

People Centred

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Job Description

JOB TITLE: Team Manager

BAND: Band 4

BASE: Medical Records Department Blackpool Victoria Hospital

RESPONSIBLE TO: Medical Records Manager

ACCOUNTABLE TO: Health Records Service Manager

DBS: This post does not require a DBS check

INFECTION PREVENTION AND CONTROL:

The post holder must comply with all relevant policies, procedures and training on infection prevention and control.

JOB SUMMARY: To assist the Medical Records Manager in the provision of an efficient and effective service to the Trust. The post holder will be required to work on a flexible hour's basis.

DUTIES AND RESPONSIBILITIES

To assist in the management and co-ordination of activities within the Medical Records Department to ensure the provision of a high quality service.

To ensure that all duties allocated to their team are completed in a timely and satisfactory manner, as per the relevant guidelines/procedures.

To audit on a regular basis the duties undertaken by their team. This to include the explanation of any errors found to the member of staff responsible and the correction thereof aiming to continuously improve on data quality standards.

To aid in the production and updating on a regular basis of the Medical Records Department Procedures.

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To undertake the training of staff in Medical Records functions monitoring their progress and the effectiveness of the training given.

To aid in the orientation programs of staff from other Departments across the Trust.

To handle all queries and any complaints in a timely, effective and sympathetic manner aiming to maximise customer satisfaction.

To monitor and undertake regular audits of the Medical Records service in relation to data quality and information processing reporting any areas of concern and suggesting methods of improvement.

To report any anomalies or deficiencies in the use of Medical Records Functions to the Medical Records Manager.

To order stationary and supplies as required.

To assist in the staff recruitment process.

To undertake the recording of staff changes, attendance, absence and training information on the Trust ESR system.

To ensure all staff within the post holders area of responsibility have a Personal Development Plan and undergo regular appraisal to identify personal development needs.

To support the application of the Sickness Absence Policy and Procedures.

To assist in the correlation of annual leave requests and the organisation of cover for annual leave and sickness absence in order to assure the efficient provision of the Medical Records service.

To review and maintain staff working time rotas.

To attend Meetings and disseminate information to staff and colleagues.

To undertake any other ad-hoc activities as directed by the Medical Records Manager or the Health Records Service Manager.

To comply with the attached standard job description statements.

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Additional information

Physical Effort

Must be physically able to handle and move patient's casenotes, which can be heavy and unwieldy.

Mental Effort

Must have analytical abilities.

Working Conditions

Must be physically able to handle and move patient's casenotes, which can be heavy and unwieldy

Emotional Effort

Must have good communication skills and the ability to influence and effect change.

GENERAL REQUIREMENTS

1. Quality

Each member of staff is required to ensure that:

- a) The patient and customer is always put first;
- b) That in all issues, the patient/customer requirements are met and all staff contribute fully to achieving the Trust's corporate goals and objectives;
- c) That all staff hold themselves personally responsible for the quality of their work and therefore seek to attain the highest standards achievable within their knowledge, skills and resources available to them in furtherance of the Trust's Vision and in embedding the organisation's Values.

2. Confidentiality

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Each member of the Trust's staff is responsible for ensuring the confidentiality of any information relating to patients and for complying with all the requirements of the Data Protection Act whilst carrying out the duties of the post. Any breaches in confidentiality will be dealt with by the Trust's Disciplinary Procedure and may result in dismissal.

3. Data Protection/Freedom of Information Acts

Carry out any requirements within the duties applicable to the Data Protection Act, 1998 and the Freedom of Information Act 2000.

4. Health and Safety

Each member of the Trust's staff is responsible for ensuring that they carry out the duties of their post in accordance with all appropriate Health and Safety legislation (Health & Safety At Work Act 1974), guidance and procedures and they do not, by any act or omission on their part, create a threat to the Health and Safety of any other person.

5. Equality & Diversity

It is the responsibility of all employees to support the Trust's vision of promoting a positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of the Trust's Equality and Diversity Strategies and Policies.

6. Working Time Directive

You are required to comply with the regulations governing working time and to any locally agreed associated arrangements.

7. Harassment & Bullying

The Trust condemns all forms of harassment and bullying and is actively seeking to promote a work place where employees are treated with dignity, respect and without bias.

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8. External Interests

Each member of the Trust's staff is responsible for ensuring that any external interest they have does not conflict with the duties of their posts and they must disclose the external interest if this is likely to occur, or if they are in doubt about a possible conflict of interest.

9. Mandatory Training

Each member of the Trust's staff has a statutory obligation to attend mandatory training. It is the responsibility of each member of staff to ensure that they comply with this legal requirement.

10. Flexibility

This job description is intended to act as a flexible guide to the duties of the post and therefore will require revision in consultation with the post holder to reflect the changing requirements of the post, to enable the Trust to achieve its corporate goals and objectives.

11. Smoke-free Policy

In line with the Department of Health guidelines, the Trust operates a strict smoke-free policy.

12. Safeguarding (do **NOT** change this section)

The Trust are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all staff and volunteers to share its commitment.

Rigorous recruitment checks are carried out on successful applicants who may be required to undertake Enhanced Disclosure via the DBS.