

Reference Number: FOI/2020/133
From: Other
Date: 05 May 2020
Subject: Job descriptions & person specification for Records Clerk or Corporate Archivist

Q1 I would like to make a short FOI request for a copy of any Job Description/Person Specification that you have that defines the role of a Records Clerk or Corporate Archivist (or similar named role) within your Trusts.

I would expect that these will be a band 2-4 admin role responsible for the day to day admin of records management. If the Agenda For Change banding could be left on the document it would be helpful.

A1 Please see attached job descriptions and person specifications for the following roles:-

- Health Records Bureau Clerk
- Information Governance & Document Control Facilitator
- Library Assistant

Information not held – No current Person Specification for Band 3 Library Assistant is available as the role has not been advertised in 10+ years.

LIVERPOOL HEART & CHEST HOSPITAL NHS FOUNDATION TRUST

JOB DESCRIPTION

POST:	Health Records Bureau Clerk
BANDING:	Band 2
ACCOUNTABLE TO:	Information Governance & Health Records Manager

JOB SUMMARY

Working as a member of the Health Records Scanning Bureau, the post holder will be involved in retrieval, transportation, archiving, preparation, indexing, scanning and quality assurance of health records, supporting the digitisation of paper based records in to the Trust Electronic Document Management Systems (EDMS), Hyland Onbase and EMIS in line with departmental procedures.

The role is vital to support service users regarding health records related processes including medical staff, nursing staff, allied health professionals, medical secretaries, administrators and external agencies.

All post holders are to be involved in and adaptable to future changes in the scope and location of their role, supporting health records processes and being receptive to change as the Trust EPR and EDMS solutions develop and mature over time, in particular supporting processes that are compliant with BS10008 scanning standards.

PRINCIPAL ACCOUNTABILITIES

- Follow Trust and departmental processes and procedures to ensure a high quality, resource efficient and cost effective service is provided.
- Prepare documentation in line with departmental procedure the records required to be scanned in to the EDMS, including utilisation of PAS to produce indexing barcodes.
- Scan documentation using the departmental scanning devices and index records accordingly to ensure documentation is classified and indexed to the correct patient record.

- Undertake quality assurance processes to ensure documentation scanned in to EDMS is indexed correctly and legible ensuring any deficiencies or issues are documented and rectified in a timely manner.
- Receive and sort loose paper filing in preparation to be filed within case notes or scanned in to the EDMS, ensuring documentation is scanned to appropriate visit ID.
- Undertake regular maintenance and cleansing of scanning devices to ensure devices are appropriately maintained and remain operational. Issues, faults or damages must be reported immediately.
- Request, obtain and make available case notes from main library and Off Site Storage locations as required to be scanned in to EDMS.
- Ensure all movements of case notes are appropriately and accurately tracked on the PAS.
- Achieve a high standard of data quality when entering data in to the PAS or other departmental data capture processes.
- Maintain accurate and up to date records of work undertaken on a daily basis to ensure departmental KPIs and service level agreements can be monitored.
- Liaise effectively with all disciplines of staff and other staff to ensure efficient lines of communication are maintained at all times.
- Maintain the health records department, documentation library and filing areas ensuring confidentiality, integrity and availability of health records at all times.
- Champion and comply with the Health Records and Case Note Management Policy, Information Governance Policy and Data Quality Policy.
- Demonstrate and explain health records related processes, practices and procedures to new and less experienced staff and support adoption of new processes within the team.
- Participate in health records departmental audits as required.
- Undertake weeding duties to maintain sufficient space within the health records department including archiving of records and boxes to off-site storage.

- Answer the telephone and deal with queries and requests in a prompt, pleasant and helpful manner, referring on, as necessary to the appropriate member of the Team.
- Undertake photocopying, filing or other administrative tasks when required.
- Minimize hazards and report any identifiable hazards to Line Manager. Adhere to all safe systems of work applicable to the work area.
- Provide cover and support to the Information Governance Team and Outpatient reception function when required to support business continuity.
- Participate and contribute to departmental meetings including objective setting and feedback discussions.
- Ensure all requests for disclosure of information are directed to the Information Governance Team.
- Maintain records (paper and electronic) in an accurate and timely manner.
- Report and information related incidents direct to the departmental manager immediately and ensure the Trust incident reporting process is followed.
- Ensure that lifting and handling guidelines are adhered to and comply with all Health and Safety requirements.
- Use electronic trolleys safely in all areas of the hospital for the transportation of health records.
- Follow and comply with departmental procedure documentation. When new procedures are implemented or existing documentation updated, become familiar with the changes.
- Inform Health Records Coordinator if extra stock or stationary is required to maintain service delivery.
- Undertake any other duties required by manager appropriate to the Grade and relevant to the role, being flexible to the needs of the service to support effective delivery of service, and support future changes of the health records service.

