

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Bereavement and Tissue Donation Officer |
| **Reports to** | Mortuary and Bereavement Manager |
| **Band** | 4 |
| **Department/Directorate** | Mortuary / Specialist Services |

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| **JOB PURPOSE** |
| To support the Mortuary and Bereavement Manager and team in the development and delivery of a responsive and high-quality Mortuary, Bereavement and Tissue Donation Service.  To be a direct point of contact and source of advice and information for relatives and associates of deceased patients, healthcare professionals, Coroner, Medical Examiner and Registration services.  To support and promote corneal tissue donation within the Trust, liaising with the NHS Blood and Transplant Service, healthcare professionals, relatives of the deceased and Mortuary technical staff.  **K** |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Provide full administrative support, and sympathetic assistance to bereaved relatives and carers to guide them through the procedures required following the death of a patient in hospital, ensuring that these matters are handled in a caring, professional and timely manner. * Provide support and advice to all service users across the Trust on issues surrounding death in hospital and bereavement support (national, local and Trust policies) to enable them to fulfil their duties of care for the deceased patient. * Organise and conduct viewings on deceased patients with families. Assist with release of deceased on occasion if required. * Process Medical Certificate Cause of Death (MCCDs) and Cremation forms. * Assist in facilitating the registration of deaths and stillbirths with the Registration service. * Provide administrative support to medical staff to enable and ensure the prompt and accurate completion of the documentation necessary following the death of a baby, non-viable foetus or stillbirth, or an adult who dies in hospital. * Organisation of perinatal post mortem examinations with referral centres and subsequent collection and transportation of baby, non-viable foetus or stillbirth with contracted funeral service. * Identifying potential corneal tissue donors via scrutinization of electronic medical records within set deadlines. * Approach relatives and offer the opportunity of corneal tissue donation, answering any queries that may be raised. * Referral of potential corneal tissue donation cases to specialist nurses within the National Referral Centre (NRC) on behalf of NHS Blood and Transplant. * To carry out any other tasks as directed by the Mortuary Services Manager in line with service needs. |
| **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** | | * Anatomical Pathology Technicians * Mortuary Manager | * Bereaved families, carers & friends * Funeral Directors | | * Cellular Pathology Manager | * NHS Blood & Transplant team | | * Medical Examiner and Officers | * HM Coroner’s officers | | * Medical and Nursing staff | * GP’s and practice staff | | * Ward Clerks | * Tracing agencies | | * Maternity Services | * Crematorium staff | | * PALs Service | * Executors and solicitors | | * Chaplaincy Service | * Hospice staff | | * Tissue and Organ Transplant Team * Information Governance Team | * Registration Services * Local Council Services * Charitable organisations * St Michaels Mortuary, Bristol * Torbay Mortuary * Language Line (interpreters) | |

