

SINGLE CORPORATE SERVICES

PATIENT EXPERIENCE SERVICE – BEREAVEMENT SERVICE

Job title:	Bereavement Officer	To be completed by HR <i>Job Reference Number</i>
Reporting to:	Bereavement Manager	
Accountable to:	Bereavement Manager	
Pay Band:	3	

As part of the Single Corporate Service, this role is a designated site-based role however the post holder will be part of the Corporate Service team which provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

As the single corporate service will be delivered across both organisations, individuals may be required to undertake business travel between sites. The frequency and arrangements will be discussed on an individual basis and the staff mobility local agreement will apply.

For our leaders managing staff across multi-site locations, they will need to be visible and provide in person leadership. The arrangements and frequency will be agreed locally.

Job purpose

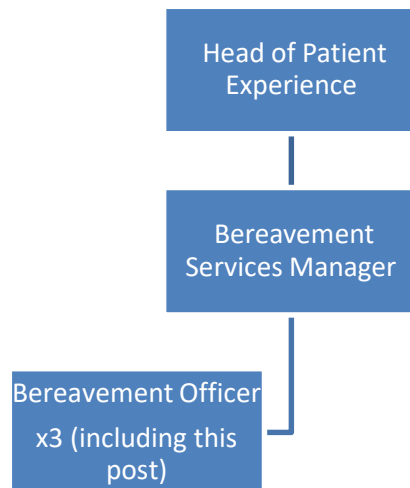
The post holder will be compassionate and professional, who will play a crucial role in supporting bereaved families. You will assist the Bereavement Services Manager in liaising with the Medical Examiner Officers (MEOs) in their supportive role to the Medical Examiners.

You will be the first point of contact from relatives of deceased patients and deal with enquiries in a sensitive and efficient manner. You will offer support and guidance to colleagues across the Trust, as well as, medical examiners, external agencies and members of the public, funeral directors, crematoriums and registrars etc.

Job summary

- Work together with colleagues to ensure the patient experience is paramount.
- Provide a professional, proactive and flexible service to the relatives of patients who have died in Portsmouth Hospitals University NHS Trust.
- Work closely with clinical professionals to deliver a high standard of customer service and empathy to bereaved families and carers.
- Work closely with outside professionals involved in the death processes such as GPs, HM Coroner, Funeral Directors, Medical Examiners, Social Services and Local Authorities.
- Responsible for managing the death certification process to ensure that the Trusts statutory obligations are met.

Organisational Chart



Specific Core Functions

- Follow departmental and Trust Policies and procedures, referring to the Bereavement Services Manager when required. Comment on and follow departmental protocols and procedures. Ensure that the Bereavement Service is run within set boundaries.
- Provide sensitive and timely support to the relatives and representatives of patients who die while in the care of Portsmouth Hospitals NHS Trust to ensure smooth running of the Bereavement Service.
- Discuss issues which may be delicate and where there may be communication difficulties.
- Provide solutions for routine queries and concerns.
- Plan and organise straightforward activities.
- Liaise with Doctors in Portsmouth Hospitals trust on a regular basis to ensure legal paperwork is completed accurately in a timely and appropriate manner in accordance with the bereaved relatives' wishes for cremation or burial.
- Liaise with outside agencies such as registration staff and coroner's officers to ensure statutory obligations are met when registering a death.
- Meet with bereaved relatives and representatives to arrange for the provision of the Medical Certificate of Cause of Death. If the Medical Certificate of Cause of Death is not available from the Bereavement Service, then to provide appropriate information and guidance on how it can be obtained. Where conditions preclude Portsmouth Hospitals NHS Trust issuing a Medical Certificate of Cause of Death appropriate information and guidance about obtaining the Certificate is given.
- Assist the Bereavement Services Manager by providing information required to produce and analyse data for various audits and statistical information.
- Return the personal effects and/or valuables to the deceased's appropriate relatives or representatives, in a timely and appropriate manner.
- Assist the Bereavement Services Manager to arrange baby funerals as per parents' wishes, to ensure smooth running of the baby Bereavement Service. Meet with parents, either on the maternity ward or bereavement office, accurately complete paperwork, and liaise with outside

agencies such as the crematorium, cemetery, funeral director to organise funeral in accordance with parents' wishes.