GENERAL STATEMENTS

CONFIDENTIALITY

All employees must adhere to policies and procedures relating to Information Governance, Confidentiality and Information Security.

RISK MANAGEMENT

The Trust is committed to approaching the control of risks in a strategic and organised manner.

The postholder must be aware of their individual responsibilities as detailed in the Trusts Risk Management, Health & Safety and Incident policies, and those under the Health and Safety at Work Act. This includes the reporting of any untoward incident, accident, potential or actual hazard identified.

SAFEGUARDING

All staff are required to be familiar with the arrangements for safeguarding children, young people and vulnerable adults and support the organisation in promoting the welfare of children, young people and vulnerable adults.

Staff working directly with children, young people and vulnerable adults will have a responsibility to ensure safeguarding and promoting their welfare forms an integral part of their duties.

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Staff who come into contact in the course of their duties, with parents, carers or other significant adults or children, young people and vulnerable adults should always be mindful of safeguarding and promotion of the welfare of these individuals.

HEALTH AND WELLBEING

The Trust is a Health Promoting Hospital. The Trust expects that when you are presented with opportunities to improve the lifestyle of our patients you seek help from appropriately trained clinical staff to ensure patients are supported and assisted in making the necessary lifestyle changes. This is in accordance

with best practice as described in the DoH white paper “Choosing Health – Making Healthy Choices Easier”.

EQUAL OPPORTUNITIES

The Liverpool Heart & Chest Hospital NHS Foundation Trust is committed to achieving equal opportunities. All employees are expected to observe this policy in relation to the public and fellow employees.

All staff are expected to adhere to, and act in accordance with, the values & behaviours of the Trust.

This document is intended to be used as a guide to the general scope of duties involved in this post. It is not exhaustive and should not therefore be used as a rigid specification. It will be kept under review and amended as required in consultation with the postholder.

Created by:	IG & Health Records Manager	Dated	March 2016
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LIVERPOOL HEART & CHEST HOSPITAL NHS FOUNDATION TRUST

JOB DESCRIPTION

POST:	Information Governance & Document Control Facilitator
BANDING:	Band 3
ACCOUNTABLE TO:	Information Governance & Health Records Manager

JOB SUMMARY

The Information Governance & Document Control Facilitator will support the delivery of the Information Governance Strategy, associated work plans and agendas, audit and assurance.

The post-holder will be responsible for coordinating release of information for continuance of care, and supporting requests for disclosure of information under relevant European and UK legislation in line with Trust policy and procedures.

The post holder will facilitate document control in such a way as to make a direct positive contribution to the organisation by maintaining a Trust wide database and archive to support the transition of policies through the ratification processes. The post holder will ensure the appropriate dissemination of current policies to enable the Trust to comply with Risk Management, Information Governance and other external standards to support organisation compliance.

PRINCIPAL ACCOUNTABILITIES

Information Governance

- In line with legislation and Trust procedures, facilitate and support responses to requests for information received under European and UK legislation, maintaining accurate logs of such activities.
- Facilitate and support release of health record information in response to 'continuance of care' requests.
- Alert any potential breaches of disclosure timeframes to immediate manager.

- Support administration of electronic logs for Access to Information requests, Privacy Impact Assessments and Information Sharing Agreements and the associated manual record systems.
- Monitor generic email inboxes to ensure requests are managed or re-directed to appropriate function for action.
- Facilitate and support compliance with the Information Governance Communications Calendar and delivery of Information Governance training materials to all Trust staff at corporate induction.
- Facilitate and support maintenance of the content of the Trust's Freedom of Information Disclosure Log and Information Governance Intranet and Internet sites.
- Participate in audits to support Information Governance requirements.
- Support the development of Information Governance training and awareness materials.
- Support the development and documentation of Information Governance procedures.
- Support the collection of compliance evidence for Information Governance and other relevant assurance frameworks.
- Attendance at internal or external meetings as required.
- Provide admin support and meeting coordination for the Information Governance function.
- Support ordering of stationery and purchase orders for the department.
- Point of contact for access to information related queries and enquiries from Trust staff and other service users, re-directing as appropriate.
- Transcribe messages clearly and accurately and escalate as required to colleagues or managers.
- Deputise for the Information Governance Officer in their absence.
- Support and promote an information governance culture throughout the Trust.

