

Job Profile

Position Details	
Post	Bereavement Officer
Service Area	Environment and Neighbourhoods/ Community Safety and Enforcement/ Mortuary
Reports to	Mortuary Manager
Grade	Scale 6
Job Family	To be completed by HR

Role Purpose
<ol style="list-style-type: none"> 1. To arrange a public health funeral where there is no next of kin or no funeral arrangements including the effective provision of protection of property and public funded funerals, working with other services are appropriate. 2. Ensure that the deceased are treated with dignity and funeral arranged as soon as practicable. Tracing next of kin, assets and ensuring proper handling of finances and property. 3. To take responsibility for managing all aspects of the bereavement service, supporting families who are experiencing grief and trauma. 4. To support the Public Mortuary operations including administration

Main Responsibilities
<ol style="list-style-type: none"> 1. To ensure that all cases referred by the Coroner, the Police, NHS or other body are dealt with in compliance with the Public Health (Control of Diseases) Act, the National Assistance Act and the Coroners Act(s) and other bereavement law. 2. To create, maintain, monitor and provide a range of auditable financial records. Including recording all valuable property and financial assets. 3. To liaise with stakeholder internal and external including referral to the Government solicitor, banks and trustees on the estate of the deceased. 4. To carry out property searches of the deceased who have no known next of kin. 5. To ensure that the Council's costs are recovered from the estate of the deceased, including proper auditable disposal of property. 6. Liaise sensitively with trustees, relatives or next of kin of deceased to encourage them to make and fund funeral arrangements. Where insufficient funds are available to seek to recover a reasonable proportion of costs. 7. Be comfortable working in a mortuary environment and exposer to deceased bodies including, supporting the release of bodies, dealing with the deceased, their relatives and other interested parties. 8. To provide a professional, sensitive, supportive, and high-quality bereavement service to families and next of kin 9. To assist with the release and referral of the deceased cases to the Council's legal team for disposal of their estate ensuring and applying the Data Protection Act. 10. To deal with personal callers on promptly on issues relating to the services of the section. 11. To assess financial data and assets to prevent fraud and theft, making referrals to the police, DWP and other agencies as required. 12. To undertake such other duties as may be required and reasonably associated with the normal level and responsibilities of the post.

13. To undertake a range of IT based software and database functions and any such other duties as and when it may be required.
14. To assist in maintaining and data loading accurate financial records/information on to specialised computer systems.
15. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
16. Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection and Health and Safety policies and procedures.
17. Undertake any other duties commensurate with the general level of responsibility of this post.

