



## JOB DESCRIPTION

<b>1. Job Details</b>	
<b>Job Title:</b>	<b>Health Informatics Support Worker</b>
<b>Pay Band:</b>	Band 3
<b>Reports to (Title):</b>	Health Informatics Manager (non clinical)
<b>Accountable to (Title):</b>	Head of Health Informatics and Records
<b>Responsible for (Title/s):</b>	Not Applicable
<b>Location/ Site/ Base:</b>	Paddock Wood Make Ready Centre (with some Home/Agile Working available) and travel across the Trust will be required.
<b>2. Job Purpose</b>	
<p>The Trust has a responsibility to provide quality data and use it to measure and continuously improve the quality of care that we provide.</p> <p>The job purpose is to support the Health Records and Clinical Audit functions required by the Trust. The Trust has made a commitment to improving outcomes from clinical audit. This postholder will be required to accurately source patient records and collate the associated clinical data to support Clinical Audit and Quality Improvement. The data will be analysed within the team and reported to internally clinicians, the Trust leadership teams and Trust Board, and externally as appropriate.</p> <p>The postholder will be committed to creating a culture of continuous improvement and will work to improve the effectiveness of processes within the team as well as supporting improvement across the Trust.</p>	
<b>3. Role of Department</b>	

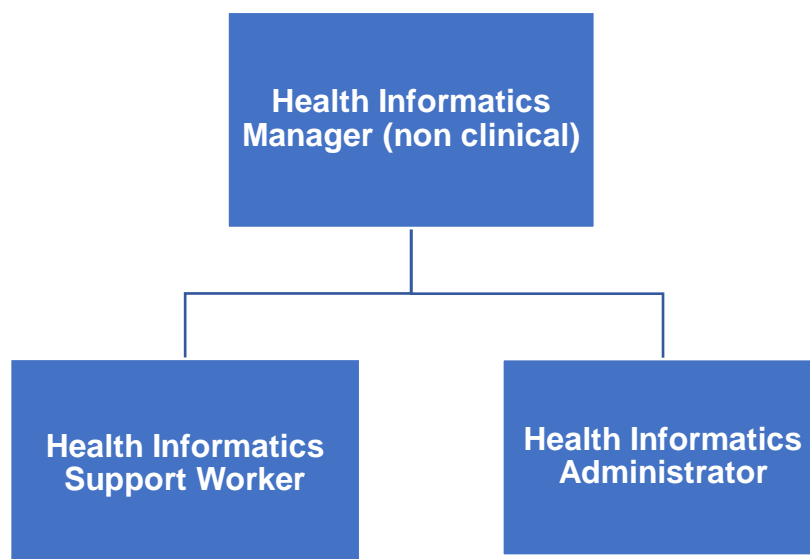
The Health Informatics Department is responsible for the management and audit of paper and electronic clinical records.

This includes scanning, indexing and secure storage of all paper clinical records created within the Trust whilst managing the internal data flow and data validation processes for electronic and paper records.

The department is also responsible for the collection of data from clinical records; the use of this data to produce reports that drive improvements in the quality of care provided by the Trust; and for sharing learning alongside the knowledge and skills required for clinical audit and improvement with colleagues across the Trust.

The post holder is expected to demonstrate the skills, qualities and attributes that will help our department to achieve the Trust's visions and values.

#### **4. Organisation Chart**



This structure is subject to change depending on the needs of the department.

#### **1. Duties & Responsibilities**

Receive, sort and store complete Patient Clinical Records (and associated forms) in date/station order.

Take responsibility for, and accurately record receipt of Patient Clinical Records from Logistics drivers.

To deputise for the Health Informatics Manager (where appropriate) in their absence undertaking clearly defined tasks to ensure business continuity.

To undertake scheduled scanning and data validation processes. You will also undertake secondary validation of records for the Trust's reporting of Clinical Outcome Indicators and other measures as required.

To run the alpha-numeric processing of data for paper clinical records using the Trusts software and undertake Quality Assurance processes to ensure all scanned records are imported correctly for data validation.

Investigating mis-matched data and user errors within the Trust's electronic record system. Retrospectively auditing records to ensure accuracy and quality of data within multiple databases.

Collection and input of accurate data relating to all aspects of Health Records for reporting to internal and external key stakeholders.

You will support the Health Informatics Manager with tracking, and tracing requests for access to records, ensuring their provision within the required response time. This includes ensuring redaction requirements and Information Governance and confidentiality regulations are correctly implemented.

To process and deliver on requests for new information, which may be complex.

Assisting with the management of records retention and disposal schedules, which includes archive management of records which have not been scanned.

Assisting with the collection and collation of data for clinical audits and initial analysis/reviews of data against agreed standards, which may include inputting data for centralised reporting systems and reviewing data for submission, supported by other colleagues in the department.

This data will at times be used as written content for reports of quality of care provided.

You will undertake data checking/quality assurance to ensure data quality, consistency and accuracy. You should be able to recognise themes and trends in data.

Assisting with the maintenance of hardware within the Health Informatics department, and escalating issues where required to the Health Informatics Manager and external suppliers.

Assisting with the management and ordering of supplies and equipment as required for the department.

Assisting with the local induction of new staff members within the team and where required, supervision of on-site contractors.

Attend appropriate training as required for role. Ensure all statutory and mandatory training is completed within the required timeframe.

You are required to have an excellent standard of verbal communication skills. You should promote a positive working culture by celebrating success and discussing challenges in a constructive way.

You will support the Health Informatics Manager to further develop the role and understanding of Clinical Audit, Health Records and Clinical Informatics within the Trust.

