

## **Job Title: Business Services Team Leader – Clinical Coding**

**Department:** Health and Community Services

**Section:** Non-Clinical Support Services

**Reports to:** Business Support Lead

**JE Ref:** HCS1142

**Grade:** CS08

**JE Date:** 09/08/2022

### **Job purpose**

Consistently demonstrate a service first mind-set and provide first line specialist support and advice across Health and Community Services clinical coding activities to enable accurate coding of clinical information relating to diagnosis and procedures for patients. Responsible for planning and allocation of work of a team of clinical coding staff.

### **Job specific outcomes**

1. Provide a high-level specialist clinical coding service using initiative and drawing on experience to anticipate business needs and in accordance with UK coding rules and conventions. Provide coaching and guidance to colleagues or stakeholders to upskill and educate others in the clinical coding team, to ensure a consistent level of service.
2. Take ownership for the data quality and consistency of service provided by the team, including the production of professional level documentation, which adheres to brand guidelines, following policy/procedure where required, whilst maintaining national and international standards and is legal/compliant with The Data Protection (Jersey) Law.
3. Identify potential areas of quality, performance and risk, developing and implementing corrective action plans for resolution, working in collaboration with Heads of Service. Provide general guidance and recommendations on how to prevent or manage similar situations in the future.
4. Proactive in terms of spotting opportunities where improvements can be made to services, promoting a culture of continuous improvement, high quality service and efficiency.
5. Provide supervision and/or line management of employees, allocating work, co-ordinating day-to-day activities and providing guidance to enable the smooth delivery of services/tasks.
6. Develop the performance of direct reports to maintain a high quality workforce that underpins the strategic direction of the organisation and ensures the development of staff towards ACC accreditation and the maintenance of skills and updates with speciality coding workshops.
7. Take ownership of and solve more complex and/or technical problems and issues across the department and service, ensure service satisfaction and business improvement.
8. Provide financial support to stakeholders to ensure that all financial aspects of the services are maintained in accordance with financial directions and efficiently managed to support the management of budgets and spend activity.

9. To be a “Super-User” for the coding module of the patient administration system (Trak), using the encoder software (Simple code)

### Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

### Organisational structure

## One Government Departments



## Person Specification

### Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p><b>Qualifications</b></p>	<p>Minimum 5 years clinical coding experience across a wide spectrum of specialities</p> <p>Possess an NVQ Level 3 in management and leadership, or Level 5 Management qualification or equivalent level of experience in a management/leadership capacity.</p> <p>ACC (Accredited Clinical Coder)</p>	<p>CfH (Connecting for Health) qualification in clinical coding audit</p>
<p><b>Knowledge</b></p>	<p>Has a level of theoretical understanding to be able to handle situations by working out problems from first principles as required; Knowledge of people management activities, understanding of how to communicate effectively with colleagues in a diverse environment. Extensive knowledge of human anatomy and physiology</p>	<p>Experience of using a patient administration system</p> <p>Awareness of HR's and Payment by Results</p>
<p><b>Technical / Work-based Skills</b></p>	<p>Excellent project coordination and delivery experience is essential in addition to the ability to navigate around potential roadblocks throughout the organisation. Excellent knowledge of Microsoft office applications and familiar with other IT software to produce high quality documents efficiently. Be able to use, promote and train others on a wide variety of IT software.</p>	

	Ability to learn the various software used within the Government of Jersey.	
<b>General Skills/Attributes</b>	Ability to communicate/ present complex information concisely and to a non-technical audience; People management skills, to be able to manage / supervise a team engaged in straightforward / routine tasks; Demonstrates business maturity and integrity, especially when dealing with highly confidential information; Strong analytical and problem-solving ability.	
<b>Experience</b>	Administrative specialist, combined with industry experience, in a professional service area; Experience ensuring a company's policies and procedures comply with regulatory standards; Previous experience of managing a team; Experience of extracting, analysing and reporting on data; Substantial, broad practical work experience delivering complex administrative support across a complex service model; Comfortable balancing multiple, competing priorities and changes in scope/direction.	

### Personal Attributes

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 5 core accountabilities attributes and behaviour indicators.