- Deal with unpredictable work patterns because of changes in demand for information.
- Be proactive for self-development through experience, reflective practice, professional support and independent research and reading. Maintain a personal portfolio for recording development.
- Provide support to the Scanning Bureau as required, and undertake any other appropriate duties relevant to role and grade.

Document Control

- Co-ordinate publication and dissemination of Trust policies, procedures, guidelines, protocols, business continuity plans, and terms of reference, in line with Trust procedures.
- Maintain archive of historical versions of policies and documents in line with national retention periods, flagging any to be appraised for destruction or permanent retention.
- Maintain the document control inventory log, providing relevant data and reports for assurance and compliance monitoring.
- Provide a central reference point for advice to authors relating to aspects of the Document Control Policy and the development and review of all procedural documents.
- Champion document control and raise awareness of requirements via various communication methods.
- Point of contact for document control related queries and enquiries from Trust staff and other service users, re-directing as appropriate.

COMMUNICATION

- The post holder is required to communicate with a wide ranging variety of posts and roles including Board, management, clinical and non-clinical.
- Ability to communicate confidently and effectively at all times is essential, ensuring appropriate methods of communication.

SKILLS, KNOWLEDGE AND ATTRIBUTES

- Competent numeracy and literacy skills
- Competent in the use of Microsoft Office and desktop applications and can demonstrate good skills with respect to database and/or spreadsheet management, including basic data analysis techniques in MS Excel.
- Excellent communication skills.
- Ability to work with minimum supervision when required.
- Excellent time management and organisational skills.

EXTRA INFORMATION

- Aspects of manual handling may be required to retrieve pre-EPR and miscellaneous health records for disclosure requests
- Provide support to the Health Records Scanning Bureau for document preparation, scanning, indexing and quality assurance.
- Managing secure return of third party case notes back to original data controllers e.g. external NHS Trusts.
- Undertaking privacy audits in line with IG procedures regarding access to summary care record.
- Support completion of cost recovery procedure in line with documented standard operation procedure.

EDUCATION AND TRAINING

- Participate in appropriate training and development opportunities.
- Participate in all Trust Mandatory training / study days

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INFECTION CONTROL

In accordance with the Health and Social Care Act 2008, it is the responsibility of every member of staff to participate in the prevention and control of infection within the capacity of their role. In order to maintain high standards of infection and prevention control all staff are expected to comply with the

relevant Trust policies, procedures and guidelines and report any concerns to their manager or to the infection prevention team.

HEALTH AND WELLBEING

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Created by:	Information Governance & Health Records Manager	Dated	November 2017
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JOB DESCRIPTION

POST:	Library Assistant
BANDING:	Band 3
ACCOUNTABLE TO:	Library & Knowledge Service Manager

JOB SUMMARY

To support the delivery of an effective library and information services for all staff of the Liverpool Heart and Chest NHS Foundation Trust.

PRINCIPAL ACCOUNTABILITIES

1. Assist the Library & Knowledge Service Manager with the provision of a multi-disciplinary library service for all staff and students of the Liverpool Heart and Chest NHS Foundation Trust.
2. Oversee the dissemination of post and receipt of journals, new books and ensure they are processed, shelved, maintained and displayed.
3. Provide an effective and efficient enquiry and information service and maintain excellent customer relations face to face, by telephone and e-mail.
4. Maintain the interlibrary loan and document supply system (WINCHILL) Monitor quality standards to ensure customer expectations are met.
5. Maintain library circulation using the Library Management System (Liberty5) and produce timely and accurate overdues for items currently on loan internally and externally in adherence with Data Protection legislation.
6. Document library procedures in the staff handbook and ensure they are updated when necessary.
7. Record statistical data of document supply and interlibrary loans requested by readers and LIHNN and NULJ member libraries. Ensure data available for Library Manager for HCLU deadlines.
8. Maintain professional contact with colleagues in local library networks to identify appropriate routes to deliver an inter-library loan service.
9. Ensure equipment functioning and consumables ordered ensuring the Library is maintained in adherence with Health and Safety Act.

