

## Job Description

**Title:** Medical Examiner Officer (MEO)

**Band:** AFC Band 5

**Staff Group:** Admin and Clerical or Registered (If currently clinically registered)

**Reports to:** Lead Medical Examiner Officer and Lead ME

### Job Summary:

To support medical examiners in their role in scrutinising the circumstances and causes of death.

To be a point of contact and source of advice for relatives of deceased patients, healthcare professionals, Coroner and registration services.

To participate in developing protocols, guidelines and policies for the development and delivery of the Medical Examiner Service.

Communicate directly with the bereaved to explain medical diagnoses leading to death.

### Key Responsibilities:

To 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.

To assist in highlighting cases for assessment by the Structured Judgement Review team (SJRT), Child Death Overview Panel (CDOP), Clinical Governance teams and the Learning Disability Review Teams (LeDeR).

To refer patients to the coroner for further investigation on approval by the medical examiner

Maintain an awareness of the diverse needs of users of the medical examiner system to ensure equality to any particular group defined by sex, race, religion, ethnicity, sexual orientation, gender reassignment or disability.

To discuss likely content of medical certificate of cause of death with relatives of deceased and in all cases, collect additional information. This may include the need to communicate sensitive information and offer explanations but would be fully supported by the Medical Examiner of the day.

To ensure any concerns raised by the relatives are passed to the Medical Examiner in a timely fashion before medical certificate of cause of death is released to relatives.

To assist relatives in identifying appropriate information and additional/further advice and support e.g. Patient Advice Liaison Service

To maintain high standards of documentation and case management on a variety of IT healthcare systems.

To link with Primary Care and after-death professional stakeholders where attendance meetings may be required on an occasional basis.

To support the shift pattern of the Medical Examiner service which in the future will include out of hours service provision.

To ensure compliance with Information Governance principles.

### Communications and Key Working Relationships:

#### Internal

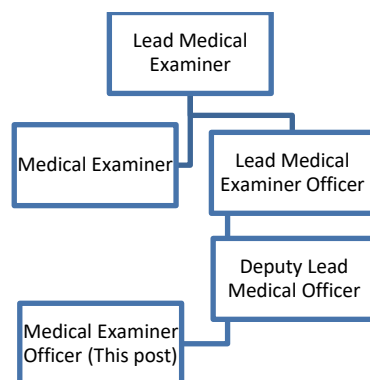
- Bereavement Services and Mortuary staff
- Clinical Teams
- Medical Examiners
- Audit and Governance leads

#### External

- HM Coroner and officers
- Spiritual/Faith community leads
- Registrars of births and deaths
- GPs and practice staff
- Bereaved relatives, carers and executors/solicitors.
- Funeral Directors
- National Medical Examiner
- Regional leads for ME system- including the Regional Medical Examiner and Medical Examiner Officer

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### Organisational Chart



### Person Specification

#### Qualifications

##### *Essential:*

- Educated to Bachelor's degree level, or equivalent working knowledge in related field
- A commitment to maintaining professional development
- Excellent written and verbal communication skills with a wide range of stakeholders, including the recently bereaved
- Completed e-learning Royal College of Pathology ME core training modules (successful applicant will be asked to complete prior to starting in the post)
- Face to face (virtual) MEO training will be delivered by the Royal College of Pathologists once in post
- Proficient in Microsoft Office, Outlook, and MS TEAMS

## **Skills and Knowledge**

### *Essential:*

- General knowledge of clinical/medical terminology
- Proactive and self-motivated with the ability to deputise for senior MEO often at short notice
- Strong interpersonal skills demonstrating the ability to communicate in difficult and emotional situations with empathy and understanding
- Completed e-learning MEO core training modules prior to starting in the post
- Excellent communication skills (verbal & written) with the ability to engage at all levels including senior clinicians/coroners etc about sensitive issues
- Ability to work as part of a team and organise fluctuating workload around competing priorities
- Competent in the use of multiple IT software systems and handling sensitive personal identifiable data

### *Desirable:*

- Knowledge of the special requirements of various faith groups and respect for equality and diversity of issues around formalities following a death.
- Knowledge of the Coroner and Justice Act 2009 reference to the medical examiner system
- Full understanding of the medical examiners system operational remits

## **Experience**

### *Essential:*

- Experience of working with people in sensitive and emotional situations
- Proven track record of co-ordinating and using communication skills with a variety of professionals and services.

### *Desirable:*

- Experience of working in a healthcare setting with multi-disciplinary teams across organisational boundaries.
- Using case management and referral-based processes

## **Personal Qualities**

### *Essential:*

- Proactive and self-motivated
- Approachable and supportive to all levels of staff and bereaved families in a non-judgmental 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

## **Working Together For Patients with Compassion as One Team Always Improving**

**Strategic approach** (clarity on objectives, clear on expectations)

**Relationship building** (communicate effectively, be open and willing to help, courtesy, nurtures partnerships)

**Personal credibility** (visibility, approachable, back bone, courage, resilience, confidence, role model, challenge bad behaviour, manage poor performance, act with honesty and integrity)

**Passion to succeed** (patient centred, positive attitude, take action, take pride, take responsibility, aspire for excellence)

**Harness performance through teams** (champion positive change, develop staff, create a culture without fear of retribution, actively listen and value contribution, feedback and empower staff , respect diversity)

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Job holders are required to act in such a way that at all times the health and well being of children and vulnerable adults is safeguarded. Familiarisation with and adherence to the Safeguarding Policies of the Trust is an essential requirement for all employees. In addition, all staff are expected to complete essential/mandatory training in this area.

Responsibilities may change as the national programme evolves, which will be in consultation with the job holder.

**Print Name: Jane Plumtree**

**Date: 20/10/23**

**Signature: J Plumtree**