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| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| * The post holder is required to act autonomously within the appropriately defined occupational policies, procedures and codes of conduct. The post holder is expected to manage their own workload, and refer to Mortuary management for guidance when necessary. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| * To be able provide and receive complex and sensitive information whilst dealing with emotionally distressed bereaved individuals, displaying empathy and reassurance. This will include advising them on the next steps following the death, the likely time scale for the completion of the Medical Certificate Cause of Death (MCCD), if the case will be reported to the Coroner and what this is likely to mean, registering the death, and taking details in regard to the funeral arrangements they will make. * To be able to deal with unpredictable enquires on a daily basis regarding deceased individuals from a variety of sources both internal and external to the Trust. * Identify relatives’ concerns and escalate them appropriately. * To be able to consider any barriers to communication that may present during conversations with the bereaved. * Have knowledge of and consider any cultural or religious beliefs of the bereaved. * Assist relatives in identifying appropriate information and additional / Further advice and support, for example the Patient Advice and Liaison Service (PALs), Medical Examiners officer, Coroner’s office and suitable charities. * To be able to clearly and empathically offer tissue donation to bereaved relatives which may on occasion require persuasive or motivational skills. * Communicate effectively with medical staff from Torbay NHS Trust, recording medical information accurately to facilitate remote referrals. * To be able to frequently communicate sometimes complex medical information regarding tissue donation to specialist nurses at the National Referral Centre (NRC). Requiring the use and understanding of medical terminology and interpretation of results. * Provide support and advice to maternity staff following a stillbirth, neonatal death or early loss of pregnancy, giving information and advice on documentation including post mortem consent, and funeral/disposal options available to parents. * Arrange, meet, accompany and support relatives who wish to pay their respects to the deceased in the Viewing Suite. Answering any questions and directing them to further sources of support where required. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * Frequently review completed cremation forms and MCCDs provided from the Medical Examiner’s service for accuracy, returning documentation to the Medical Examiner’s service for error correction when encountered. * Identify when tissue donation or bereavement processes have not been followed by the wards and complete DATIX forms as required. * Review and scrutinise recently deceased’s medical records, considering reasons for admission and current / previous medical history to assist in identifying potential corneal tissue donors. * Have awareness of medical conditions and circumstances that would contraindicate corneal tissue donation. * Identify inaccuracies in maternal death paperwork and/or perinatal post mortem request / consent forms and inform appropriate staff for correction. * Interpret the needs of the bereaved individual, comparing a range of options and acting accordingly to resolve any issues. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| * Organise and plan day to day activities – managing own workload. * Attend daily online meetings with NRC staff to discuss and update on potential donors. * Prioritise workload, and be aware of time-constraints regarding the tissue donation process and viability of tissue, including the referral, consenting and retrieval deadlines. * Organise the collection and transportation of babies, stillbirths and non-viable foetuses for post mortem examination, liaising with funeral director staff and referral centres. * Prioritise workload such as the processing of legal documentation to facilitate the efficient movement of patients through the Mortuary department from admission to release – adapting to demands on time as required. * Plan and organise delivery of corneal retrieval training to medical staff to raise awareness of the process. * Arrange viewings of the deceased with the bereaved when requested. * Be responsible for effective time management in regards to all required Trust mandatory training required for post. * Organise and attend the monthly baby service for shared cremation. |
| **PATIENT/CLIENT CARE** |
| * Frequently provide specialist advice to bereaved individuals regarding the death certification process, Corneal tissue donation, perinatal and paediatric registration including stillbirths, neonates and non-viable foetuses. This can be via telephone, email or face to face conversations. * Advise parents on status of perinatal or paediatric post mortem examinations, including collection of deceased for transport to referral centres and subsequent return to Mortuary. * Provide support when requested during viewings of the deceased with the bereaved. |
| **POLICY/SERVICE DEVELOPMENT** |
| * Comply with and regularly review relevant standard operating procedures (SOPs), and recommend changes to Mortuary management as required. * Contribute to the content of bereavement information booklets to ensure they are up to date and meet the needs of the bereaved. * Engage in monthly staff meetings and feel empowered to make service development suggestions for consideration by Mortuary management. * Produce training material in relation to corneal tissue donation when required. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| * On occasion handle deceased patients’ cash, valuable or property, ensuring this is accurately documented. Document return of items to the bereaved when required. * Be responsible for safe use of any Mortuary or bereavement office equipment used in day to day role including IT equipment and on occasion patient transfer equipment. * Report stationary or stock ordering requirements (bereavement booklets etc.) to senior APT for ordering. |
| **HUMAN RESOURCES** |
| * To contribute to and work within safe working environment acting promptly in accordance with Trust Health and Safety policies and procedures in the event of risk to self and others. * Participate in education and training as associated with and appropriate to role. * Regularly provide training and instruction on a 1:1 basis and to groups of medical staff regarding the corneal tissue donation process including suggesting good practice, promoting the service and raising awareness. * Assist in the training of new bereavement staff when required. |
| **INFORMATION RESOURCES** |
| * Frequent data entry into Trust IT systems including EPIC and EDEN Mortuary system, ensuring data is accurately entered and any mistakes rectified. * Use of Trust EPIC system to obtain deceased patient medical information, including test results to facilitate Corneal tissue donation. Further review of medical information as and when requested by NHS Blood and Transplant. * Produce reports as requested by charitable organisations such as Marie Curie with support of the Mortuary Manager. |
| **RESEARCH AND DEVELOPMENT** |
| * Complete assigned Mortuary audits when requested alongside other bereavement and/or Mortuary staff – reporting findings to the Mortuary Manager. |
| **PHYSICAL SKILLS** |
| * Minor level of hand-eye coordination required for occasion release of deceased patients at the request of the Mortuary Manager during periods of low staffing. |
| **PHYSICAL EFFORT** |
| * Occasional release of deceased patients may require light/moderate physical effort for short periods of time. * Frequent requirement for sitting for extended periods due to administration aspects of the role. |
| **MENTAL EFFORT** |
| * Frequent requirement for concentration is required due to the unpredictable nature of enquires from the bereaved which may require note taking or liaison with other departments and professionals. * Ability to work under pressure at busy times and multi-task in an organised manner, maintaining composure and a sympathetic approach to the bereaved. Able to maintain accuracy of documentation and able to check the work of others whilst working under pressure and with constant interruption and changing priorities. * Concentration and attention to detail required whilst checking medical information in relation to Corneal tissue donation. |
| **EMOTIONAL EFFORT** |
| * Frequent exposure to highly distressed or highly emotional individuals who have suffered a bereavement in sometimes unexpected circumstances. * Occasional exposure to highly distressed or highly emotional individuals during the viewing of a deceased patient. This can at times involved the death of a child, or following extensive trauma or decomposition. * Occasional indirect exposure to traumatic circumstances due to forensic workload of the Mortuary, where conversations could be overheard, or enquires inadvertently received regarding coronial or forensics deaths by bereaved individuals. |
| **WORKING CONDITIONS** |
| * Frequent exposure to unpleasant working conditions due to Mortuary environment in regards to sights and occasional smells of deceased patients. |
| **OTHER RESPONSIBILITIES** |
| Take part in regular performance appraisal.  Undertake any training required in order 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 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.  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. |
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| **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 a 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. |

