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| **JOB DESCRIPTION** |  |
| **Job Title:** | **Mortuary Manager** |
| **Band:** | **7** |
| **Responsible To:** | **Cellular Pathology Manager** |
| **Accountable To:** | **Pathology Service Manager** |
| **Section/Department/Directorate:** | **Mortuary, Cellular Pathology, Specialist Services** |

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| **Job Purpose:**   * To ensure the Mortuary provides an efficient, cost effective and high-quality mortuary, bereavement and tissue donation service and to co-ordinate the daily operational requirements of the Department. * To provide managerial and professional leadership to the mortuary staff, ensuring that care is delivered to a high standard and that the staff resource is managed effectively. * To act as Quality Manager and HTA Quality lead for the Mortuary. * To ensure on behalf of the Mortuary Manager, that Health and Safety issues pertaining to the Mortuary service are delivered in accordance with Trust, UKAS and HSE Policy * To work with northern mortuary site managers to document and develop working practices for both mortuaries. * To give professional advice to Senior Management and service users as well as Trust teams. * To liaise with Medical Examiners, Coronial service, the Police and Tissue donation services. * Participate in establishing Royal Devon Trust wide policies relating to activities related to the deceased. * To manage the tissue donation service in compliance with NHS BT service agreement including overseeing and organising training and raising awareness across the Trust. * To work with mortuary staff based in the north to ensure HTA compliance within the Mortuaries and ensure that all requirements of the HTA are met. | |
| **Key result Areas/ Principle Duties and responsibilities**   * To monitor the performance of the Mortuary services and to liaise with Consultant Head of Department and Cellular Pathology Manager on service development and operational planning. * To manage all aspects of the Mortuary, Bereavement and Tissue donation service functions, including data management, forensic and coronial post mortem examinations and tissue donation ensuring adherence to legal frameworks. * To work collaboratively with mortuary staff in the northern mortuary and establish working protocols and practices that are common to both sites. * Ensure confidentiality, safety and security in Mortuary services at all times. * Recruitment of staff and support Trust human resources policies and procedures. * To undertake performance reviews and personal development planning for the departmental staff in line with Trust policy. * To undertake post mortem examinations in conjunction with Coronial and Home Office Pathologist. * Train staff in post mortem techniques including those used in forensic and high-risk post mortems. * To participate in the evaluation of new equipment and procedures and provide advice on implementation within the services. * Design and deliver Trust wide training to ensure activities undertaken are compliant with legislation. * Investigate complaints and incidents and ensure that effective immediate and follow up actions are taken. |
| |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Key Working Relationships:**  The post holder is required to deal effectively with staff of all levels throughout the Trust including the staff in the northern mortuary, the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.  Of particular importance are working relationships with:   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | * Senior Management Teams * Divisional Management team * Consultant Histopathologists * Cellular Pathology Manager * Medical Examiners and Officers * Emergency Planning Managers * Senior Nursing staff * Mortuary staff in Eastern and Northern mortuaries * Bereavement and tissue donation staff * Pathology Quality Managers | * Home Office Pathologists/ Coronial Officers * Senior Police Officers * Regional Forensic Coordinators * County Council Service Managers * Emergency Planning Managers | | | | |
| **Organisational Chart:** | | |
| **Key Result Areas/Principal Duties and Responsibilities** |
| **Communication and Relationship Skills**   * To maintain the highest level of patient confidentiality. * Deliver specialist technical advice to service users. * Explain and negotiate application of principles of HTA standards to all Trust staff. * To work with other mortuaries and multiple external agencies working with deceased and bereavement at senior levels. * To convey complex information to distressed or bereaved persons ensuring educational, social and language barriers are understood. * To receive and convey sensitive information to law enforcement agencies. * Maintain up to date consent training and give advice to all Trust staff requiring the same. * To ensure that effective methods of communication exist within the Department for the distribution and collection of information between staff, managers and other departments within the Trust. * To report directly to the Cellular Pathology Laboratory manager or Consultant pathologists as required.   **Analytical and Judgement Skills**   * Regularly resolve complex problems using knowledge of HTA frameworks ensuring that the solution is lawful. * Use knowledge and experience to determine best course of action when conflict exist between bereaved individuals. * Use information available to determine how best to proceed with post mortems, mobilising appropriate skills and technology, ensuring the health and safety of staff is of the highest priority.   **Planning and Organisational Skills**   * To plan and organise the delivery of Coronial and Forensic PM services ensuring both are undertaken in line with legal frameworks. * To plan and organise delivery of bereavement and tissue donation service. * Work with Northern Devon mortuary to design and prepare the Mortuary service continuity plans on behalf of the Trust.   **Physical Skills**   * Ensuring safe contact with patients whilst undertaking Coronial and Forensic post mortems including the use of advanced techniques * To employ manual handling techniques whilst moving deceased patients during post mortem process and movement through the Mortuary process for extended periods of time. * To develop and use specialist techniques during post mortem and reconstruction.   **Patient and Client Care**   * To have direct contact with patients whilst undertaking Coronial and Forensic post mortems * To ensure APT staff are trained and competent to undertake post mortem techniques including teaching staff specialist techniques * To converse with bereaved persons and ensure appropriate information and care is delivered through the service.   **Policy and Service Development**   * To be proactive in continually maintaining and improving the professional knowledge and competence of Trust staff. * To maintain an extensive and current knowledge of Human Tissue Act 2004, Coroners and Justice Act 2009 * Demonstrate specialist skills and experience in the field of Anatomical Pathology Technology through providing lecturing, mentoring and advisory services at a Trust level. * To be responsible for ensuring on-going compliance with all regulatory requirements and the development, implementation and maintenance of the quality management system ensuring compliance with UKAS ISO15189 standards. * To identify areas and particular projects where there is the potential for improvement of quality to the benefit of patients, families and service users. * To work with north and east Devon staff to produce policies for the organisation ensuring that deceased persons are treated in a compassionate and professional manner observing equality and diversity policies. * To produce policies for the Trust for the delivery of tissue donation services across all Trust sites * To undertake performance reviews and personal development planning for the departmental staff in line with Trust policy. * In conjunction with the training co-ordinator and training officer oversee the education and training of mortuary, bereavement and tissue donation team and support the training of staff in the northern mortuary. * Teach staff specialist techniques used in forensic and high-risk post mortems. * Undertake and ensure all staff are up to date with all mandatory Trust training e.g. Information Governance, Fire, Manual Handling etc. * Ensure all staff adhere to all Trust and departmental policies and procedures. * Oversee the writing and implementing of Mortuary SOPs that are compatible across the two Royal Devon mortuary services. * Design and deliver training across the Trust relating to consent, HTA standards and bereavement processes.   **Financial and Physical Resources**   * Ensure appropriate use of resources and equipment. * Responsible for monthly invoicing for the use of Mortuary services * Work with the Cellular Pathology Manager on expenditure and financial planning for the Mortuary. * Authorise travel and expenses claim forms as appropriate. * Requisition consumables and equipment on EROS.   **Human Resources**   * Day to day management and supervision of all eastern mortuary staff. * Leading the team effectively; championing health and wellbeing, encouraging and supporting staff engagement and feedback. * Recruitment and induction of all staff grades. * Conduct staff annual appraisals in line with Trust policies.  Monitoring and recording annual leave, sick leave and other absences according to the Trust attendance policy.  * Dealing with disciplinary matters as appropriate. * Comply with statutory fire/health and safety/manual handling and IG training requirements. Ensuring the staff attend statutory fire/health and safety manual handling and IG training. * Work within the responsibilities given by Health and Safety at Work Act (1974) to ensure that agreed safety procedures are carried out to maintain a safe environment for self, colleagues and visitors.   **Information Resources, Quality and Governance**   * To work with northern staff to support the administration and development of Mortuary IT systems * To generate service data to support service continuity, planning and routine reports. * To act as departmental Quality Manager and be responsible for ensuring on-going compliance with all regulatory requirements and the development, implementation and maintenance of the quality management system. * To act as departmental HTA Quality lead and be responsible for ensuring on-going development, implementation, maintenance and compliance of all regulatory HTA requirements and support the UKAS quality management system. * To escalate unresolved issues to Department managers and to the Trust Safety, Risk and Governance Departments as appropriate. * To liaise with other pathology departments with regard to quality and HTA issues. * Control HTA activities, including consent taking, tissue retention and disposal on behalf of the service Designated Individual (DI) and Lead Pathologist. * To liaise with other pathology departments with regard to quality, health and safety and training. * To attend cellular pathology meetings to report audit progress and present department leads with non-compliances raised. * With the cellular pathology manager investigate complaints and incidents and ensure that effective immediate and follow up actions are taken and be responsible for error logging within the Department. * To supervise and take part in a program of internal audits against defined quality performance measures and ensures that effective immediate and follow up actions are taken. * To be responsible for closing the corrective and preventative actions raised in a timely manner. * To provide timely audit reports to support the annual quality review. * To maintain an up-to-date knowledge of quality schemes and report any changes and the implications for service provision to the cellular pathology laboratory manager. * To ensure the mortuary service is compliant with UKAS ISO 15189 and HTA standards.   **Responsibility for Research and Development**   * To participate in research studies as appropriate and approved by the Trust.   **Physical Effort**   * To be physically capable of lifting and moving heavy loads. * To be physically capable of working for extended periods of time in a Post mortem room environment. * Attain a level of physical fitness to allow manual dexterity and good hand/eye co-ordination to carry out post mortem procedures.   **Mental Effort**   * To be mentally capable of dealing with traumatic sights, sounds and situations. * To be able to maintain high levels of concentration on specialist techniques for extended periods of time for example during forensic post mortems. * To be capable of collecting complex verbal and written information from individuals in highly emotive states.   **Emotional Effort**   * To be emotionally capable of dealing with traumatic sights, sounds and situations * To deal with situations involving unexpected deaths, murders and suicides and regular contact with bereaved persons. * To have frequent exposure to forensic cases, disfigured and decomposed bodies. * To participate in TRiM sessions as appropriate and encourage the staff to do the same.   **Working Conditions**   * Prepare for exposure to potential sources of infection during a post mortem process including blood, body fluids and airborne pathogens and carry out work in appropriate PPE to avoid infection. * To perform post mortems on bodies that may be decomposed, dismembered or pose significant infection risk (High risk) * To perform post mortems on bodies where a significant risk of injury exists due to traumatic injuries * To be capable of dealing with unpleasant sights and smells associated with a Mortuary service on a daily basis. |

**GENERAL**

This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the organisations' aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.