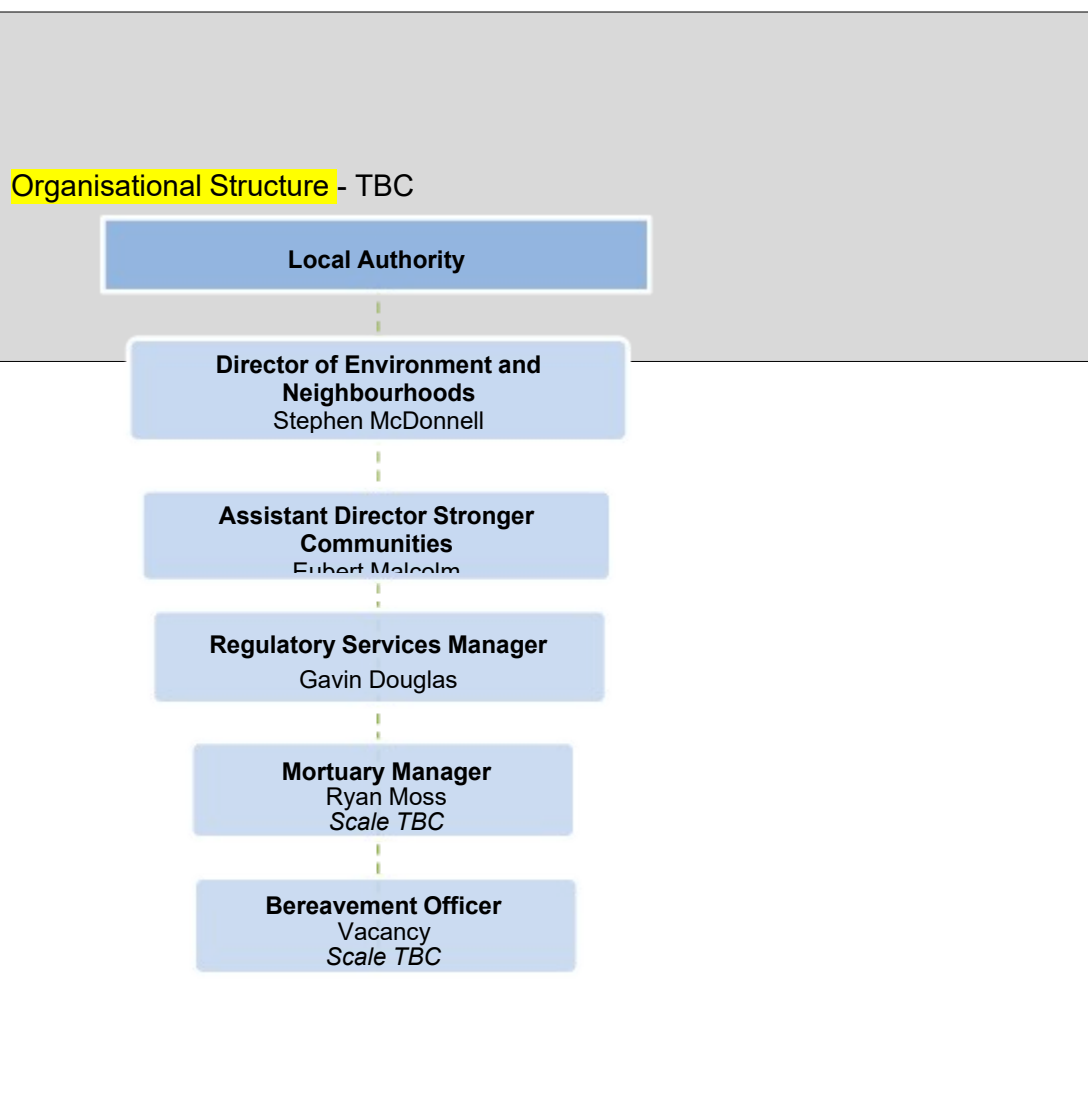
Generic Responsibilities

1. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements.
2. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
3. Knowledge and experience of using IT.
4. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
Abilities/Experiences	
1. Administrative and experience of financial management including auditing of assets, procurement of goods, services and finance systems	Essential
2. Knowledge and experience in the functions and processes of the bereavement services.	Desirable
3. Ability to carry out property searches which can be filthy and verminous	Essential
4. Experience and ability to work on a mortuary environment.	Essential
5. A confident communicator with the ability to deal with emotions such as frustration and anger which may be part of an individual's grief process and traumatic responses	Essential
6. Ability to organise own workload and to work under conflicting priorities, maintaining high quality and output; achieve set deadlines and targets, and to take effective and appropriate decisions.	Desirable Essential
7. Experience in managing Parish Funerals.	Essential
8. Experience of working on own initiative, demonstrating the ability to work under pressure and meet deadlines.	Essential
9. The ability to analyse data, identify trends and issues and come up with solutions to solve issues.	Essential
10. Ability communicate sensitively and effectively with a wide range of people at all levels in the authority and external organisations including Councillors, MP's, Heads of Service, Chief Officers, HM Senior Coroner, Ministry of Justice and Solicitors including bereaved families .	Essential Essential
11. Proficient at using IT software e.g. finance, word processing, database and spreadsheet for the production of reports/correspondence, database and finance management.	Desirable Essential
Knowledge/Skills	Essential
1. Knowledge of and commitment to the Council's Health and Safety procedures.	Essential
2. Works co-operatively with colleagues and as an effective team member.	
3. Flexible approach to working hours, location and to getting the job done.	

4. The ability to present complex information and statistics in a readable and understandable format.
5. Knowledge and understanding of delivering customer care principals in a busy, public facing environment in a caring and empathetic manner.
6. Knowledge of and commitment to the Council's Equal Opportunities Policies.

Main Contacts & Other Information	
Main Contacts: Coroner's Office Manager Members of Public Funeral Directors HM Coroner Coroner's Officer's Central Finance Manager Single Front Line Management	
Are the staff based at the same work location?	no
Will the post holder be responsible for contract / agency / project staff?	No



Additional Information

Please complete the additional information as fully as you can.

Supervision / Management of People				
Please indicate which group best describes the total number of staff the post holder is responsible for:				
None	Up to 5 staff	6 to 15 staff	16 to 49 staff	50 plus staff
x				
Will the post holder be responsible for contract / agency / project staff?				No

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis.

If Yes, please provide an estimate of the % of their working day this involves.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	Y	80	Use of a computer.	Y	70
Audio typing.	N		Crisis or conflict situations.	Y	5
Walking more than a mile.	Y	5	Manual handling.	Y	2
Working alone or in isolation.	Y	5	Working in confined spaces.	Y	2
Driving a car, van or minibus.	Y	2	Preparing or serving food.	N	
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.	Y	2	Working in awkward positions, e.g. stooping, bending, reaching.	Y	2
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.	N		Operating heavy or hazardous machinery including forklifts, diggers or cranes.	N	
Regular and repetitive movements.	Y	30	Working shifts / unsocial hours, nights.	N	
Outdoor work involving uneven surfaces.	Y	5	Standing or sitting for prolonged periods.	Y	50

Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Working shifts / unsocial hours / nights.	N		Working at heights / on ladders, roof work.	N	
Teaching, or responsibility for, children.	N		Outdoor work involving extremes of temperature.	Y	5
Electrical hazards.	Y	2	Control and restraint.	N	

Resources – identify & list personal and identifiable accountability for physical and financial resources including those of clients:

Running and management of property from Public Health Funerals searches including cash

Cash/Financial Resources - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability:

Collect and Pay in cash from Public health Funerals (up to £100,000 normally up to £1000) or valuables found during searches and ensure all good are accounted and audited

Plant/Equipment - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability:

n/a

Stocks/Materials - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:

Materials and resources obtained from Public Health Searches

Data Systems - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations:

Backing up data systems

Buildings - Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability:

no