

**Happy,  
Healthy  
& Heard**



## **Candidate Information Pack**

**Mortuary Administrative Assistant  
DG1036 (Updated April 2024)**



“ Thank you for your  
interest in this role with us ”

Dear Colleague,

Thank you for your interest in joining our Trust.

Dartford and Gravesham NHS Trust (DGT) is a dynamic and transforming Trust, committed to delivering the highest quality service to the communities it serves. DGT is an organisation that is genuinely committed to making you feel valued and important by supporting your physical and mental wellbeing, your career development and your general enjoyment of work.



We provide services across Darent Valley Hospital in Dartford, Queen Mary's Hospital, Sidcup, Erith and District Hospital, Bexley and Gravesham Community Hospital in Gravesend as well as a number of community locations across our population.

At DGT, we put quality at the heart of everything we do and whether directly or indirectly, everyone in this organisation contributes to providing safe, effective and compassionate care.

We are delighted that you are considering to come here and I very much look forward to meeting you personally.

Warm wishes.

**Jonathan Wade, Chief Executive**

## Our Trust Vision and Strategy

**Providing outstanding care which is skilled, trusted and kind every time**



We will ensure patients receive outstanding clinical care, are safe, kept free from harm and are treated with thoughtfulness skill and respect



We will collaborate with our partners and communities to make sure the way care is delivered feels joined up and meets the needs of our citizens



We will make sure that we do the best for our patients by achieving all of our targets and making the best use of the funding we receive



We will develop a learning and improving culture, using continuous improvement to discover, create and innovate



We will support our staff to be happy, healthy and heard with a sense of belonging and fulfillment



We will drive safe, connected and efficient digital innovation to improve care for patients

## Our values



Care with  
compassion



Striving  
to excel



Respect  
& dignity



Professional  
standards



Working  
together

## Job Description

### Mortuary Administrative Assistant

#### Job Details

<b>Grade/Band:</b>	<b>Band 2</b>
<b>Location:</b>	<b>Mortuary Department</b>
<b>Speciality/Department</b>	<b>Mortuary</b>
<b>Reports to:</b>	<b>Mortuary Manager</b>
<b>Managerially Accountable to:</b>	<b>Mortuary Manager</b>
<b>Professionally Accountable to:</b>	<b>Pathology General Manager (GM) &amp; Designated Individual (DI)</b>
<b>Accountable for:</b>	<b>N/A</b>

#### Job Summary

To provide an efficient and high quality administrative and clerical support service to the Mortuary at Dartford & Gravesham NHS Trust.

The post holder will work as part of a team of Anatomical Pathology Technologists to assist in the administration of the Mortuary. Provide support to the APT Team by dealing with the needs of relatives, carers, and various external stakeholders in relation to the deceased.

The post holder will be required to undertake a variety of administration and clerical duties to support the smooth and efficient running of the department, whilst communicating effectively and courteously with a range of internal/external personal.

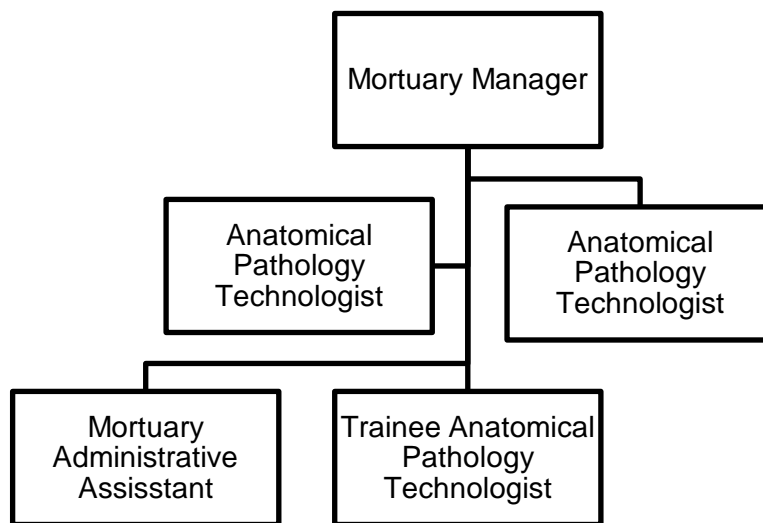
To maintain the ethos of the service by providing an efficient and professional service to all users in person and on the telephone at all times.

#### Values and Behaviours

- The Trust is committed to providing high quality services and in 2014 we engaged over 300 staff to help us develop values that underpin how we approach our responsibilities.
- Our Values are critical to our success and we expect all staff to adhere to them:
  - Delivery high quality **CARE WITH COMPASSION** to every patient.
  - Demonstrating **RESPECT AND DIGNITY** for patients, their carers' and our colleagues.
  - **STRIVING TO EXCEL** in everything we do.
  - **WORKING TOGETHER** to achieve the best outcomes for our patients.
  - Sustaining the highest **PROFESSIONAL STANDARDS**, showing honesty, openness and integrity in all our actions.

Our Values are supported by Our Behaviours which we expect every member of staff to exhibit.

