



Job Description

Title: Medical Records Deputy Team Leader

Grade: AO / Pay Band 7

Area: Medical Records

Location: Nobles Hospital

Responsible To: Medical Records Team Leader

Purpose

Provide a full range of administrative support to the Medical Records Department. The duties call for the exercise of discretion, confidentiality, adaptability and flexibility. Supervision of Administrative Assistants on the allocation of tasks and work flows will be required. An ability to recognise priorities is essential.

Duties:

- Provide support to members of the team including the Executive Officer.
- Deputise for the Medical Records Team Leader.
- Supervise staff within the Medical Records Team.
- Ensure all work areas are adequately staffed to meet the needs of the service.
- Monitor, measure and maintain and prioritise the required standard of own work and that of the Administrative Assistants.
- Provide cover of Administrative Assistant duties during absences or particularly busy periods.
- Write and update procedures within the shared area for the Medical Records Team.
- To train new and temporary Administrative Assistants on all duties within the department.
- Liaise with other staff, Hospitals, Patients, Government departments and General Practitioners.
- Order stationary for the department from nominated areas.

- To be involved in selection, recruitment and interview of Administration Assistant staff.
- Process patient insurance claim forms as and when required.
- Assure the reliability and consistency of production by checking processes and final output.
- Provide and assist on post-scanning quality assurance to ensure batches are complete and accurate.
- Maintain scanning equipment by running calibration tests and basic cleaning; set up scanners for use; troubleshoot scanner functions when required.
- Ensure that duplicate patient details are merged electronically on the Patient Administration System Medway and MediViewer.
- Accumulate and compile reports on all aspects of scanning in relation to Quality, Errors and staff performance.
- Manage the destruction of patient documentation in accordance with the agreed guidelines/retention policy – paper & electronic.

Job Competencies

Leading and Working Together	Level B
Communicating and Influencing	Level A
Achieving Results	Level A
Delivering a Quality Service	Level A
Changing and Learning	Level A
Showing Commitment and Resilience	Level B

Review

The post holder is expected to be flexible and be prepared to carry out any similar or related tasks that do not fall within the duties outlined. This job description is subject to change in accordance with organisational and service developments and will be reviewed at regular intervals with the post holder. You may be expected to undertake any other duties appropriate to the sphere of responsibility.

Confidentiality

All staff are requested to respect confidentiality of all matters they may learn relating to their employment, other member of staff and to the general public. All staff are expected also to respect the requirements of the Data Protection Act 2018.

Health & Safety

It is the duty of every employee to take reasonable care for the Health & Safety of him/herself and others including the use of necessary devices and protective clothing and co-operate with management in meeting its responsibilities under the Health & Safety at Work Act. Any failure to take such care or any contravention of safety policy or managerial instructions in this area may result in disciplinary action being taken.

Management of Risk

All employees are required to participate in the Hospital's Accident/Incident Reporting System and to comply with the Hospital's procedures and techniques for managing risks.

Working Relationships

The post holder is expected to maintain a good working relationship with other members of hospital staff.

Disciplinary and Appeals Procedure

The post holder will be subject to the Civil Service disciplinary and appeals procedure.

Signature Date

Person Specification

Attributes	Essential or Desirable	Method of Assessment
Qualifications		
5 GCSE at Grade C (4) or above including English Language or equivalent.	D	CV
Experience		
Sufficient relevant experience of working in an office environment.	D	CV
Addresses tasks with a pragmatic approach in a timely manner.	D	CV/Interview
Experience of staff supervision.	D	CV/Interview
Knowledge & Skills		
Ability to communicate in writing and verbally with all grades of staff.	E	CV/Interview
Organisational skills, ability to allocate and prioritise work of self and others.	E	CV/Interview
Able to work unsupervised and use own initiative.	E	CV/Interview
Able to respond to instructions yet able to offer new ideas and suggestions.	E	CV/Interview
Ability work to strict deadlines.	E	CV/Interview
Personal Attributes		
Self-reliance, flexibility and reliability.	E	Interview
Ability to gain respect from and motivate others.	E	Interview
Able to work under pressure.	E	Interview
Circumstances & Interests		
Isle of Man Worker.	D	Application
Satisfactory Police Check.	E	Pre-employment checks