- Assist the Bereavement Services Manager to arrange foetal remains funeral in accordance with Trust and inter-departmental policies and procedures.
- Assist the Bereavement Services Manager to arrange funerals for patients with no next of kin, or for relatives who decline to make funeral arrangements. Ensure statutory obligations are met and appropriate referrals to outside agencies, such as local authorities, are made as necessary.
- Liaise with Bereavement Services Manager and with staff of all disciplines to ensure the seamless provision of care and support for bereaved persons in their initial contacts with the Trust.
- Effective communication is maintained with staff of all disciplines and bereaved persons receive appropriate care and support.
- Offer guidance on the procedures to be followed by the bereaved to arrange the necessary registration and funeral. Help bereaved persons understand the procedures for registration and funeral.
- Maintain effective communication with outside agencies such as HM Coroner, GP's, funeral directors, local authorities, crematoria, and cemeteries as necessary to ensure smooth running and co-ordination of completion of legal paperwork in a timely and appropriate manner.
- Work within the organisations procedures and policies, using own initiative.

Key Responsibilities

Communication and Working Relationships

- The post holder will be providing and receiving routine information orally, in writing or electronically to inform work colleagues, patients, clients, carers, the public or other external contacts. The communication will include;
 - (a) Providing and receiving routine information which requires tact or persuasive skills or where there are barriers to understanding
 - (b) providing and receiving complex or sensitive information,
 - (c) providing advice, instruction, or training to groups, where the subject matter is straightforward.

Analytical and Judgement

- Judgements involving facts or situations, some of which require analysis.

Planning and organising

- Planning and organisation of straightforward tasks, activities, or programmes, some of which may be ongoing.

Physical Skills

- The post requires physical skills which are normally obtained through practice over a period of time or during practical training e.g. standard driving or keyboard skills, use of some tools and types of equipment.

Patient Client Care

- Assists patients/clients/relatives during incidental contacts.

Policy and Service Development

- The post holder follows policies in own role which are determined by others; no responsibility for service development, but may be required to comment on policies, procedures, or possible developments.

Financial Management

- The post holder will regularly handle or process cash, cheques, patients' valuables.

Management/Leadership

- The post holder provides advice or demonstrates own activities or workplace routines to new or less experienced employees in own work area.

Information Resources

- The post holder will be responsible for data entry, text processing or storage of data compiled by others, utilising paper, or computer-based data entry systems,

Research and development

- Undertakes surveys or audits, as necessary to own work; may occasionally participate in R&D, clinical trials or equipment testing.

Freedom to Act

- The post holder is guided by standard operating procedures (SOPs), good practice, established precedents and understands what results or standards are to be achieved. Someone is generally available for reference and work may be checked on a sample/random basis.

Physical effort

- A combination of sitting, standing, and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods.

Mental effort

- There is a frequent requirement for concentration where the work pattern is predictable with few competing demands for attention, or there is an occasional requirement for concentration where the work pattern is unpredictable.

Emotional Effort

- Exposure to distressing or emotional circumstances is rare, or occasional indirect exposure to distressing or emotional circumstances.

Working conditions

- Exposure to unpleasant working conditions or hazards is rare.

Person Specification

Criteria	Essential	Desirable	How criteria will be assessed
Qualifications	<p>GCSE level of education or equivalent</p> <p>Secretarial skills, acquired through an NVQ 3 or equivalent experience</p>		
Experience	<p>Demonstrable experience in an admin role with a good knowledge of office procedures</p> <p>Experience of working in a people-centred environment</p> <p>Experience of working with the public.</p> <p>Commitment to personal and professional development</p> <p>Effective communicator both orally and on paper</p>	<p>Experience of working in healthcare / NHS</p>	
Knowledge	<p>Keyboard skills to RSA level 3</p> <p>Excellent listening skills</p> <p>Tact and diplomacy when dealing with highly sensitive issues</p> <p>Ability to present highly sensitive information in a highly emotive situation</p> <p>Effective interpersonal skills with the ability to communicate with staff on all levels, patients and relatives.</p> <p>Responsive and flexible</p>		

Compliance statement to expected organisational standards.

To comply with all Trust Policies and Procedure, with particular regard to

- Risk Management
- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information
- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:

Understand duty to adhere to policies and protocols applicable to infection prevention and control.

- Comply with key clinical care policies and protocols for prevention and control of infection at all time; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.
- All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work, and be able to provide evidence of this at appraisal.
- To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
- Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service.
- Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.
- Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004 , Working Together to Safeguard Children 2013, 4LSCB guidance and the IOW Safeguarding Policy.
- Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adults policies and procedures
- Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves,

- Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date
- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
- Proactively, meaningfully and consistently demonstrate the Trust Values in your every day practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.

This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.