We are committed to serving our community. We aim to co-ordinate our services with secondary and acute care.

We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals.

We recruit competent staff whom we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.

The Trust operates a 'non smoking' policy. Employees are not able to smoke anywhere within the premises of the Trust or when outside on official business.

All employees must demonstrate a positive attitude to Trust equality policies and Equality Scheme. Employees must not discriminate on the grounds of sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect.

If the post holder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Equality Act 2010.

**SAFEGUARDING**

To be fully aware of and understand the duties and responsibilities arising from the Children’s Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker’s role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker’s role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker’s line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

**HEALTH AND SAFETY AT WORK**

The employer will take all reasonably practical steps to ensure your health, safety and welfare while at work. You must familiarise yourself with the employer's Health & Safety policy, and its safety and fire rules. It is your legal duty to take care for your own health and safety as well as that of your colleagues.

**INFECTION CONTROL - ROLE OF ALL STAFF**

It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:

* Attending mandatory and role specific infection prevention education and training.
* Challenging poor infection prevention and control practices.
* Ensuring their own compliance with Trust Infection Prevention and Control policies and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

**CONFIDENTIALITY**

You may not disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law. Any failure to comply with this term of your employment will be treated as an act of misconduct under the employer's disciplinary procedure.

**JOB DESCRIPTION AGREEMENT**

**Job holder’s Signature: .....................................................................................**

**Date: .....................................................................................**

**Manager’s Signature: .....................................................................................**

**Date: .....................................................................................**

**PERSON SPECIFICATION**

**POST:** Mortuary Manager Band 7

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|  | Essential | Desirable |
| **QUALIFICATION/ SPECIAL TRAINING**  Diploma in Anatomical Pathology Technology or Level 3 Diploma in Healthcare Science (Anatomical Pathology Technology)  Registration with AHCS  Trained in Enucleation  Supervisory / Management course qualification  Accredited Quality qualification/certification  Post graduate qualification in relevant subject | E  E  E  E  E | D |
| **KNOWLEDGE/SKILLS**  Knowledge of full range of Mortuary techniques, including Health & Safety, legal and administrative requirements.  Knowledge of the Human Tissue Act and its practical requirements.  Knowledge of Medical Examiners Service  Knowledge of Coroner’s Act  Highly developed skills in Mortuary techniques including High risk and Forensic procedures | E  E  E  E  E |  |
| **EXPERIENCE**  At least 6 years post entry level, i.e. 2 years post diploma  Supervising, training and teaching healthcare professionals  Previous experience as quality lead for UKAS and HTA standards  Experience as risk officer or health and safety lead  Experience working in mortuary based on a hospital site  Working in highly sensitive and pressured environments | E  E  E  E  E  E |  |
| **PERSONAL ATTRIBUTES**  Ability to stand by decisions made and admit errors  Empathic/sympathetic approach  Good interpersonal skills  Smart appearance  Proven team worker / leader  Ability to work under pressure | E  E  E  E  E  E |  |
| **OTHER REQUIREMENTS**  Financial management experience  Experience with training junior staff | D  E |  |

\*Essential/Desirable

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
|  | | | | | |
| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | Y |  |  | Y |  |
| Contact with patients | Y |  |  |  |  |
| Exposure Prone Procedures | Y |  |  |  | Y |
| Blood/body fluids | Y |  |  |  | Y |
| Laboratory specimens | Y |  |  |  | Y |
|  | | | | | |
| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
|  | | | | | |
| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | Y |  | YY |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | Y |  |  |  | Y |
| Animals | Y |  | Y |  |  |
| Cytotoxic drugs | Y |  | Y |  |  |
|  | |  |  |  |  |
| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | N |  |  |  |  |
| Noise (over 80dBA) | Y |  |  |  | Y |
| Hand held vibration tools (=>2.5 m/s2) | Y |  |  |  | Y |
|  | | | | | |
| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | Y |
| Heavy manual handling (>10kg) | Y |  |  |  | Y |
| Driving | N |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | Y |  |  |  | Y |
| Mental Effort | Y |  |  |  | Y |
| Emotional Effort | Y |  |  |  | Y |
| Working in isolation | Y |  |  |  | Y |
| Challenging behaviour | Y |  |  |  | Y |