

# Senior Records Management Administrator

## GOSH profile

Great Ormond Street Hospital for Children NHS Foundation Trust (GOSH) is a national centre of excellence in the provision of specialist children's health care, currently delivering the widest range of specialist care of any children's hospital in the UK. It is the only specialist Biomedical Research Centre for paediatrics, the largest centre in the UK for children with heart or brain problems, and the largest centre in Europe for children with cancer. It works in partnership with the UCL Institute of Child Health (ICH), part of University College London, and together they form the largest paediatric research and teaching centre in the UK.

The hospital at Great Ormond Street is the only exclusively specialist children's hospital in the UK. It does not have an Accident and Emergency department and only accepts specialist referrals from other hospitals and community services. The population of children served by the hospital is characterised by those with multiple disabilities and/or health problems and rare and congenital (present at birth) conditions. Many children need the help of different specialist teams. Improvements in health care and diagnosis mean that many children have dramatically improved survival rates and more therapeutic options than was the case 10 years ago. Sadly though, many of the children cared for at GOSH still have life threatening or life-limiting conditions.

The hospital receives over 255,000 patient visits (inpatient admissions or outpatient appointments) a year, and carries out approximately 18,800 operations each year.

The hospital has 383 patient beds, including 44 intensive care beds (21 CICU, 15 PICU and 8 NICU). Many of the children and young people on our wards require high dependency care or are classed as ward intensive care, requiring one-to-one nursing.

Around 4,100 full-time and part-time staff work at the hospital. The ICH has around 600 staff. Many senior staff have roles in both organisations.

The hospital has approximately 50 paediatric specialties, the widest range of any hospital in the UK, which uniquely enables it to diagnose and pioneer treatments for children with highly complex, rare or multiple conditions. It has 19 highly specialised national services.

<b>Job title</b>	Senior Records Management Administrator
<b>Division</b>	Sight and Sound
<b>Responsible to</b>	Deputy Records Manager
<b>Accountable to</b>	Records Manager
<b>Type of contract</b>	Fixed Term 6 months
<b>Hours per week</b>	37.5
<b>Location</b>	Great Ormond Street Hospital For Children NHS Foundation Trust
<b>Budgetary responsibility</b>	None
<b>Manages</b>	Records Management Administrators and Scanning Administrators

## Trust Values and Expected Behaviours

Over 2,000 of our staff, patients and parents have developed a set of Values – Our Always Values. These are the values that should characterise all that we do and our behaviours with our patients and families and each other. Our Always Values are that we are:

- Always Welcoming
- Always Helpful
- Always Expert
- Always One Team

These values are extremely important to us and we expect everyone who works at GOSH in any capacity, including employees, bank staff, contractors, agency staff, people who hold honorary contracts, students and volunteers to share and uphold Our Always Values. Each value is underpinned by behavioural standards and employees will be expected to display these behaviours at all times. You can find a full copy of Our Always Values on our intranet.

The Trust also expects that everyone who works here shall act in such a manner as to justify public trust and confidence and to uphold and enhance the good standing and reputation of Great Ormond Street Hospital for Children NHS Foundation Trust. Individuals must therefore at all times carry out their duties with due regard to the Trust's Equality at Work Policy.

## **Scope of the role**

The post holder will provide a high standard of line management for the Records Management Administrators within the Electronic Health Records Department ensuring the team project a professional, positive and approachable image.

The post holder will be required to deliver excellent customer care, have good organisational skills and take a coordinated approach to completing the Records Management tasks associated with the Electronic Document Management System (EDM). Key tasks include the completing requests to remove/edit erroneous patient information stored in the EDM in a timely manner to support patient care. The post holder will need an understanding of the underlying database structure and the risks associated with changing patient information.

The post holder will need to communicate with Trust staff, families and children in an appropriate and sensitive manner to ensure that the Subject Access, Records Management, Duplicate requests, complaints or queries are managed with a robust outcome. They will provide on the job training to Record Management Administrators, Scanning Coordinators, and Scanning Administrators.

## **Key working relationships**

### ***Internal:***

Records Manager, Deputy Records Manager, Operational Manager, Record Management Administrators, Scanning Co-ordinator, Scanning Administrators, EDM System Administrator, Service Managers, Health Records Team, all Clinical staff, Local Records Managers, Education and Training Department, Service Managers, Medical Secretaries, Office Managers, Workforce and Planning.

### ***External:***

Families, Patients, Legal services and Local Authorities.