PERSON SPECIFICATION

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| **Job Title** | Bereavement and Tissue Donation Officer |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION / SPECIAL TRAINING**  5 or more GCSE’s at grade C or above to include English, Maths and science, or equivalent.  2 A levels at grade C or above and/or NVQ level 4 or equivalent.  Bereavement support training (CRUSE or SANDS) | E  E | D |
| **KNOWLEDGE/SKILLS**  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  Competent with IT software systems including MS office  Excellent organisational skills  Strong interpersonal skills demonstrating the ability to communicate with empathy  Ability to manage more than one area of working within tight timescales  Ability to manage sensitive issues and have logical problem-solving skills  Knowledge of legal paperwork required following death  Knowledge of medical terminology  Effective communication skills both written and verbal  Comfortable handling diverse enquires regarding death  Ability to work across professional boundaries with medical staff  Ability to communicate with individuals from different faiths and backgrounds | E  E  E  E  E  E  E  E  E  E | D  D |
| **EXPERIENCE**  Previous bereavement experience within an NHS organisation  Administration or clerical experience within a team  Experience of Trust computer systems  Experience of working with the public  Experience of working within a clinical environment | E  E  E | D  D |
| **PERSONAL ATTRIBUTES**  Calm, supportive, approachable and compassionate demeanour  Able to work as a team member.  Ability to manage own workloads  Patient-centred approach to work  Adaptable approach to work  Ability to work in a busy environment  Adhere to Trust values  Organised and well-presented  Reliable with a mature common-sense approach  Willingness to take on new tasks | E  E  E  E  E  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 |  |

Complete the table below as appropriate

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