Royal Devon University Healthcare NHS Foundation Trust

JOB DESCRIPTION

JOB DETAILS	
Job Title	Mortuary Assistant
Reports to	Mortuary Services Manager (RDUH)
Band	Band 3
Department/Directorate	Mortuary/Clinical Specialist Services

JOB PURPOSE

The Mortuary Assistant will be part of a team providing an efficient coordinated Mortuary services to the Trust and the Coroner's service, providing a high standard of deceased patient care.

Following the appropriate training the post holder will be expected to participate in the administration duties of the department to help facilitate the provision of the Mortuary service. This will primarily involve working within the Mortuary APT office. To meet the needs of the service, the post holder may be required to work in other administrative areas as appropriate as directed by the line manager. The postholder may be required to assist in the admission and release of deceased patients, preparation of deceased patients for viewing by their relatives and general Mortuary duties such as stock replenishment and cleaning/disinfecting of equipment.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

Organisational and Administrative

- To undertake all training and competencies associated with this post.
- To participate in relevant Mortuary duties, including completing legal documentation and department registers.
- To maintain high levels of cleanliness within the office environment.
- To answer telephone calls and personal enquiries in a polite and dignified manner maintaining confidentiality at all times.
- To liaise with the coroner's office, police, patient affairs and funeral directors in a polite and confidential manner.
- To deal with bereaved families in a professional sympathetic but practical manner.
- To ensure that the Trust policy is followed for the release of deceased persons
- To report incidents to the line manager.
- To arrange via telephone or email viewing or Identifications on deceased, under the direction of the Mortuary APTs.
- To keep accurate records of deceased patients within the computerised system.
- To keep accurate records and any personal effects belonging to the deceased.
- To ensure accurate record keeping of all specimens retained and secure postage of any specimens leaving the department.
- To maintain good working relationships with all trust departments and external organisations such as funeral directors and Coroner's officers.
- To schedule and arrange Postmortem examinations under the direction of the Manager and Deputy.
- To forward on Postmortem requests and relevant information to the Pathologists ahead of examinations.
- To arrange and book transfer of deceased for Postmortem examination off-site when requested.

- To request and return deceased patient notes when required.
- To update all Mortuary records including electronic records
- To maintain good stock control and equipment levels and notify senior staff when stock is low.
- To complete paperwork associated with each deceased.
- To test and record fridge alarm systems twice a month or when instructed
- To help participate in Audits as required
- To help record incidents and errors if required.
- To maintain accurate records of Mortuary capacity and share the information with relevant parties
- To maintain and report of Mortuary capacity and escalating to line manager
- To assist the APT's in aspects of Mortuary work that are essential to the smooth running of the department.
- Admission and release of deceased patients
- To prepare the deceased for viewing

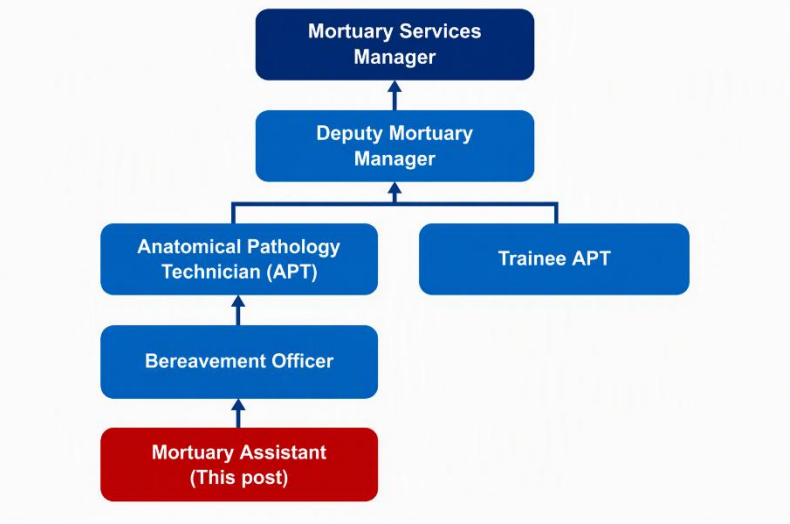
KEY WORKING RELATIONSHIPS

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day-to-day basis. In addition, the post holder will deal with 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
• Mortuary Services Manager • Consultant Histopathologists • Anatomical Pathology Technicians • Trainee Anatomical Pathology Technician • Bereavement Officers • Medical Examiner Team • Portering and Security Staff	• HM Coroner and Officers • Funeral Directors • Police Staff • Families • Pathologists • Regulatory Inspection Teams