## **Main duties and responsibilities**

- Line manage Records Management Administrators (RMA) on a day to day basis, provide expert advice and leadership on the Subject Access Request and Clinic Preparation processes
- Provide line management for Scanning Coordinators/Administrators when requested by the Operational Manager / Deputy Records Manger.
- Organise, prioritise and delegate the duties to be undertaken by the RMA and Scanning Co-ordinators/ Administrators to ensure that high quality service is delivered.
- Mangle the day-to-day operations in Health Records /Scanning Bureau providing a high quality service during working hours.
- Develop and maintain team spirit amongst staff working in the department
- Liaise with Clinicians and managers on all issues pertaining to the delivery of the service and follow through any necessary actions.
- Deal promptly with all enquiries from patients, carers, staff, GPs and other Trusts
- Work with the Operational Manager and Deputy Records Manager to ensure that all duties are covered and deadlines are met at all times
- Support the Operational Manager and Deputy Records Manager with the future development of the service
- Be proficient in the use of Meridio and the EDM System
- Have an in-depth knowledge of the Trust Retention and Disposal process and how this applies to records /documents stored in the EDM.
- Have an in-depth knowledge and ensure compliance with the Data Protection Act 2018, General Data Protection Regulation, The Caldicott Report and BS: 10008.

- Ensure that patient confidentiality is maintained at all times within the department, including confidentiality relating to the use of IT systems and compliance with the requirements of the General Data Protection Regulation 2018.
- Ensure all Standard Operating procedures are up to date to reflect the current process/standards.
- Demonstrate full understanding of the patient pathway and how the health record can impact it.
- Assist with the training of new /less experienced staff during their Induction including the provision of on the job training, highlighting any areas of concern to the Operational Manager and ASM.
- Provide advice and guidance to staff on all Record Management related matters, including the need to maintain patient confidentiality
- Collect and record departmental data in order to populate the monthly Key Performance Indicator (KPI) Report as required by the Department Of Health and other Government standards
- Carry out general photocopying, faxing, scanning and filing of confidential and non-confidential information
- Promote the importance of tracking records across the trust and ensure all correct tracking procedures are adhered to within the teams.
- Collect relevant data to monitor the team's performance. When the required level of performance is not reached escalate to the Operational Manager and carry out actions to review and monitor staff performance.
- Be responsible for all office equipment and order supplies when required
- Communicate with all levels of staff within the Trust about records management issues
- Ensure upkeep of electronic diary and email management
- Investigate complaints and incidents and give feedback to the Operational Manager and Deputy Records Manager as required
- Take responsibility for resolving complex queries within and outside the Records Management Team. This may include providing guidance and advice to patients and relatives on Records Management matters, occasionally dealing with distressed individuals

## **Records Management Requests**

- Be responsible for ensuring all Records Management requests are completed in line with the Service Level Agreement
- Complete the supersede process and demonstrate full understanding of when to apply it to Records Management tasks
- Complete Records Management tasks in line with the Trust's Records Management Policy
- Understand the Records Management process and the risks involved with deleting documents stored in the Meridio System
- Recommend changes to Records Management procedures
- Maintain good record keeping, confidentiality and data entry for Records Management requests at all times in accordance with Trust policy
- Use own initiative and problem solving skills to complete the Records Management tasks

## **Finance**

- Be responsible for the maintenance and ordering of stock within the department.

## **Staff Management**

- Monitor staff day to day activities levels in the Health Records Department and escalate concern to the Scanning Manager.
- Ensure all staff are full trained on the Subject Access Request, Records Management and Health Records processes, develop and maintain staff training plans.

- Conduct regular group meetings with RMA's, communicate with staff to ensure they are kept up to date with all departmental updates.
- Attend and take an active role in departmental and external meetings as requested by the Operational Manager and ASM.
- Undertake and minute regular meetings with staff. Participate in and as necessary organise meetings with external departments on all areas related to Scanning & Records Management.
- Monitor staff working hours, and approve time sheets when required.
- Undertake staff appraisals, monitor staff performance, compile Personal Development Plans and identify training needs.
- Oversee the recording of annual leave and sickness absences and to be responsible for the completion of weekly returns of absence based on records.
- Conduct interviews with staff returning to work from sick leave, and refer to Occupational Health where necessary.
- Assist in the recruitment and selection of staff, liaising with the personnel department.

## **Education and Training**

- Attend any training courses to assist with personal and professional development. To be committed to undertake training in any new systems and deliver training to staff.
- Contact staff training, to ensure that all staff within the department are trained to an acceptable standard.
- Ensure that all staff complete the required mandatory training on an on a regular basis.
- Identify appropriate training needs within the team, ensuring required skills are developed to provide appropriate advice and support the Divisions and Directorates.

