staff appraisals and regular reviews.
10. To be involved in all aspects of recruitment and staff management.
11. To manage and maintain staff records within PiP, liaising with HR, finance and the occupational health service.
12. To maintain the integrity of the Health Records System including the computerised Patient Administration System.
13. To provide assistance and guidance as required on Health Record related issues.
14. To ensure that the Medical Records team are trained and monitored in procedures and methods, ensuring that all work areas are adequately staffed to meet the needs of the service.
15. To ensure that the current and future British Standard accreditations of the department are adhered to and maintained sufficiently.
16. Advise and assist staff and departments with electronic and paper record management.
17. Oversee the day-to-day operational management of document imaging, record processing and retrievals for Health professionals.
18. To process the administration of 'living wills' and apply to the digital health record as requested.
19. To ensure the implementation of retention and disposal of the health records is adhered to.
20. Provide and assist on post-scanning quality, ensure batches are complete and accurate, accumulate and compile reports in relation to quality errors and staff performance.
21. To provide accurate and timely management information regarding digitisation volumes, error detection and corrections.

22. To be responsible for first stage disciplinary procedures and capability.

NOTE: Due to the nature of the role, this role requires on-site presence and is not suitable for remote or homeworking.

Competencies

All staff of Manx Care are expected to recognise that the everyday business of Manx Care requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all business and to uphold such confidences both in administering the business of the office and outside of the office.

As a member of Manx Care, the post holder represents Manx Care in a wide range of business settings, forums, committees and officer level working groups. It is expected that they will be a committed ambassador of the Division and the work that it seeks to achieve.

The job holder reports: Head of Records Management.

The post holder will ensure that in line with the timescale set out in the scheme, amongst other things that, an annual Personal Delivery Plan and a Personal Development Plan is agreed with the job holder; Review and assessment of the job holder's performance and competency/behaviours are made; and Performance and Development Review meetings are conducted.

Performance management and improvement

All Civil Servants have a personal responsibility for performance management. The job holder will be expected to contribute to their annual performance and development review and all interim performance reviews. The role holder is responsible for their own health and safety and the impact of their actions on others. The role holder will be responsible for identifying any possible risks or near misses to a responsible manager and or the Health & Safety Review Group.

Knowledge and Skills

The post holder must be experienced at managing resources, have the ability to interpret and apply relevant policies, regulations and laws and must possess good organisational and communication skills. Have the ability to prioritise own work and that of others. Encourage teamwork and collaboration, both within the department and with other individuals and departments of the Hospital.

Isle of Man Civil Service

Person Specification

Post: Medical Records Team Leader

Department: Manx Care

Division: Nobles Hospital

Job Summary: To provide and maintain an efficient and timely Health Records service to the patient and Health Care Professionals.

Attributes	Essential or Desirable	Method of Assessment
<p>Credibility</p> <ul style="list-style-type: none"> • 5 GCSE English Language at grade C (4) or above or equivalent qualification. • ILM Level 3 Leadership and Management or willing to work towards. 	<p>D</p> <p>E</p>	<p>CV</p> <p>CV/ Pre-employment checks</p>
<p>Capability</p> <ul style="list-style-type: none"> • Sufficient relevant experience of records management within a clinical or office environment. • Experience of managing, leading, motivating and developing a team. • Knowledge of electronic and paper record systems and the record lifecycle framework, including BS10008. • Sound knowledge of computer systems and key programs – Word, Excel, SharePoint etc. • Ability to be adaptable, autonomous, and operate under stringent, time sensitive deadlines. • Knowledge and direct experience of working with computer-based record systems (Careflow, Mediviewer, Rio etc.). • Report writing and presentational skills. 	<p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p>	<p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p>

<p>Character</p> <ul style="list-style-type: none"> • Good inter-personal skills reflecting on ability to engage with colleagues of all levels, in an appropriate manner. • Able to lead, motivate and influence others. • Team player – Contributing to and supporting team working. • Accuracy and ability to work under pressure and to deadlines, prioritising accordingly. • Knowledge of the Data Protection Act 2018 and Freedom of Information Act 2015. • Have a positive approach to change. • Calm and effective under pressure. • Demonstrate at all times an awareness and recognition of patient confidentiality, dignity, choice and respect. • Strong organisational skills and proven methodical approach to tasks. • Knowledge of creating and maintaining an Information Asset Register (IAR) and Record of Processing Activities (RoPA). • Undertake such other relevant duties as from time to time, as determined by line manager. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/ Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p>
<p>Circumstances/Interests</p> <ul style="list-style-type: none"> • Satisfactory Police Check. • Isle of Man Worker. • Full, valid driving licence and access to own vehicle. 	<p>E</p> <p>D</p> <p>D</p>	<p>Pre-employment checks</p> <p>Application</p> <p>CV/Interview</p>