



BEREAVEMENT OFFICER

INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

| | |
|----------------|---|
| Job Title | Bereavement Officer |
| Band | 4 |
| Directorate | Corporate |
| Accountable to | Bereavement & Medical Examiner Services Manager |
| DBS Required? | Yes - Standard |

JOB PURPOSE

The Bereavement Officer supports the Senior Bereavement Officer to ensure the smooth and efficient running of the Bereavement Service. This post is pivotal in ensuring a professional, compassionate, and high-quality service for relatives of the deceased is delivered in accordance with national legislation and Trust policy.

The post holder will be expected to provide cover across both hospital sites to meet the needs of service to support bereaved relatives and guide them with the legal processes following a death, including the process for registering a death, if any involvement with the coroner is required, through to providing on-going support should the bereaved have raised concerns or provided feedback which requires further action by the Trust.

The post holder will also be expected to have the ability to engage tactfully but clearly with internal colleagues, including Consultants and other clinicians to foster a reciprocal relationship to obtain legal documentation (Medical Certificate of Cause of Death and Cremation forms) in a timely fashion and provide advice, support, and information to facilitate this.

The post holder will be required to provide cover for the Senior Bereavement Officer during periods of absence.

Main Duties and Responsibilities

- To have an overview and when necessary maintain the process for receiving all deceased records from clinical areas to ensure timely review of the case by the Medical Examiner Team and support the Bereavement Administrator with this function.
- Maintain a robust process for referring deaths to the Medical Examiner Service.
- Receive and make calls from bereaved relatives, explaining bereavement and medical examiner procedures and offering empathetic support, whilst gathering relevant information to enable processing of the death through the services.
- Support the Bereavement Administrator in handling calls from highly emotive and distressed relatives.
 - To liaise with medical staff to ensure the prompt completion of the medical certificate of cause of death (MCCD) and where applicable the completion of part 4 of the cremation form.
 - When the MCCD has been written by the treating doctor, to provide support to the Bereavement Administrator with sending the MCCD electronically to the Registration services and ensure contact with the bereaved family to advise this has been sent has been completed. This is a time sensitive action which requires prompt action by the team.
 - To act promptly and take a team approach in ensuring requests for urgent body release for faith purposes are dealt with timely and with the urgency they require whilst ensuring due diligence is carried out by both the Bereavement and ME service to ensure required processes are followed.
- To oversee the process for promptly notifying GP surgeries of their patient's death.
- To oversee the process for updating the summary care record/national spine, via smart card access, with notification of the death.
- To provide information to the family and visitors, regarding the process of visiting the deceased in the mortuary, and the arrangements that need to be made following the death.
- Provide support, information, and explanations around the statutory requirements for Coroners post-mortems, including the procedures for the release of the deceased.
- To act as the Trust Occupier in attending to register deaths in cases where the deceased has no next of kin.
- In cases where the deceased do not have any next of kin, once Genealogy referrals have been made, to

organise hospital funerals, establishing the financial circumstances of the deceased which involves making sensitive and confidential enquiries regarding the deceased's estate.

- When applicable to ensure the bereaved are supported in receiving the personal belongings of their relatives from clinical areas.
- Follow the standard operating procedure for the management of baby bereavement cases and liaise with the contracted funeral director and hospital for those who undergo post mortem.
- Follow the standard operating procedure for arranging remembrance services for baby deaths and ensure close links with the chaplaincy are in place for this process.
- Respond to and action bereavement feedback forms by recording forms received, liaising with family members, and sharing feedback to clinical areas.
- Facilitate and attend bereavement meetings between the relatives and clinicians and involve colleagues and PALS and Complaints if appropriate.
- Support the Senior Bereavement Officer in producing monthly bereavement data for the Service Lead to include in quarterly reports and submissions by using the performance dashboard, including pulling data for ad hoc requests from clinical areas.
- Participate and contribute towards the development of the service by facilitating the change processes that are identified whilst encouraging others to be innovative and adaptable in their approach to change.
- Support the service management by participating in the training of doctors and other ward staff regarding completion of death certification and keep their knowledge for our services up to date.
- To prepare packs/literature to external counselling agencies for bereaved family and relatives
- To oversee amendments and updates of bereavement literature
- Keep accurate and contemporaneous records
- To supervise and support the daily work/actions of the Bereavement Administrator

Limits of authority

- The post holder is not directly supervised although advice is readily available from peers, MEOs and the Bereavement & Medical Examiner Services Manager
 - Judgment is required involving concerns of mixed complexity that will require consideration of the options available.