## **Knowledge**

- Be proficient in the use of e-mail and PiMS modules which are relevant to your work and the duties undertaken by staff
- Proficient in the use of email, PiMS, EDM System, Meridio System.
- Have knowledge and understanding of the Data Protection Act 2018, General Data Protection Regulation, The Caldicott Report, Access to Records act and Records Management Code of Practice.
- Ensure all duties are carried out in accordance with the Trust policies and procedures, including Health & Safety, equal opportunities and disciplinary policy.

## **Other**

- Promote equality of opportunity and diversity in the workplace.
- Ensure that staff are correctly inducted in to their role within the EHR Department.
- Work unsupervised to set demonstrable performance levels, as monitored through weekly performance statistics, referring to the EHR Manager as necessary
- Directly report to the Operational Manager/ Deputy Records Manager escalating any issues in a timely manner.
- Deputise for the Operational Manager as and when required at relevant meetings and forums both within and outside of the Trust.
- Undertake any other reasonable duties, as requested by the EHR Manager
- Observe the Trust's non-smoking policy, except in designated smoking areas.
- Carry out all duties and responsibilities in accordance with the Trust's policies and procedures, including Health & Safety, Equal Opportunities and Disciplinary Procedure.

- Carry out any other duties that may be required and are consistent with the responsibility of the grade and this post.

*This job description is intended as an outline of the areas of activity and can be amended in the light of the changing needs of the service and will be reviewed as necessary in conjunction with the post-holder.*

## **Other information**

Great Ormond Street Hospital for Children NHS Foundation Trust is a dynamic organisation, therefore changes in the core duties and responsibilities of this role may be required from time to time. These guidelines do not constitute a term or condition of employment.

## **Confidentiality**

On appointment you may be given access to confidential information which must only be disclosed to parties entitled to receive it. Information obtained during the course of employment should not be used for any purpose other than that intended. Unauthorised disclosure of information is a disciplinary offence.

## **Risk Management**

You will be required to ensure that you implement systems and procedures at a local level to fulfil the requirements of the organisation's Risk Management Strategy including local management and resolution of complaints and concerns, management of SUIs/incidents and near misses. Your specific responsibility for risk management will be clarified to you by your manager at your local induction.

## **Emergency Planning**

In accordance with the organisations responsibilities under the Civil Contingencies Act 2004, you may be required to undertake alternative duties as is reasonable directed at alternative locations in the event of and for the duration of a significant internal incident, major incident or flu pandemic.

## **Human Rights**

You are required to comply with the regulations of the Human Rights Act 1998 during the course of your employment.

## **Sustainable Development**

You will be required to demonstrate a personal commitment to the Trust's Sustainable Development Plan and to take personal responsibility for carrying-out your work duties in a way which is compliant with this Plan.

# PERSON SPECIFICATION

*Evidence for suitability in the role will be measured via a mixture of application form, testing and interview*

Essential: **E** Desirable: **D**

## Our always values

E	Always welcoming – positive, polite, prompt, responsive
E	Always helpful – respectful, supportive, approachable; caring
E	Always expert – Up-to-date knowledge , strive to provide a quality service, proactive
E	Always one team – informative, mindful, appreciative, open, honest

## Skills and abilities

E	Good Written and verbal communication skills
E	Ability to work effectively in a relatively high pressure environment.
E	Confident in decision- making and taking responsibility for service delivery
E	Excellent organisational skills with the ability to prioritise work and meet deadlines
E	Ability to train staff and monitor performance
E	Excellent working knowledge of Microsoft Office and Outlook
E	Ability to use own initiative
E	Leadership skills and the ability to motivate staff
E	Confident in recommending improvements to working practices
E	Ability to undertake project work

## Education, training and qualifications

E	Education to A-level standard or equivalent or appropriate working experience
E	Business Admin NVQ level 3 or equivalent awards (or clear plan to obtain)

## Knowledge & Experience

E	Experience of line management of staff for at least 6 months
E	Training and development experience of staff
E	Experience of communicating with individuals and groups at different levels of seniority
E	Staff management skills, dealing with absence, performance, disciplinary, grievance and appraisals
E	All aspects of patient confidentiality and how it transfers to a Scanning Bureau
E	Data Protection Act 2018 and the Caldicott report
E	Records Management Code of Practice
D	Knowledge of Scanning Bureau processes