ORGANISATIONAL CHART



FREEDOM TO ACT
The post holder will follow instruction from the Mortuary Services Manager, Deputy, APTs and Bereavement Officers on a day-to-day basis. However, professional judgement must be used in cases of dealing with families of the deceased and the deceased themselves.
COMMUNICATION/RELATIONSHIP SKILLS
The post holder will be required to adhere to the organisation's standards of customer care when welcoming visitors and dealing with clients in a confidential and sensitive manner. This could be face to face or over the phone and requires tact to exchange information relating to bereavement support. To courteously and efficiently receive enquiries (including telephone calls), taking messages and ensuring that these are passed on to the appropriate person. To communicate effectively with staff and clients within partner agency organisations in a confidential and sensitive manner. To distribute and re-direct mail. The post holder will be expected to behave in accordance with the Trust's values of demonstrating compassion, striving for excellence, respecting diversity, acting with integrity and to listen and support others.
ANALYTICAL/JUDGEMENTAL SKILLS
Make judgements on facts, some of which require analysis. Handle general issues and use initiative to escalate complex matters to a senior member of staff. The post holder will have the ability to use their initiative and take appropriate action in the absence of team/manager.
PLANNING/ORGANISATIONAL SKILLS
The ability to work using own initiative and manage time effectively to meet deadlines. Organise own day to day activities and tasks and have effective diary management to ensure smooth office efficiency.
PHYSICAL SKILLS
Minor level of manual handling based on office administration tasks. Moderate infrequent effort required in admission, release and preparation of deceased patients for viewing
PATIENT/CLIENT CARE
The ability to work well with bereaved relatives and the deceased, dealing with sometimes upsetting and distressing situations. Provide clinical advice
POLICY SERVICE AND DEVELOPMENT
The post holder will not have direct need for development of policies and documents but will help to keep them implemented and using own initiative can support the team where necessary for up keeping HTA Standards and Trust Values.
FINANCIAL/PHYSICAL RESOURCES
To ensure that the need for any supplies is escalated to senior staff for ordering and scheduling in a timely manner.
HUMAN RESOURCES
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
INFORMATION RESOURCES
To handle all deceased data to a high level of accuracy and confidentiality, using Trusts processes in the correct manner.
RESEARCH AND DEVELOPMENT
To assist the Mortuary and Bereavement Manager where necessary to ensure that service policies, procedures and audits are up to date.
PHYSICAL EFFORT
The role will have a combination of sitting, standing and walking with frequent moderate effort for several short periods and frequent VDU work.

Moderate effort when handling deceased patients.

MENTAL/EMOTIONAL EFFORT

The role requires potential exposure to deceased patients due to the working environment.
The post holder will respond to concerns and questions from a wide range of people who may be anxious and distressed relating to the deceased.
Ability to adapt to an unpredictable workload.
Frequent exposure to distressing or emotional circumstances.

WORKING CONDITIONS

Regular working with hazardous substances, which can contain harsh smells and dealing with deceased bodies that may arrive in a multitude of conditions

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and always conduct themselves in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake an Enhanced Disclosure & Barring Service Disclosure Check.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

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.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Mortuary Assistant

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING 5 GCSE's (or equivalent) NVQ level 3 in healthcare, public services or similar relevant experience	E	 D
KNOWLEDGE/SKILLS The post holder will ensure that the following is upheld at all times: • Efficiently handle electronic and paper records • Well organised • Good communication skills • Attention to detail The post holder may have experience of busy, dynamic working environment	 E E E E	 D
EXPERIENCE The post holder must have experience in a patient/public facing role The post holder may have experience to deal with stressful and distressing situations	E	 D
PERSONAL ATTRIBUTES The post holder must be able to demonstrate the following: • Reliable worker • Able to deal with handling moderate loads • Satisfactory Enhanced DBS clearance • Evidence that personal behaviour reflects Trust Values • Flexible approach to working and work requirements	 E E E E E	
OTHER REQUIREMENTS The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	

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