You are required to have a good general standard of education, capabilities in Microsoft Office software and experience in collecting, collating and presenting data.

You should have excellent planning skills, be able to manage and prioritise your workload. You should be able to spot and escalate any risks to schedules or deadlines and be flexible as your workload may require adjustment due to unpredictable conflicting demands.

You should be capable of setting up basic IT equipment and using office equipment such as telephones, printers, scanners, computers, and projectors. You will require standard keyboard skills.

You will ensure patient confidentiality and data security is maintained at all times in accordance with Trust policies and procedures, reporting adverse events in accordance with the Trusts Incident Reporting Policy.

You will work at a computer/VDU for most of your working day. Some lifting of office supplies and movement of patient care records is required.

You may at times review patient care records or discuss episodes of patient care that can be emotive. You are expected to discuss these cases sensitively and seek the support of peers or your line manager if support is required.

Your role will primarily be based at Paddock Wood Make Ready Centre; however, some home/agile working may be available. At times, travel across the Trust will be required.

You will provide appropriate administrative support to the department if required.

You will undertake any other work commensurate with the grade of the post.

### **Values**

The Post holder will be required to demonstrate compassionate care in their daily work and adopt the 6 Cs - NHS values essential to compassionate care: **Care, Compassion, Competence, Communication, Courage and**

**Commitment.** Post- holders will also be required to understand and work in accordance with the NHS constitution and put the patient at the heart of their work.

**Safeguarding Children, Young People and Adults at risk of abuse and neglect**

South East Coast Ambulance Service NHS Foundation Trust is committed to safeguarding and promoting the welfare of children, young people and adults at risk of abuse and neglect and expects all staff and volunteers to share this commitment. All staff are required to adhere to the trust's safeguarding policy and understand their individual safeguarding responsibilities.

**Equality and Diversity/Equal Opportunities**

The Trust recognises the need for a diverse workforce and is committed to Equal Opportunities. It seeks to eliminate unlawful discrimination against colleagues, potential employees, patients or clients on the grounds of sex, marital status, disability, sexual orientation, gender identity, age, race, ethnic or national origin, religion, pregnancy/maternity, political opinion, or trade union membership and to promote equality of opportunity and good relations between staff and clients. Individuals, including volunteers, contractors and temporary workers, must at all times indicate an acceptance of these principles and fulfil their responsibilities with regard to equality legislation and the Trust's Equality Diversity and Human Rights Policy and protocols. Similarly, all individuals have a responsibility to highlight any potentially discriminatory practice to their line manager, human resources department or trade union/professional associations, ensure that they treat everyone with respect and consideration and attend relevant mandatory training.

**Corporate Governance:**

High standards of governance are vital in healthcare organisations. Good governance sets the boundaries and structures in which we are able to function safely and provide the most effective care to our patients. We ask all employees to:

- Familiarise yourself with and apply Trust-wide and local policies, procedures and other formal instructions.
- Act within the scope of your authority and/or practice always. Limits of financial authority are set out in our Standing Financial Instructions;
- Undertake the statutory and mandatory training suitable to your role and maintain any relevant professional registration(s);
- Maintain accurate and timely records wherever required; and
- Notify the Trust if you identify any areas for improvement in any areas of corporate governance so that we can learn and improve.

**Infection Prevention and Control**

The prevention and control of infection is recognised as everyone's responsibility. All staff, bank workers, volunteers and contractors, both clinical and non-clinical are required to make every effort to maintain high standards of infection control in accordance with the Trust's Infection Prevention and Control Policy and The Health and Social Care Act 2008.

**Financial Management**

Ensure that the Trust's funds are properly used, represent value for money and can withstand public scrutiny.

Where applicable, provide strong budget management for the defined area of management responsibility and monitor expenditure against those budgets (not required for this post).

Act within Standing Orders and Standing Financial Instructions of the Trust.

**Health, Safety and Security**

Meet Health and Safety legislation and move towards an environment where health and safety considerations are firmly embedded in the planning and decision-making processes and the 'culture' of own area of responsibility.

Promote, monitor and maintain best practice in health, safety and security.

All individuals have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees. All staff have a duty to protect their own health and safety and that of other persons who may be affected by their acts or omissions.

In addition, managers have specific responsibilities relating to health and safety activities including consenting to breaches; conniving to breach legislation or neglecting their duties under the legislation. Trust's objectives in accordance with the Trust's risk management strategy and policies.

**Policies**

The duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of the Trust, which may be amended from time to time.

Patient Safety is a key priority for the Trust. It is your responsibility to ensure that you are fully compliant with Trust policies and procedures in respect of patient safety, for example Risk Management, Infection Prevention and Control, Safeguarding children and vulnerable adults.

**Confidentiality / Data Protection / Freedom of Information:**

Individuals (including volunteers, contractors and temporary workers) must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act 1998. Individuals must not, without prior permission, disclose any information regarding patients or staff. If any individual has communicated any such information to an unauthorised person that individual(s) could be liable for disciplinary action which could result in dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information. Following the Freedom of Information Act (FOI) 2005, individuals must apply the Trust's FOI procedure.

In addition, managers have specific responsibilities to ensure that their staff maintain the confidentiality and security of all information that is dealt with in the course of performing their duties it is in accordance with the requirements of the Data Protection Act 1998 and the principles of Caldicott. Managers

should also ensure that their staff are aware of their obligations under legislation such as the Freedom of Information Act 2000; Computer Misuse Act 1990, and that staff are updated with any changes or additions relevant to legislation.

**Review**

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 postholder.

Date Reviewed:	February 2024	
Reviewed By:	Manager:	Signature
	Postholder:	Signature: