

JOB DESCRIPTION

1. JOB DETAILS

Job Title	Clinical Administration Manager
Manager	Hospital Manager
Band	Band 6 £25,528 - £34,189 plus DIA
Hours	37.5
Directorate	Medical Directorate
Accountable to	Hospital Manager
Location	Balfour Hospital

2. JOB PURPOSE

Ensure that patient access is managed in line with current national and local guidance and that patient access management information is shared with all levels of the organisation and external parties as required.

Responsible for Visiting the smooth administration of visiting and local consultant service provision, in partnership with key Clinical Staff

Manage service development and improvement work throughout the post scope including specific projects such as 18 Weeks referral to treatment

To provide effective leadership to all Clinical Administration staff, including Medical Records, Medical Secretaries, Ward Clerks and others involved in clinical documentation and administration.

To co-ordinate and supervise clinical administration activity, ensuring that all frontline clinical services have sufficient and appropriate administrative support.

Responsible for ensuring that NHS Orkney patients receive timely treatment by providing support for the efficient management of the Outpatient, In patient and Daycase waiting lists for NHS Orkney.

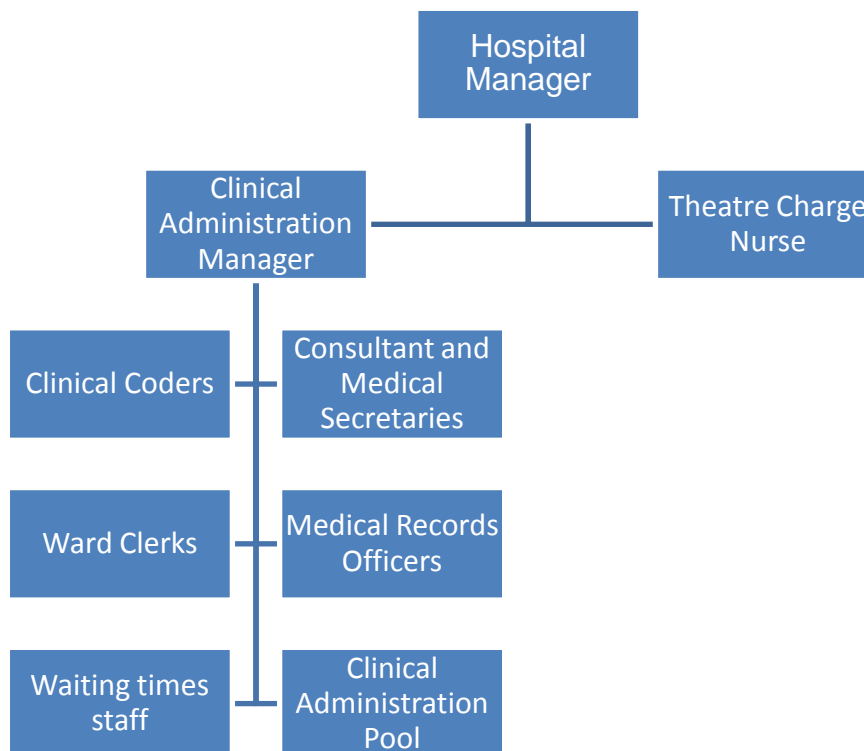
Professionally accountable for the health records service with responsibility and authority for

proposing, documenting and monitoring agreed policies and procedures for the health records service throughout NHS Orkney.

3. DIMENSIONS

NHS Orkney has an annual budget of £45 million and employs 580 staff.

4. ORGANISATION CHART



5. KEY RESULT AREAS

Develop, implement and monitor health records management strategy.

Implement a paper light/electronic system of records management, that complies with health records management strategy.

Continually review all aspects of the clinical administration function to ensure that opportunities for service improvement are identified and acted upon.

Review and enhance existing documented procedures for booking records in and out of the normal filing system, which enables rapid retrieval of records and prevents misfiling.

Manage staff and resources effectively employing high quality staff management and leadership principles for staff development, professional standards, communication and appraisals.

Implement patient focussed booking system

Ensuring succession planning and skills development are an established part of the culture of the service in keeping with National and NHS Orkney policies.

Ensure that all staff groups with the Clinical Administration function work consistently and collaboratively.

Design, document and implement procedures and protocols to ensure the efficient and responsive reception of patients and the efficient and effective documentation of the registration, admission and discharge of patients, and outpatient attendances.

Ensure that diagnostic and operative procedures for patients are recorded in a timely and accurate manner

Ensure information is processed in accordance with NHS Orkney procedures, and that the data is recorded so that returns are submitted within the requisite timescales and legal requirements.

To identify own training and development needs and undertake appropriate training and development as required, supported by regular PDP.

Responsible for ensuring that there is a comprehensive secondary care health record maintained for every patient, that is used by all local and visiting specialties to provide an up-to-date and chronological account of the patient's care.