Systems and Equipment

- To use normal office equipment
- To be competent in the use of a range of electronic information systems and tools

Physical, Mental and Emotional Demands of the Post

- To interpret a range of information of mixed complexity during the handling of bereavement concerns.

- To undertake presentations to groups of staff during training sessions as required
- To handle some emotive and challenging situations relating to deceased patients, their relatives and staff, using influential negotiating skills to achieve desired outcomes.
- To cope with frequent interruptions during periods of concentration.

Working Conditions

- To work in normal office conditions, including regular VDU work
- To travel regularly between all Trust sites.

Review

This job description is an outline of the principal areas of responsibility and may be subject to periodic change. The job title is not restrictive, and the job holder may at any time be required to undertake other duties within their competence beyond the confines of this job description.

The post may change over time to reflect the developing needs of the Trust and its services, as well as the personal development of the job holder. All changes will be discussed with the post holder.

Your attention is drawn to the confidential nature of information handled within the NHS. The unauthorised use or disclosure of patient or other personal information is a dismissible offence and could result in a prosecution for an offence or action for civil damages under the Data Protection Act 1998.



PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

QUALIFICATIONS

| ESSENTIAL | DESIRABLE |
|---|--|
| <ul style="list-style-type: none"> NVQ Level 4/Diploma in business administration or equivalent demonstrable experience in administrative practice Evidence of continuing professional development and acquiring new skills/knowledge | <ul style="list-style-type: none"> Certificate in bereavement counselling |

EXPERIENCE AND KNOWLEDGE

| ESSENTIAL | DESIRABLE |
|---|--|
| <ul style="list-style-type: none"> Experience in working with grief and loss Experience in dealing with patients/public General knowledge of clinical/medical terminology Knowledge of the death certification process and registration requirements Knowledge of the special requirements of various faith groups and respect for equality and diversity issues around formalities following a death Experience of dealing with bereavement/social support Experience in multiagency working and across organisational boundaries Ability to interpret data and prepare basic statistical analysis for inclusion in reports. Demonstrable experience of advanced level of IT literacy with experience of using a range of IT applications, particularly, Microsoft Outlook, Word, Excel, PowerPoint & OneDrive. Ability to produce written documentation/outcomes following bereavement meetings for wider dissemination. The ability to communicate effectively with a | <ul style="list-style-type: none"> To have experience in counselling, or other areas dealing with grieving and bereavement Knowledge of the Medical Examiner Service, its role and purpose. Knowledge of the Coroners and Justice Act 2009 Minute taking skills |

| | |
|--|--|
| <p>wide range of stakeholders, including the recently bereaved both remotely and in person</p> | |
|--|--|

OTHER

| ESSENTIAL | DESIRABLE |
|--|-----------|
| <ul style="list-style-type: none"> • Strong interpersonal skills demonstrating the ability to communicate in difficult and emotional situations with empathy and professionalism with all stakeholders • Competent in the use of IT software systems (Microsoft applications) and handling sensitive personal identifiable data whilst ensuring information governance. • Excellent mixed media communication skills • Proven ability to communicate highly complex and contentious issues. • Proven ability to manage highly sensitive communications • Approachable and supportive to all levels of staff and bereaved families in a non-judgemental and discreet manner • Ability to work as part of a team and organise fluctuating workload around competing priorities • Ability to work effectively independently • Problem solving ability • Professional manner and awareness of impact of own behaviour on others • Ability to work across sites and have reliable transport plans in place to facilitate this. | |

GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

INFORMATION GOVERNANCE

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





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[Getting to The Royal Shrewsbury Hospital](#)

The Princess Royal Hospital

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Minicom: 01952 641222 Ext: 4995

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