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***“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”***

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| **JOB DETAILS** | |
| **Job Title** | Medical Examiner Officer |
| **Reports to** | Lead Medical Examiner Officer |
| **Band** | 5 |
| **Department/Directorate** | Safety, Risk, and Patient Experience |

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| **JOB PURPOSE** | | | |
| To participate in the implementation of the reforms of death certification and to aim to improve the processes of death certification and referrals to the Coroner.  To work with the Lead Medical Examiner Officer (MEO) and the Medical Examiner team and Medical Examiners (ME) to maintain the Medical Examiners Service.  To be a point of contact and source of advice for relatives of deceased patients, healthcare professionals, coroner, and registration services.  To work with the Lead Medical Examiner Officer and the lead ME, Regional and National Medical Examiner (NME), to deliver the Medical Examiner System in accordance with current legislation  The Successful candidate will be working across both sites within the Trust. | | | |
| **KEY WORKING RELATIONSHIPS** | |  | |
| Internal   * Medical Examiners * Hospital Doctors of all levels * Senior Nursing staff and other ward staff * Safety and Risk Team * PALs Team * Bereavement Team * Mortuary * Resus Team * IM&T Departments * Administration and secretarial teams across the Trust | | | External   * The Bereaved, carers and executors / solicitors * Regional Medical Examiner and Officer * HM Coroner and Officers * GP’s and Practice Staff * Hospice Staff * Registrars of Birth Marriages and Deaths * Funeral Directors |
| **ORGANISATIONAL CHART** | | | |
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| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** | | | |
| * Support Medical Examiners in their role in scrutinising the circumstances and causes of death and identify any immediate learning to be fed back to individuals or teams. * Contact and discuss the agreed cause of death and any concerns about care with bereaved relatives in a transparent, tactful and sympathetic manner. Respect the diverse needs of bereaved relatives considering gender, race, religion, ethnicity, sexual orientation or disability. * Have a knowledge of medical conditions, treatments and medicines which may or may not have contributed to death, and be able to exercise clinical judgement in when to seek further advice from the Medical Examiner or the senior Medical Examiner Officer Team. * Have a knowledge of various faith groups’ funeral wishes/practices to enable respectful compliance with tight and specific timescales and procedures. * Be a point of contact and source of advice for relatives of deceased patients, healthcare professionals, and the coroner and registration services. Work closely with the bereavement team, PALS team and the End of Life Care team where a death may result in a complaint or concern and liaise with the Legal Service where an inquest is likely to be held. Work closely with the Mortality lead for deaths of patients with a learning disability. * Support Medical Examiners to identify cases where there are issues with the care provided that may need to be reported as an adverse incident or serious incident investigation to the Safety and Risk Team. | | | |
| **COMMUNICATION/RELATIONSHIP SKILLS** | | | |
| * Act as an intermediary between the bereaved and clinicians to establish and resolve any concerns relating to a patient’s death. * Work with Medical Examiners to aid them in their responsibility for overseeing the death certification process for all deceased patients. * Assist the QAP with formulation of cause of death, from cases history and medical notes. * Discuss the findings of the ME on medical cause of death with the qualified attending practitioners. * Ensure any concerns raised by the relatives are passed on the ME in a timely fashion before the MCCD is released to relatives * Discuss the content of the Medical Certificate of Cause of Death (MCCD) with relatives of the deceased and in all cases collect additional information. This may include the need to communicate sensitive information and offer explanations * Identify relatives’ concerns and escalate them appropriately. * Assist relatives in identifying appropriate information and additional / further advice and support e.g. Patient Advice Liaison Service contacts, Bereavement Office information. * Offer support and pastoral care to families and colleagues and to facilitate effective communication between families and health care professionals alongside Bereavement Office staff. * Establish clear and effective channels for communicating and co-operating with all departments, wards, and relevant professionals. * There is significant emotional effort associated with dealing with bereaved families. | | | |
| **ANALYTICAL/JUDGEMENTAL SKILLS** | | | |
| * Establish the circumstances of individual patient deaths by performing a preliminary review of medical records to identify clinical and circumstantial information, sourcing additional details where required, for scrutiny by the Medical Examiner. * Carry out the initial screening of medical notes of deceased patients to identify cases that clearly requires referral to the coroner on approval from the ME. * Work with the ME(s) to ensure proper and proportionate scrutiny of medical records. * Assist in highlighting cases for assessment via the Trust Mortality Review process, the clinical governance process and the Learning Disability Review Teams (LeDeR). * To ensure DATIX forms are completed for cases requiring further investigation. | | | |
| **PLANNING/ORGANISATIONAL SKILLS** | | | |
| * Manage own workload * Continually monitor one’s own performance in the provision of care; ensuring professional standards are met at all times. * Be able to juggle conflicting demands, prioritise tasks, and deal with queries as they arise. | | | |
| **PHYSICAL SKILLS** | | | |
| * To use a computer for prolonged periods of time daily to undertake complex data input and analysis. * Ability to drive between Trust sites * There is significant emotional effort associated with dealing with bereaved families. * Frequent interruptions from staff | | | |
| **PATIENT/CLIENT CARE** | | | |
| * Telephone contact with emotionally distressed and grieving families * Participate in meetings with relatives alongside the ME(s) and other members of the multidisciplinary team. | | | |