Accountable for standards of governance with a key role in setting standards ensuring quality and consistency in ensuring people do what they are contracted to do, and holding others accountable for their performance as well as being accountable yourself.

Responsible for ensuring that health records storage areas and associated offices conform to all current relevant legislation and guidance regarding Health and Safety including the Health & Safety at Work Act 1974; Workplace (Health, Safety and Welfare) Regulations 1992; Health & Safety (First Aid) Regulations 1981; Health & Safety (Display Screen Equipment) Regulations 1992; Manual Handling Operations Regulations 1992 and Fire Regulations.

6. ASSIGNMENT AND REVIEW OF WORK

Duties will be assigned by the Hospital Manager

This post is a senior post within the medical directorate with the post holder working unsupervised. The post holder reports to the Hospital Manager who is responsible for agreeing objectives, performance reviewing and annual appraisal of the post holder.

Work is delegated by the post holder to appropriate staff within the department. This work must be monitored, organised and prioritised to ensure deadlines and timetables achieved and communication with all relevant parties is effective.

The post holder is expected to anticipate problems and resolve them using their own initiative, and in direct liaison with other managers and external bodies and therefore works with a considerable degree of autonomy.

Responsibility for ensuring the Health & Safety policies and procedures are implemented in their designated area of responsibility;

Budget holder with a responsibility for monitoring spend.

7. COMMUNICATIONS AND WORKING RELATIONSHIPS

Communication is on both an individual and group basis and involves verbal, written and presentations, both informal and formal. The purpose is varied and includes negotiating, influencing and encouraging others, at times with no line management authority over colleagues.

This can involve obtaining and assimilating complex and sensitive information and communicating with the following:

- (a) Senior managers within NHS Orkney and the Board.
- (b) Line managers, staff and their representatives.
- (c) Local authority partners, voluntary organisations, external contracts.
- (d) Scottish Government Health Department.
- (e) Colleagues from other Boards.
- (f) Employee and managers in private business
- (g) General public

The nature of the role means that at times the post holder is required to deal with highly sensitive and / or emotionally difficult situations.

8. MOST CHALLENGING PART OF THE JOB

The most challenging part of the job is to ensure that 18weeks RTT and NEW Ways targets are met

Co-ordination of full range of clinical administration staff, anticipating problems or needs, resolving effectively on own initiative.

Ensure smooth running of all clinical administration areas, including Medical Records.

Setting up and agreeing clinical schedules with the local and visiting clinicians.

9. SYSTEMS

- Daily use of Microsoft Office Suite: Word, Excel, PowerPoint, Project 2000, Outlook
- Adobe Acrobat Reader and Writer – use to create and view PDF documents
- TOPAS, CCP and other clinical administration systems as required
- Local and national database systems, e.g. SCI Store, SCI Gateway
- Photocopiers
- Telephones
- Printers

10. PHYSICAL EFFORT

Long periods of time sitting at a desk operating a PC.

11. MENTAL EFFORT

Frequently required high levels of concentration and may be required to switch tasks with no prior knowledge or at short notice.

12. EMOTIONAL EFFORT

Deals with emotive and sensitive issues and challenges the cultures that exist in order to influence change.

13. WORKING CONDITIONS

Working Conditions:

Office environment

PERSON SPECIFICATION

Job Title: Clinical Administration Manager

Department: Hospital Management

Location: Balfour Hospital

FACTOR	ESSENTIAL	DESIRABLE
<p>QUALIFICATIONS TRAINING RESEARCH PUBLICATIONS</p>	<p>Degree in Business Management or equivalent experience.</p>	<p>Diploma in Management</p> <p>Member of the Institute of Health Records Management.</p> <p>Qualification in Health Information Management</p>
<p>EXPERIENCE</p>	<p>Experience in planning and shaping vision for future development of services.</p> <p>Experience in leading change - inspiring people to make changes and getting people to work effectively together.</p> <p>Successful Project Management experience.</p> <p>Wide experience of service and quality improvement within a healthcare setting</p>	<p>Experience of implementing clinical support software systems within a healthcare setting</p>
<p>KNOWLEDGE AND SKILLS</p>	<p>Ability to empower others.</p> <p>Ability to be adaptable to gain support and influence improvements</p> <p>Ability to work collaboratively on delivering improvements.</p> <p>Demonstrable knowledge of Medical Records Management Code of Practice</p> <p>Knowledge of medical coding and medical terminology</p> <p>Excellent interpersonal skills</p> <p>High level of computer skills</p> <p>Knowledge of Health and Safety at Work legislation and practice</p>	<p>Previous experience of Medical Records Management in the NHS.</p>

<p>PERSONAL QUALITIES</p>	<p>Self Belief – demonstrable “can do” ethos with a sense of confidence to be a shaper rather than a follower.</p> <p>High degree of self awareness – know own strengths and limitations.</p> <p>Demonstrable ability to manage self.</p> <p>Demonstrable evidence of drive for improvement</p> <p>Demonstrable evidence of high sense of integrity.</p>	
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