10. Provide library users with technical advice and assistance with computer systems and software and liaise with IM&T.
11. Assist in the marketing of the library service user literature and guides, maintaining and updating websites.
12. Provide inductions to new users ensuring awareness of resources available, particularly in relation to the core content available via Athens authentication. Register new staff for Athens passwords.
13. Manage ordering and acquisition of new stock and stationery dealing with invoices in liaison with the Library & Knowledge Service Manager and Finance department. Maintain spreadsheet of expenditure.
14. Assist users with the binding, laminating and photocopying and scanning services.

This document provides an outline of the main responsibilities of the post. It is not intended to be an exhaustive list of duties. Its content will be subject to regular review in conjunction with the post holder.

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RESEARCH AND DEVELOPMENT

The Trust is critically dependent upon research and innovation to preserve its place at the cutting edge of cardiothoracic medicine. Every staff member is expected to support research and innovation that falls within their remit.

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Created by:		Dated	
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Liverpool Heart and Chest Hospital

PERSON SPECIFICATION DRAFT TEMPLATE

Job Title: Health Records Bureau Clerk

Department: Health Records

Band: 2

ATTRIBUTE	ESSENTIAL	DESIRABLE	HOW ASSESSED
<p>Qualifications & Education</p>	<p>Educated to GCSE standard with 4 GCSE's at level A to C (or equivalent)</p>	<p>Registration with and/or working towards records management or legislative qualification e.g. ISEB DPA, IHRIM, UKCHIP, BCS, Records Management Society etc.</p> <p>ECDL or evidence of IT training.</p>	<ul style="list-style-type: none"> • <i>Application (A)</i>
<p>Knowledge & Experience</p>	<p>Experience working in a hospital or NHS environment</p> <p>Clerical experience and able to undertake duties including filing, photocopying, data entry, faxing, email etc</p> <p>Experience of working with members of the public / patients</p>	<p>Experience of handling and using case notes / health records</p> <p>Previous experience of using a PAS system</p> <p>Previous experience or knowledge using EDMS, EPR or other document management software</p>	<ul style="list-style-type: none"> • <i>Application (A)</i>
<p>Skills & Abilities</p>	<p>Knowledge of health records processes or systems (retrieval, filing, indexing, scanning, quality assurance etc)</p>	<p>Awareness of legislation, standards and guidelines relating to records and information management</p>	<ul style="list-style-type: none"> • <i>Application (A)</i>

Values & Behaviours	<i>Excellent</i> Compassionate Quality Safe		<ul style="list-style-type: none">• <i>Application (A)</i>• <i>Interview (I)</i>
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Person Specification

Job Title	Information Governance & Document Control Facilitator	Department	Information Governance / Health records	Band	Band 3
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Attribute	Essential	Desirable	How Assessed
Qualifications & Education	<ul style="list-style-type: none"> Educated to A-Level or equivalent i.e. qualified by experience and through evidence of personal development to work within information governance or associated field 	<ul style="list-style-type: none"> Information Governance specific training / accreditation e.g. ISEB, IHRIM 	Application
Knowledge & Experience	<ul style="list-style-type: none"> Working in an office environment with a key focus on service user experience Using computers systems and office programme including databases and spread sheets including Word, Excel and Outlook Communicating and working with staff at all levels Working to prescribed deadlines 	<ul style="list-style-type: none"> Working within an NHS organisation Working within the information governance or related subject matter Management of access to information or disclosure requests e.g. DPA, FOIA 	Application and Interview
Skills & Abilities	<ul style="list-style-type: none"> Competent in the use of Microsoft 	<ul style="list-style-type: none"> Knowledge of the Information 	Application and Interview

	<p>Office and desktop applications and can demonstrate good skills with respect to database and/or spreadsheet management</p> <ul style="list-style-type: none"> • Excellent written and verbal communication including presentation skills • Excellent admin and clerical skills • Excellent standards of accuracy and attention to detail • Excellent organisation, prioritisation and time management skills • Ability to work in a pressurised environment • Ability to meet tight deadlines • Ability to respond to unpredictable work patterns/interruptions • Ability to work under own initiative and as part of a team • Ability to use a PC to perform a large part of the duties • Ability to deal with members of staff, the public and external bodies professionally and 	<p>Governance Framework and associated legislation</p> <ul style="list-style-type: none"> • Ability to use laptops, projectors and other presentation equipment effectively • Ability to use MS Visio or other specialist software 	
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	sensitively and to maintain a high standard of confidentiality		
Values & Behaviours	Patient and family centred, accountability, continuous improvement, teamwork		Application and Interview