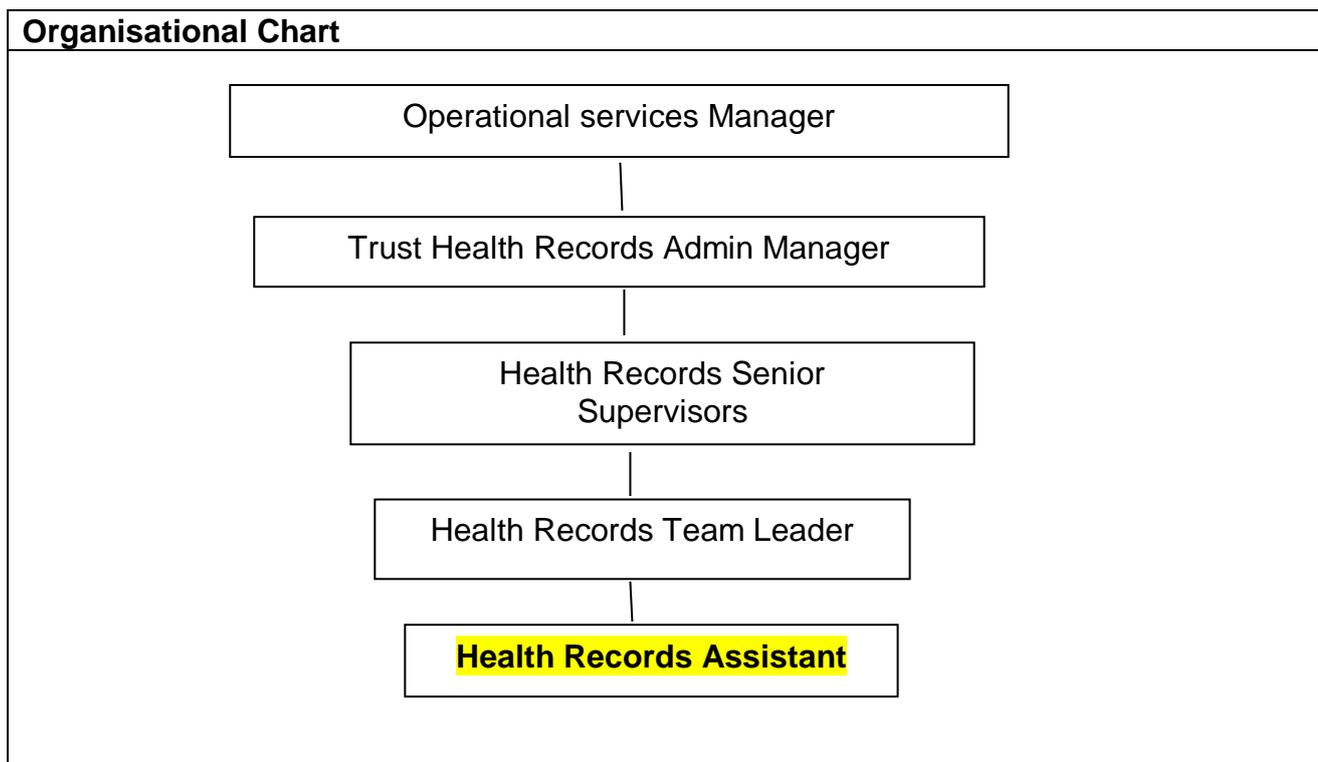


## Job Description

<b>Job Details</b>	
Job Title:	Health Records Assistant
Business Unit:	Emergency Surgery and Elective Care
Department/Ward:	Health Records
Location:	Trustwide
Pay Band:	Band 2
CAJE No:	ADM8026
<b>Main Purpose of the Job</b>	
<ul style="list-style-type: none"> <li>• To provide the day to day operation of a high quality, effective and efficient Health Records, customer orientated service and compliance with the Trust patient confidentiality Policy.</li> <li>• To provide timely, accurate and comprehensive computer input into the Patient Administrative System (PAS) to achieve efficient recording and process of patient activity. To manage department systems in keeping with Trust Policy, Information Governance, the NHS Guidance and the NHS Plan for future developments.</li> <li>• To work effectively as a team to ensure all areas of the Health Records are covered at all times to provide a 24/7 service.</li> </ul>	
<b>Dimensions</b>	
<ul style="list-style-type: none"> <li>• The Health Records Department provides a comprehensive service with a full range of general and acute specialties for Inpatients, Day Cases and Outpatients, Medical Secretaries, Clinical Excellence, Audit programs.</li> <li>• Departments and areas of work dependent on site – Health Records and related services including libraries, filing and pulling notes, location and retrieval of notes not in the library, PAS inputs and outputs, access to healthcare records, scanning, digitizing. Providing reception service in all Outpatient areas including (depending on site) Main Outpatients, Antenatal, Gynaecology, Surgical Day Unit, Fracture Clinic, Main Reception, Wansbeck Clinic.</li> <li>• Ensure delivery of notes to all areas, including wards, departments and offices to ensure high standard of patient care.</li> </ul>	



## **1. Communications and Relationships**

- Provide and receive information to support the service
- Try to deal complaints regarding quality of service delivery and inform supervisor.
- Assist customers that may have communication difficulties or be aggressive and abusive
- Provide information within the designated timeframe to outside agencies
- Reporting to and liaising with the supervisor and/or line manager on a regular basis.
- Liaise with other hospital departments such as wards, secretaries, clerks, porters etc.
- Maintain good working relationships to enable clear channels of communication
- Must be able to demonstrate the English language proficiency level required for this post

### **Communication within the Trust:**

- Colleagues on all sites
- Operational Services Managers
- Information Technology personnel
- Human Resources Officers
- Training Officers
- Legal Services
- Consultants, nursing staff and AHPs
- Wards and Departments throughout the Trust

