

Vision: 'Working to Improve Lives'

Person Specification

JOB TITLE: Medical Records Retrieval clerk - Band 2

DEPARTMENT: Medical records – Mental Health Unit Basildon

Criteria for Selection	Essential	Desirable	Measurement Application Form - AF Interview - IN Assessment - AS
Education/Qualifications	<p>Educated to GCSE standard</p> <p>RSA 2 Word Processing or equivalent</p>	<p>European Computer Driving Licence or similar level IT qualification</p>	
Knowledge	<p>Ability to act in ways that support equality and diversity, equal opportunities and the need for confidentiality.</p> <p>Able to manage time effectively, prioritise workloads and to work to strict deadlines.</p> <p>Awareness of Health and Safety issues</p> <p>Awareness of data protection, data security and a clear understanding of confidentiality.</p>		

<p>Skills/Experience</p>	<p>Literate in IT/Computer Skills</p> <p>Good written and oral communication skills based on fluency on the English language</p> <p>Good customer service skills</p> <p>Ability to work on own initiative and as part of a team, understanding staff roles and responsibilities</p> <p>Experience of working in an office environment</p> <p>Experience of providing administrative support to Access to records /scanning team</p> <p>Excellent interpersonal skills and the ability to communicate both face to face and on the telephone</p> <p>Exercise judgement when dealing with a range of patient/clients/staff and visitor enquiries, facts or situations, some requiring analysis, being mindful of confidentiality.</p> <p>Letter/email composition writing</p> <p>Maintenance of filing systems, both computer and paper based</p>		<p>AF/AS</p> <p>IN</p>
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<p>Personal Qualities</p>	<p>Shares the Trust's Beliefs and models this in their attitude and behaviour:</p> <p>Ensures that the organisational values of open, compassionate and empowering are demonstrated by self and others every day and that any matters of concern are addressed in a timely way, either directly; or raised with the relevant Line Manager; or through the relevant processes within the Trust as appropriate.</p> <p>Ability to cope with occasional distressing or emotional circumstances</p> <p>Calm, patient approachable and friendly at all times</p> <p>Enthusiastic, self motivated, have a positive outlook</p>		<p>AF/IN</p> <p>AF/IN</p>
<p>Additional Requirements</p>	<p>Fitness Analysis as appropriate</p> <p>Use of small stepladders</p> <p>Ability to travel across sites and across Trust boundaries if required</p>	<p>Current driving licence</p>	<p>IN/AS</p>

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Job Description

JOB TITLE:	Medical Records Retrieval Clerk
RESPONSIBLE TO:	Records Manager
ACCOUNTABLE TO:	Head of Records
BAND:	2
HOURS:	22.5 hours per week
LOCATION:	Mental Health Unit Basildon

JOB SUMMARY

The Records Management team will incorporate the needs of Medical Records and will cover requests for records from all areas of the Trust including all Community Teams, Specialist Services, Wards, Medical Records, Consultants, storage providers and outside agencies, ensuring at all times that adherence to the Data Protection Act 2018.

- To operate as a centralised department, and to assist in providing an administration service, which supports all requests for medical records requests either in electronic or paper format
- To work in a timely and accurate manner and to support the recording of all activity using Trust information systems.
- The department will ensure that the Trusts commitment to customer service and immediate access/response is a priority.
- All aspects of the work must be carried out in accordance with Trust policies and procedures in respect of maintaining patient confidentiality

KEY RESPONSIBILITIES

- Pulling and filing medical records
- Recording case note transfers on relevant systems.
- Restructuring and repairing case notes in the approved order of filing.
- Attend and complete all mandatory training sessions, and be aware of any changes/upgrades to Trust Policies and Procedures.
- General office duties

- To act as a point of contact for the department, dealing with routine enquiries in a pleasant, professional and helpful manner.

MEDICAL RECORDS – PAPER

- As part of the process of issuing or archiving health records, the post holder will routinely search and validate the patient on the relevant IT systems.
- Undertake the auditing of the records library, ensuring the records archive is in good order and compliant with the data held on the Trust's electronic patient system.
- Undertake to cull health records on the direction of the Medical Records Manager, in accordance with the national guidelines for the destruction of health records, of deceased or discharged, un-worked patient health records.
- Accurately maintain the tracking module on the electronic patient record system, ensuring that patient health records are tracked to a named holder and location.
- Ensuring that only authorized users of the system can identify the holder and location of a patient health record at all times.
- To identify problem areas within the case notes tracking system and to help initiate processes to ensure that they are rectified.
- To locate missing case notes and to liaise with appropriate staff regarding missing case notes and take any action as required.
- To ensure that the Health Records library is kept tidy and to file records as necessary in a timely manner.
- Scanning records as required
- Ensuring a full audit trail to help when required in the demonstration of office systems and department requirements to new starters, including training in the relevant systems/procedures.
- To act as a point of reference for the Trust and advice where possible for any medical records questions.

ASSURANCE STATEMENT

The purpose of this job description is to outline levels of responsibility and accountability of this post, to ensure that all work undertaken by our staff is identified and lines of accountability are clear.

OUR TRUST VALUES

You are responsible for ensuring that the below Trust values are adhered to daily in your work and whilst providing services to patients and their families.

Open – We expect our colleagues:

- ✓ To be honest, accessible and responsive.
- ✓ To work collaboratively with colleagues and all stakeholders and be open to new perspectives and ways of working.
- ✓ To actively listen and have confidence to speak up to improve services.
- ✓ To professionally challenge and take ownership to improve safety and change things for

the better.

