



BEREAVEMENT ADMINISTRATION ASSISTANT

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 Administrative Assistant
Band	2
Directorate	Patient Services
Accountable to	Head of PALS & Complaints
DBS Required?	No

JOB PURPOSE

The post holder will provide administrative assistance and support to the Bereavement & Medical Examiner team to assist in ensuring that Medical Certificates of Cause of Death are issued in line with, departmental, regional, and national policy.

Main Duties and responsibilities

- Provide administrative support to the Bereavement & Medical Examiner Services team, to assist in ensuring that Medical Certificates of Cause of Death are issued in line with departmental, regional, and national policy.
- Ensure that all incoming correspondence, both written and by e-mail, is opened, triaged, and brought to the attention of the Medical Examiner Officers (MEO) for further action.
- Provide administrative support to the team, including typing letters, data entry on the Datix system, bereavement spread sheet, taking and transcribing meeting notes, creating training materials, filing, scanning, and archiving records and making and receiving telephone calls and enquiries.
- On behalf of the MEO, arrange meetings as requested and following liaison with all parties, arrange the venue, a mutually convenient date and time to meet and circulate relevant papers in advance. Where appropriate, take notes/minutes in meetings with staff and patients/families.
- Responsible for inputting accurate data onto the bereavement spreadsheet and the Datix system in a prompt and efficient manner.
- Act as the first point of contact for all internal and external telephone calls to the office. If required signpost callers to the appropriate service. Ensure that a written record is made of all calls relating to concerns and complaints and that the relevant staff within the team are informed.
- To liaise with ward staff to ensure deceased records are brought to the bereavement/Medical Examiner Office so that prompt medical examiner review can go ahead and completion of the death certificate.
- To complete initial data entry on Medical Examiner scrutiny in preparation for the MEO to complete their preparatory review.
- To report Covid-19 related deaths to NHS England under the authority of the Lead MEO and MEO.
- To contact GP surgeries to inform of their patient's death.
- Keep the bereaved informed by providing a full overview of the Medical Examiner Service so they know what to expect from the service in the coming days following a relative's death. Subject to departmental procedure provide the MCCD to the Registry Office by scanning it in and sending it over to their service in a secure format.
- Arrange to issue the death certificate to relatives with any belongings held offering any support required. (*Currently suspended*)
- Where possible arrange appointments with the bereaved to register the death at the Royal Shrewsbury Hospital with the Registrar who works from that site. (*Currently suspended*)
- Ensure all health records are tracked using the Patient Document Tracking system.
- Accurate copying of relevant notes and documents.

- Organise and maintain an efficient and up to-date filing system and ensure that letters, reports, and e-mails are filed appropriately.
- Organise and maintain Bereavement folders and associated documentation.
- Maintain stock control of departmental stationery and other supplies.
- Assist the Bereavement & Medical Examiner team in compiling reports, undertaking surveys, audits, and other projects relevant to the department.
- Responsible for maintaining own professional development and to be aware of current practices and developments within the Trust and the NHS to fulfil the role effectively.
- Role model for the Trust's values and behaviours.
- Provide any other support as may reasonably be required by the Bereavement & Medical Examiner Service Manager or Head of PALS & Complaints

Limits of authority

- The post holder is responsible for planning and undertaking their own workload, dealing with queries, and making decisions using departmental procedures. Supervision and advice are always available, and any issues of concern may be referred to the Bereavement & Medical Examiner Service Manager, other member of the Bereavement & Medical Examiner Team, or Head of PALS and Complaints
- The post holder will deal with enquiries in person, by telephone and electronically, and will liaise with all levels of staff within the Trust, with relatives and external stakeholders.
- The post holder will communicate routine information to managers, staff, and relatives requiring persuasive skills, tact, diplomacy, and compassion.

Systems and Equipment

- To use normal office equipment.
- To be competent in the use of a range of electronic information systems and tools and Microsoft Office applications.
- Manage multiple tasks efficiently in a complex, changing, and at times challenging environment.
- Communicate appropriately with a range of people at different levels of the organisation.

Physical, Mental and Emotional Demands of the Post

- To interpret a range of information, some of which may be conflicting and complex, during the handling of cases that are reviewed by the Bereavement & Medical Examiner Service
- To work flexibly, as appropriate, to meet critical, short term and long-term

deadlines.

- The volume and complexity of work is unpredictable and may vary from day to day.
- The post holder will be exposed to distressing or emotional circumstances when dealing with written and verbal communication from relatives and reviewing health records whilst preparing cases for the MEOs.
- To cope with frequent interruptions during periods of concentration.

Working Conditions

- To work in normal office conditions, including daily, continuous VDU work.
- There will be a requirement to travel between all Trust sites.
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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"> • Educated to NVQ level 3 or above or equivalent demonstrable experience • ECDL or equivalent IT and keyboard skills 	

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Previous experience of working in a secretarial or administrative role • Previous experience of working in a customer focussed role • Experience of using word, excel, databases and PowerPoint 	<ul style="list-style-type: none"> • Experience of working in the NHS • Knowledge of medical terminology • Experience of audio typing

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Excellent interpersonal and communication skills; able to communicate sensitive information relating to patients with empathy and where there may be barriers to understanding • Ability to deal with conflicting demands ensuring that key priorities and deadlines are met through effective time management • Ability to prioritise own workload • Well-developed IT skills including the use of databases, Excel, PowerPoint 	

OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none">• High level of accuracy and attention to detail• Able to work cohesively within a small team across interdependent services• A positive 'can do' attitude and a receptive attitude to change• A passion for improving the patient experience• Tact and diplomacy• Resilient and able to support staff with challenging and upsetting situations• Ability to travel across the health community, as required	

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.

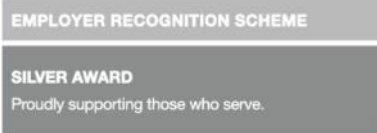
The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

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.





The Royal Shrewsbury Hospital

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Minicom: 01743 261213

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Shrewsbury

SY3 8XQ

[Getting to The Royal Shrewsbury Hospital](#)

The Princess Royal Hospital

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Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

[Getting to The Princess Royal Hospital](#)