### **Other Agencies Outside the Trust:**

- Benefits Agency/Department of Social Security
- Solicitors/Police/Prison
- Patients and relatives
- General Practitioners
- Professional Colleagues in other Trusts

<p><b>2. Knowledge, Skills, Training and Experience</b></p> <ul style="list-style-type: none"> <li>• Educated to NVQ Level 2 or equivalent experience and/or qualification</li> <li>• Good interpersonal skills for effective communication with colleagues to deliver a high quality service for customer care.</li> <li>• Ability to demonstrate good numeracy or literacy skills.</li> <li>• Good keyboard skills to enable accurate data capture</li> <li>• Good knowledge of the General Data Protection Act.</li> <li>• Good interpersonal skills for effective communication with colleagues to deliver a high quality service for customer care.</li> <li>• Good keyboard skills to enable accurate data capture.</li> <li>• Flexibility to work shifts and change role to cover all areas dependent on the needs of the department.</li> <li>• Good organizational skills to provide a timely and accurate service for all customers.</li> <li>• Ability to prioritize and organize workload with competing and changing priorities.</li> <li>• Ability to work as part of a team</li> <li>• It is an essential requirement of the role that the post holder has a valid driving licence and is either a car owner and able to use the car for work purposes, or has a Trust personal lease vehicle which may be used for the role. However, the Trust would consider making reasonable adjustments to the role, if necessary, to enable a disabled person to undertake the role.</li> </ul> <p><b>Desirables:</b></p> <ul style="list-style-type: none"> <li>• Qualification in Health Records or Related profession</li> <li>• Experience of working in hospital based Health Records or related service within the National Health Service</li> <li>• Understanding of the NHS organization and its implications for Health Records and associated services</li> <li>• Good knowledge and skills in use of NHS computer technology and software e.g. PAS and CRIS.</li> </ul>
<p><b>3. Analytical Skills</b></p> <ul style="list-style-type: none"> <li>• Resolves problems, eg locating notes, appointment issues, accuracy, ward issues when responding to queries, escalating issues when necessary</li> </ul>
<p><b>4. Planning &amp; Organisational Skills</b></p> <ul style="list-style-type: none"> <li>• Good organisational skills to provide a timely and accurate service for all customers</li> <li>• Ability to prioritise and organise workload with competing and changing priorities</li> </ul>
<p><b>5. Physical Skills</b></p> <ul style="list-style-type: none"> <li>• Manual dexterity in the use of portering equipment suitable for the position.</li> <li>• Standard keyboard skills</li> </ul>