| **POLICY/SERVICE DEVELOPMENT** | | | |
| * Ensure the service is delivered in accordance with professional and statutory bodies, and Trust guidelines. | | | |
| **FINANCIAL/PHYSICAL RESOURCES** | | | |
| * Personal duty of care for ensuring the effective use of stock and equipment in line with the workload requirements, Personal duty of care for ensuring that equipment is appropriately used, stored, and maintained, | | | |
| **HUMAN RESOURCES** | | | |
| * Work within Trust HR policies. * Attend departmental meetings as required. * Training programmes and induction training for Medical Examiners Officers. * Participate in education and training as associated with and appropriate to the role. * Continually update and maintain own self-development and awareness, identifying and utilising appropriate educational and study resources. * Participate in Trust mandatory training. * Provide regular training and instruction on a 1:1 basis and to groups on the completion of legal paperwork following a death within the Trust. | | | |
| **INFORMATION RESOURCES** | | | |
| * Full compliance with secure handling of patient identifiable data. * To support the design, testing and implementation of the new eMedical Examiner process. * To assist with maintaining robust electronic records (including My Care Datix MS Office calendar,) of all deaths and to align with current information systems in place. To optimise the way such data is collected and to ensure it is accurate and up to date. * support and undertake the collation and analysis of a range of patient safety and clinical data identifying trends and areas of particular risk. | | | |
| **RESEARCH AND DEVELOPMENT** | | | |
| * Assist in providing documentation and quality data as required for audit or evaluation of the Medical Examiner System for internal and external purposes as appropriate. | | | |
| **FREEDOM TO ACT** | | | |
| * The post holder will be required to act autonomously within the appropriate clinical/professional guidelines and refer to the Medical Examiner or senior member of staff as needed. | | | |
| **OTHER RESPONSIBILITIES** | | | |
| * Working in both Eastern and Northern sites * To take part in regular performance appraisal. * To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling * To contribute to and work within a safe working environment * The post holder is expected to comply with Trust Infection Control Policies and conduct him/herself at all times 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. | | | |
| **APPLICABLE TO MANAGERS ONLY** | | | |
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| **THE TRUST- VISION AND VALUES** | | | |
| Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:  Honesty, Openness & Integrity  Fairness,  Inclusion & Collaboration  Respect & Dignity  We recruit competent staff that 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.  We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.  We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards. | | | |
| **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.  The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462. | | | |
| **POST** | Medical Examiner Officer | | |
| **BAND** | Band 5 | | |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**   * 5 or more GCSE’s at C or above to include English, maths and science, or equivalent * Batchelor’s Degree or Evidence of Study with in the relevant subject area at a Higher Level /Equivalent experience * A commitment to the concept of lifelong learning and undertaking professional development opportunities * Completed all MEO training or completion of MEO eLearning before commencement in role * MEO Face to face training, or to be completed in the first year. | E  E | D  D  D |
| **KNOWLEDGE/SKILLS**  P  E  R  S  O  N  S  P  E  C  I  F  I  C  A  T  I  O  N   * Highly evolved empathetic and self-awareness skills to deal with bereaved families who may have barriers to understanding information due to their grief or disability * To have an understanding of medical terminology that enables informed discussions about cases/circumstances of death with bereaved families, clinicians, The Coroner, Registration Service Staff and Crematorium Referees * Knowledge of the statutory process around death certification legal frameworks and how the Medical Examiner System aligns with other related organisations and NHS initiatives. * The ability to work in highly pressurised, unpredictable environment where bereavement care is central to service delivery * Strong interpersonal skills demonstrating the ability to communicate in difficult and emotional situations with empathy and professionalism with all stake holders * Professionalism with all stake holders * Ability to work across professional boundaries with medical staff in different specialities * Competent with IT software systems including MS Outlook, word, PowerPoint, excel, my care Datix * Knowledge of various faith groups’ funeral wishes/practices to enable respectful compliance with tight and specific timescales and procedures | E  E  E  E  E | D  D  D  D |
| **EXPERIENCE**   * Experience of end of life care or dealing with bereaved relatives. * Experience of working with people in sensitive and emotional situations * Minimum of 12 months experience of working within a healthcare or social care | E | D  D |
| **PERSONAL ATTRIBUTES**   * Patient-centred approach to work. * Approachable and supportive to all levels of staff and bereaved families in a non-judgements and discreet manner * Professional appearance, manner and awareness of impact of own behaviour on others * Ability to maintain a calm manner in a range of challenging and emotive circumstances * Understand team work and work within a team * Able to plan and organise workload * Able to prioritise own work load and meet deadlines * Can remain calm and professional in a busy environment * Empathetic, but able to understand professional boundaries * An adaptable approach to work * Flexible approach to working hours * Commitment to continual development to include. relevant new systems, policies and procedures * Adheres to relevant Trust policies & procedures * Adheres to confidentiality & data protection requirements | E  E  E  E  E  E  E  E  E  E  E  E  E  E |  |
| **OTHER REQUIRMENTS**   * Ability to travel to other locations. * Driving Licence * The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. | E  E | D |