



JOB TITLE:	Team Leader: <i>Clinical Record Officer (CRO) Team.</i> <i>(Encompasses Long Term Conditions/Data Quality/Facilities)</i>
REPORTS TO:	Operations Manager
HOURS:	Full Time (37)
SALARY BAND:	Dependent upon qualification and experience

Job Summary

The Team Leader (*CRO*) will work as part of a team responsible for the day to day running of the Practice. Each Team Leader has specific areas of responsibility, which will be in accordance with their area of expertise, qualification and interest.

The range includes Office Management, Patient Services, Estates, Health and Safety and Technology and Data Quality.

This role sees responsibility for the Clinical Record Officer (*CRO*) Team (which encompasses Long Term Conditions/Data Quality/Facilities) and associated functions; and support in ensuring the smooth day-to-day running of the practice with regards to facilities and technology, however there will be the requirement for Team-Leaders to understand each other's roles to allow for cross-cover if required.

Outcomes:

- Post holder has line-management responsibility for associated teams.
- All associated team functions are performed effectively and efficiently in line with Practice policy.
- Team-members are supported, trained and guided to complete their duties.
- Performance indicators are closely monitored and achieved.

Team Leaders at Lion Health should have a positive approach to problem solving and the challenges of General Practice. They will be responsible for delegating tasks, and supporting/reporting to the rest of the management team as appropriate. They should also be flexible, and have the capacity to provide support and cover for team-members when cover is required.

Operational Responsibilities Relating to Long Term Conditions:

- Support the *CRO* Team as required, and liaise with other teams when appropriate.
- Monitor clinical recall systems, collaborating with relevant clinicians as appropriate. This includes systems relating to chronic disease management, public health campaigns, medicines, cytology, enhanced services and other clinical targets.
- Support with contractual audits as required.

Operational Responsibilities Relating to Data Clinical Coding:



- Ensure the safe transportation, and appropriate summarising, of medical records.
- Ensure that the scanning/coding of all clinical letters is completed within the agreed time frame.
- Ensure incoming paperwork is efficiently and accurately coded and directed to the appropriate member of the Practice team.

Operational Responsibilities Relating to Data Quality:

- To have a knowledge of any legislation relating to data protection, information governance and freedom of information and its relevance to General Practice and to advise on such.
- Ensure security of data at all times.
- Oversee the inputting of data according to established routine, hospital letters, laboratory results etc.
- Ensure proper records are maintained concerning system suppliers and support, particularly in respect of third party software.

Operational Responsibilities Relating to System Management:

- To oversee functionality of IT systems, and ensure issues/problems are dealt with in a timely manner, and communication regarding the progress of resolution is appropriate.
- Oversee administration, password management and support for all IT systems throughout the surgery.
- Train all present and new staff in computer techniques, and implement all necessary software updates and renewals ensuring competency in all aspects of I.T. that are required for the individual to undertake their role.

Operational Responsibilities Relating to Estates & Equipment:

- Supporting with regards to the management of the premises, including health and safety aspects such as risk assessments and mandatory training.
- Maintaining and developing an efficient stock control and asset system.

Confidentiality:

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, Practice staff and other healthcare workers. They may also have access to information relating to the Practice as a business organisation. All such information from any source is to be regarded as strictly confidential.
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Health & Safety:

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The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the Practice Health & Safety Policy, to include:

- Using personal security systems within the workplace according to Practice guidelines.
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks.
- Making effective use of training to update knowledge and skills.
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
- Reporting potential risks identified.

Equality and Diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with Practice procedures and policies, and current legislation.
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.
- Behaving in a manner, which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Personal/Professional Development:

The post-holder will participate in any training programme implemented by the Practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

Quality & Compliance:

The post-holder will strive to maintain quality within the Practice, and will:

- Alert other team members to issues of quality and risk.
- Assess own performance and take accountability for own actions, either directly or under supervision.
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance.
- Work effectively with individuals in other agencies to meet patients' needs.
- Effectively manage own time, workload and resources.
- Ensuring compliance with NHS, CQC and other industry related regulations and standards.

Communication:

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members.
- Communicate effectively with patients and carers.

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- Recognise people's needs for alternative methods of communication and respond accordingly.
- Develop and maintain harmonious relationships across all teams and patients.

The above list of duties is not exhaustive and may be subject to change as deemed necessary.



Person Specification		
	Essential	Desirable
1. Qualifications	<p>5 GCSE's at grade C or above, including Maths and English.</p> <p>Recognised Microsoft Office Qualification (e.g. ECDL) or demonstrable experience.</p>	<p>Recognised supervisory or management qualification (e.g. ILM Level 2/3).</p>
2. Experience	<p>Experience of Information Governance and confidentiality protocols.</p> <p>Experience in a supervisory role.</p>	<p>Experience in a target-driven environment.</p> <p>Experience of facilities management.</p>
3. Knowledge/Skills	<p>Excellent keyboard and computer skills.</p> <p>Excellent communication (oral and written) and inter personal skills.</p> <p>Ability to listen and empathise.</p>	
4. Qualities/Attributes	<p>Able to manage workload and delegate tasks accordingly.</p> <p>A demonstrable commitment to professional development.</p> <p>Good time management.</p> <p>An understanding, acceptance and adherence to the need for strict confidentiality.</p> <p>Ability to use own judgement, resourcefulness and common sense.</p> <p>Confident, reliable and self-reliant.</p> <p>Positive attitude to change and a pro-active approach but also pragmatic and realistic.</p> <p>Ability to work as part of an integrated multi-skilled team.</p> <p>Adaptable, innovative, forward-looking.</p> <p>Honest, caring and sympathetic.</p>	

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	Methodical and organised.	
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