<p><b>6. Patient/Client care</b></p> <ul style="list-style-type: none"> <li>• Provide and maintain a secure system for the custody and production of confidential healthcare Records for the care and treatment of patients including filing, locating, retrieving, preparing patient records for admissions and clinics.</li> <li>• Provide excellence in customer care through good service delivery in all areas of the department when required.</li> <li>• Provide a polite and efficient service in all communications including telephone and face to face requests for information.</li> <li>• To ensure that they adhere to the principles of patient, carer and public involvement in their work area.</li> <li>• To provide non-clinical advice to patients and relatives.</li> </ul>
<p><b>7. Policy &amp; Service Development</b></p> <ul style="list-style-type: none"> <li>• To follow corporate and local policies in all areas of work.</li> <li>• Ensure that the Trust policies, procedures and standards for records management are implemented.</li> <li>• To process the gathering of information within their department in order to comply with an Information Request under Freedom of Information Act requirements.</li> </ul>
<p><b>8. Financial &amp; Physical Resources</b></p> <ul style="list-style-type: none"> <li>• Be responsible for the careful use of equipment and resources used in day to day work such as computers and office products.</li> <li>• Timely acknowledgement of solicitors, agencies and patients when requesting access to Records to comply with the requirements of the Woolf Report.</li> </ul>
<p><b>9. Human Resources</b></p> <ul style="list-style-type: none"> <li>• Work as part of the team to ensure the department is covered to include weekends and Bank Holidays.</li> <li>• Ensure own objectives of appraisal and requirements of Knowledge and Skills Framework are met.</li> <li>• Identify own training needs to extend knowledge and improve skill base. Proactively meet those training needs.</li> </ul>

<p><b>10. Information Resources</b></p> <ul style="list-style-type: none"> <li>• Maintain and update patient details on the PAS in accordance with Health Records, Data Protection and Public Records Acts and book necessary appointments as dictated by area of work.</li> <li>• Print patient lists from the PAS to enable efficient running of services.</li> <li>• Meet requests for information within dictated deadlines.</li> <li>• Timely checking of email folders.</li> <li>• To ensure data quality is in line with Trust policies at all times and to understand the impact of poor data quality on the department. To report any poor data quality to the Data Quality Improvement Facilitator.</li> <li>• Ensure that the standards for Information Security Management System (BS7799) are implemented, maintained, monitored and reviewed and that this process is reflected in the IM&amp;T Security Manuals.</li> <li>• Ensure that processes and procedures relating to confidentiality are developed, maintained, monitored and reviewed in line with NHS guidance and legislation:             <ul style="list-style-type: none"> <li>- Data Protection Act 1998</li> <li>- Caldicott Principles</li> <li>- NHS Code of Confidentiality</li> <li>- Human Rights.</li> <li>- Report incidents using appropriate system.</li> </ul> </li> <li>• You will be expected to have basic functional skills, including literacy, mathematics and digital skills. Digitally literacy is the ability to, locate, organise, understand, evaluate and analyse information using digital sources. This is in line with 'digital readiness indicator for health and social care', which has been developed in the Building a Digital Ready Workforce Programme (BDRW), between Health Education England (HEE) and NHS Digital, and is part of the Government's Digital Transformation Portfolio (DTP) (2019)</li> </ul>
<p><b>11. Research &amp; Development</b></p> <ul style="list-style-type: none"> <li>• Complete audits and staff survey as required</li> <li>• Test effectiveness of procedures in own work area.</li> </ul>
<p><b>12. Freedom to Act</b></p> <ul style="list-style-type: none"> <li>• Work within well-defined procedures to ensure delivery of a high quality service.</li> <li>• Your work will be supervised on a day to day basis.</li> </ul>

## **Standards**

The statements outlined below are the standards of which all employees of Northumbria Healthcare Trust are expected to comply.

Works to the standards expected in the Northumbria Healthcare NHS Foundation Trust statement of values.

**Risk Management** - to deliver the quality standards and targets outlined in the Trust's Risk Management Strategy and local operational policies

### **Infection Control:**

It is your responsibility to adhere to infection control policies and guidelines in order to promote cleanliness and reduce infections. Hand hygiene must be undertaken correctly to prevent the spread of infection. Personal protective equipment must be used in accordance with Trust policy. You must contribute to the cleanliness of the work environment and keep it "clutter free" and tidy. You must also attend mandatory training and updates to ensure you receive training appropriate to your role

### **Health and Safety:**

Managers have a duty to ensure that safe systems of work are used within their area of responsibility; to investigate accidents and incidents; to arrange for risk assessments to be conducted annually, and to ensure staff attend appropriate health and safety training.

All employees have a duty to take reasonable care for their own health and safety, and that of others who may be affected by their activities; to cooperate with the Trust by complying with all health and safety rules and safe systems of work; and to inform their line manager of any work situation, or practice which may be considered a danger to health and safety.

### **Patient, Carer & Public Involvement:**

Managers have a duty to ensure that the principles of patient, carer and public involvement are adhered to throughout all areas of responsibility in line with Section 242 of the NHS Act 2006 (as amended by the Act 2012) which requires the duty to involve and consult users. A 'user' is defined as someone who is using services, or someone who may use them. In addition, this requires NHS organisations to involve and consult patients and the public in; The planning and provision of services and the development and consideration of proposals for changes in the way services are provided.

This ensure that patients are the focus of everything we do, we share good practice **in line with Trust policies and procedures, this includes learning from complaints and concerns.**

### **Safeguarding:**

The safeguarding of all those who are vulnerable is an enormous obligation for all of us who work in the NHS and partner agencies.

Safeguarding children and adults at risk of abuse or neglect is complex, frequently under review and we must all take responsibility to ensure that it works effectively.

Safeguarding is everyone's responsibility. It remains the responsibility of every NHS organisation and each individual healthcare professional working in the NHS to ensure that the principles and duties of safeguarding adults and children are holistically, consistently and conscientiously applied with the needs of adults at risk or abuse or neglect at the heart of all that we do.

Partnership working is also key and it is vital that local practitioners continue to develop relations and work closely with colleagues across their local safeguarding system to develop ways of working that are collaborative, encourage constructive challenge and enable learning in a sustainable and joined-up way.

NHS England will continue to seek assurance that the safeguarding arrangements across the health system are effective.

### **Environment and Sustainability:**

The trust aims to be an exemplar organisation that embraces sustainability and meet its corporate responsibility. It is the responsibility of all employees to support the Trusts' vision for sustainable development. To undertake their duties in a way that is not wasteful of environment, financial and social resources throughout their daily activities.



## Appendix 1

**NOTE: This appendix is not intended to form part of the 'official' Job Description, but is intended for Job Evaluation purposes only.**

### Effort and Environment:

#### Physical –

- *Frequent moderate effort for several periods.*
- *Inputting at keyboard, lifting, sorting, filing, general handling of case notes, pushing trolleys with patient notes.*
- *Frequent physical effort 80% of the time during the day. Lifting and moving heavy files throughout the day for short periods.*
- *Required to manually lift and handle case notes operating mobile shelving units. All staff need to handle patient's case notes during the course of their working day. Filing, pulling notes, lifting and moving notes, pushing loaded trolleys climb steps.*
- *They need to recognise number sequences. Filing, pulling notes*
- *They also need to be proficient on computer keyboards. Searching and inputting into PAS, CRIS for locating and retrieving notes, patient access etc.*

#### Mental –

- *Concentration for preparing notes, filing patient letters*
- *Health Records staff must remain focussed and attentive at all times to ensure a high level of data quality is input into computer systems despite regular interruptions.*
- *Staff must be flexible to cover any area at short notice.*

#### Emotional –

- *Occasional exposure to verbal abuse and aggression*

#### Working Conditions –

- *Working in office areas prone to dust and heat*
- *Working in reception areas with occasional contact with verbal aggression*
- *Occasional distressing or emotional circumstances*
- *Can be exposed to unpleasant working conditions, crowded libraries, dust*
- *Notes occasionally returned to the department contaminated by blood and other substances.*
- *Dusty and dust mites from Health Records*

- *Notes occasionally contaminated by blood and other substances.*

Appendix 2

Grid

	DUTIES AND RISK FACTORS OF THE POST	Yes	No
1.	Exposure Prone Procedures (EPP's)*		X
2.	Manual Handling Operations	X	
3.	Dust, Dirt, Smells	X	
4.	Chemicals, Fumes or Gasses (Glutaraldehyde, fixer, anaesthetic gases, reconstitution/handling of cytotoxic drugs)		X
5.	Patient Contact		X
6.	Babies/Children Contact		X
7.	Food handling / Preparation		X
8.	Driving	X	
9.	Fork Lift Truck Driving		X
10.	User of Display Screen Equipment	X	
11.	Noise		X
12.	Infestation		X
13.	Blood and Body Fluids/Waste/Samples/Foul Linen	X	
14.	Excessive Cold		X
15.	Excessive Heat		X
16.	Inclement weather		X
17.	Radiation		X
18.	Laser Use		X
19.	Heights over 2 metres	X	
20.	Confined Spaces	X	
21.	Vibration i.e. Power Tools		X
22.	Using machinery with moving/exposed parts		X
23.	Shift work	X	
24.	Use of latex products		X
25.	Physical violence / aggression		X
26.	Employment of young people		X
27.	Any other hazards please specify		X
28.	<b>Other</b>		

If any hazard is identified above please give details below.

Case notes  
 Old case notes  
 May be occasional requirement to drive to other sites to deliver notes  
 Computer use in all areas.  
 Notes can be contaminated with blood and body fluids  
 Library shelves  
 Mobile shelving  
 Department covered 24/7.

\*Definition of Exposure Prone Procedures (EPP's)

Exposure prone procedures are those where there is a risk that injury to the Health Care Worker may result in the exposure of the patient's open tissues to the blood of the HCW. These procedures include those where the HCW's gloved hands may be in contact with sharp instruments, needle tips and sharp tissue

(spicules of bones and teeth) inside a patients open body cavity, wound or confined anatomical space where the hands or fingertips may not be completely visible at all times.

### Person Specification

Job Title:	Health Records Assistant	
Department:	Health Records	
Location:	Trustwide	
<b>Specification</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications / Professional Registration</b>	<ul style="list-style-type: none"> <li>Educated to NVQ level 2 or equivalent</li> <li>English and Mathematics or be able to demonstrate good numeracy or literacy skills.</li> </ul>	<ul style="list-style-type: none"> <li>Qualification in Health Records or Related profession</li> </ul>
<b>Experience and knowledge</b>	<ul style="list-style-type: none"> <li>Good knowledge of the Data Protection Act.</li> <li>Experience of working/dealing with the public.</li> <li>Understands the need for the patient record to be at the right place at the right time.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working in hospital based Health Records or related service within the National Health Service</li> <li>Understanding of the NHS organization and its implications for Health Records and associated services</li> </ul>
<b>Skills and abilities</b>	<ul style="list-style-type: none"> <li>Good interpersonal skills for effective communication with colleagues to deliver a high quality service for customer care.</li> <li>Good keyboard skills to enable accurate data capture.</li> <li>Flexibility to work shifts and change role to cover all areas dependent on the needs of the department.</li> <li>Must be able to demonstrate the English language proficiency level required for this post</li> </ul>	<ul style="list-style-type: none"> <li>Good knowledge and skills in use of NHS computer technology and software e.g. PAS and CRIS.</li> </ul>
<b>Personal attributes</b>	<ul style="list-style-type: none"> <li>Good organizational skills to provide a timely and accurate service for all customers.</li> <li>Ability to prioritize and organize workload with competing and changing priorities.</li> <li>Ability to work as part of a team</li> </ul>	

<b>Other requirements</b>	<ul style="list-style-type: none"><li>• Ability to carry out the physical demands of the role including bending, stretching to facilitate filing of records.</li><li>• It is an essential requirement of the role that the post holder has a valid driving licence and is either a car owner and able to use the car for work purposes, or has a Trust personal lease vehicle which may be used for the role. However, the Trust would consider making reasonable adjustments to the role, if necessary, to enable a disabled person to undertake the role</li></ul>	
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