Compassionate - We expect our colleagues:

- ✓ To understand different perspectives and take responsibility to respond to patients, carers and colleagues.
- ✓ To be friendly and courteous and show a caring and empathetic approach in transactions with others.
- ✓ To value inclusiveness and respect individual and team differences.
- ✓ To strive to provide the highest possible standards of care and support.

Empowering - We expect our colleagues:

- ✓ To go the extra mile and help others achieve their goals,
- ✓ To encourage and embrace change and be proud to share their ideas,
- ✓ To embrace continuous learning and self-development,
- ✓ To celebrate successes and have the courage to learn from mistakes

NHS CONSTITUTION

You are responsible for ensuring that the values outlined in the NHS Constitution are adhered to daily and any matters of concern are raised with the relevant Line Manager or through the necessary processes within the Trust.

You are responsible for delivering a compassionate, dignified and respectful service to patients at all times.

DUTY OF CANDOUR

You must adhere to the principles of openness, transparency and the statutory duty of candour in your day to day work and conduct and encourage the same behaviours within the wider organisation.

EQUAL OPPORTUNITIES STATEMENT

The Trust operates an Equal Opportunities Policy and expects staff to have a commitment to equal opportunity in relation to employment, development, training and service delivery.

NO SMOKING POLICY

The Trust is committed to a policy which discourages smoking and prohibits smoking on Trust property and on Trust business outside it.

INFECTION CONTROL

The post holder is accountable and responsible for the prevention of healthcare associated infections by complying with all Infection Prevention & Control policies and procedures in line with legislation (Health Act 2006; *Code of Practice for the Prevention and Control of Healthcare Associated Infections.*)

HEALTH AND SAFETY

All employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to provide a safe environment for employees and visitors.

DATA PROTECTION ACT 2018

The Data protection act (2018) is to ensure compliance with all Trust policies, and those procedures relevant to the area of work.

At all times maintain high levels of confidentiality and information security, complying with the relevant legislation such as the Data Protection Act and the Computer Misuse Act.

Where any processing of information takes place (paper records or electronically) ensure that the data is of good quality, accurate and relevant for purpose.

All employees must adhere to the Trust's Policy on the Protection and Use of Personal Information which provides guidance on the use and disclosure of information. The Trust also has a range of policies for the use of computer equipment and computer generated information. These policies detail the employee's legal obligations and include references to current legislation. Copies of the Policy on the Protection and Use of Personal Information and other Information Technology policies are included in the Trust's Policies and Procedures Manual/Intranet.

CONFIDENTIALITY

Your attention is drawn to the confidential nature of information collected and used throughout the NHS. The unauthorised use or disclosure of patient, staff or other personal information is a dismissible offence. The unauthorised disclosure of information could also result in a prosecution for an offence, or action for civil damages, under the Data Protection Act.

You are required to observe the strictest confidence regarding any Confidential Information relating to work of the Trust, its patients/clients and its employees.

"Confidential Information" includes but is not limited to information relating to the Trust received by you in the course of your employment with the Trust or its predecessors, information relating to patients, personnel information, budgeting and financial information and information in respect of which the Trust owes a duty of confidentiality to a third party.

You are required not to disclose any Confidential Information either during or after your employment with the Trust, unless expressly authorised to do so by the Trust or required in the proper performance of your duties or as required by law.

This obligation will cease only when such information comes into the public domain other than through unauthorised disclosure by you.

Failure to comply with these requirements could result in action being taken under the Trust's Conduct and Capability Policy and Procedure.

This obligation is without prejudice to the law concerning protected disclosures in the Public Interest Disclosure Act 1998 (the so-called "Whistleblowers Act").

RISK MANAGEMENT

All staff working in, or for the Trust have a responsibility for participating in the risk management programme. All post-holders have a responsibility to assess all risks to systems, processes and environment and contribute to the clinical and corporate governance agendas as appropriate.

SAFEGUARDING DUTY

“It is the responsibility of the post holder to be aware of and follow the legislation and guidance regarding Safeguarding Children and Adults as stated in the Trust Safeguarding Policy and the Southend, Essex and Thurrock (SET) Child Protection Guidance. This applies to all staff regardless of which member of the family is the primary client. The post holder is responsible for ensuring they receive the appropriate level of Safeguarding Children training according to their role”.

INFORMATION TECHNOLOGY

It is the responsibility of the post holder to have a level of IT competence relevant to their job role and will be expected to continue to keep their skills up to date as part of their Continuing Professional Development.

CHANGES TO THIS JOB DESCRIPTION

Post holders have a responsibility to discuss any significant job changes with their line manager at the time the change occurs and agree any permanent substantial change.

On appointment within the Trust staff may be allocated to a specific area of care. It is however Trust policy to allocate staff to other areas of work within the Trust from time to time where this is in the interest of the individual and / or the service.

ADDITIONAL DUTIES

In addition to the above duties you will also be expected to perform the below key activities in line with your job role;

- Complete mandatory training in line with Trust policy and procedures
- To participate in the staff appraisal scheme for any staff you manage
- To keep yourself updated on all matters relating to Trust policy
- To provide management supervision where appropriate
- You will be expected to work collaboratively with key partner organisations, service users, carers, clinicians and other practitioners within the multi-disciplinary team in delivering services; providing a 7-day a week, 24-hours a day service for 365 days a year working shifts, where appropriate and operationally required.

The above Job Description does not purport to be an exhaustive list of duties and responsibilities. The post holder will be expected to undertake additional duties as the requirements of the post change.

Date post holder in receipt of job description

Signature of post holder

Signature of line manager