## Structure Chart



## Relationships

**To communicate effectively with:**

### **Internal Relationships**

Anatomical Pathology Technologists  
Bereavement Officers  
Senior Managers  
Medical Examiner Officers  
Other Trust departments/wards  
Junior Doctors  
Consultants  
Nurses  
Medical and Nursing Students  
Biomedical scientists  
Chaplaincy  
Maternity/midwives  
Ward clerks

### **External Relationships**

Bereaved families  
Visitors  
Anatomical Pathology Technologists  
Communities and Community Representatives  
Coroner's officers/admin  
Police personnel  
Pathologists  
SECAMB  
Workers from other agencies

The nature of communication that the post holder will need to make:

- The post holder will be dealing with routine enquiries via telephone, email and face to face.
- All communication/information is sensitive and may be contentious.
- The post holder will be communicating with people on a 1:1 basis and in groups.
- The post holder may be communicating with the recently bereaved

## **Specific Responsibilities**

### **1. Organisational and Administrative**

- 1.1 Deal with internal and external post and emails on a day to day basis
- 1.2 Provide clerical support, i.e. filing, photocopying, scanning and general typing for the Governance Team.
- 1.3 Ensure that records are kept up to date and stored safely to ensure compliance with good working practices for the standards the Human Tissue Authority (HTA) codes of practice.
- 1.4 Organise the daily case list in consultation with the APT staff.
- 1.5 Answer/deal with queries, both face to face and via the telephone, take messages and pass them on to the relevant member of staff in an appropriate and timely manner whilst maintaining confidentiality at all times.
- 1.6 Liaise with and book appointments for funeral directors and/or family to collect deceased patients from the mortuary.
- 1.7 Manage appointment diaries.
- 1.8 Book viewings as required and liaise with relevant stakeholders to ensure adequate attendance by qualified staff.
- 1.9 Maintain professional links with external statutory offices concerned with the administration of death by communicating in an effective and professional manner.
- 1.10 Provide secretarial assistance to the department and management team.
- 1.11 Organise patient transfers when required.
- 1.12 Maintain the departmental filing systems to an acceptable standard in order to comply with HTA standards.
- 1.13 Input, retrieve and collate information using Departmental and Trust computer systems including assisting with data input.
- 1.14 Ensure the provision of effective telephone answering service for the department.
- 1.15 Issue official documentation from the department under the direction of APT's.
- 1.16 Maintain professional competency and dexterity in those precision based physical tasks, e.g. keyboard skills and maintain the levels of concentration required maintaining a quality service.
- 1.17 Take minutes at meetings as required
- 1.18 Responsible, in liaison with the APTs, for the maintenance of the departmental archive.
- 1.19 Participate in audits within the department.
- 1.20 Keep the workplace and work areas clean and tidy.
- 1.21 Control access to the Mortuary within working hours.
- 1.22 Assist the APTs in requisitioning and maintaining adequate supplies of office and Mortuary consumables.
- 1.23 Maintain adequate levels of up to date printed stores
- 1.24 Assist with liaison and emergency call out of engineers and companies related to Mortuary equipment.

### **2. Clinical and Laboratory Informatics**

- 2.1 Arrange for the safe collection and transportation of human tissue and samples and to maintain accurate records of dispatch and receipt.
- 2.2 Take case referrals from external service users in liaison with the APTs.
- 2.3 Obtain relevant clinical information as required for cases including collection from departments if required.
- 2.4 Record data/information correctly and with care.

### **3. Education and development responsibilities:**

- 3.1 All budget holders will undertake on the job training in all matters financial and will be responsible for ensuring they are setup in the finance/procurement/HR systems with the appropriate authorisation levels.
- 3.2 Undertake annual review and statutory and mandatory training
- 3.3 Ensure attendance at department training sessions as required for professional/personal/service development

## **General responsibilities:**

### **Patient Experience**

- Staff should ensure that they always put the patient at the heart of everything they do. All staff will strive to create a positive patient experience at each stage of the patient's/service users care journey

### **Trust Policies and Procedures**

- To adhere to the Trusts agreed policies and procedures.

### **Equal Opportunities**

- To promote and develop the equality of opportunity in accordance with the Trust's Equal Opportunities Policy

### **Confidentiality**

- To protect the confidentiality of information relating to the Trust, Patient and Staff or other agencies

### **Quality**

- To provide a quality service to internal and external agencies and participate/ develop clinical governance within sphere of responsibility.

### **Infection Control**

- All Trust employees are required to be familiar with, and comply with, Trust policies and guidelines for infection control and hand hygiene in order to prevent the spread of healthcare-associated infections.
- For clinical staff with direct patient contact, this will include the uniform and dress code policy, the use of personal protective equipment guidance, the guidance on aseptic techniques and the safe handling and disposal of sharps.
- All staff are required to attend mandatory training in Infection Control and be compliant with all measures known to be effective in reducing healthcare-associated infections.

### **Health and Safety**

- To share responsibility for abiding by health and safety policies and regulations, infection prevention and control policies and act in accordance with the Risk Management Policy.

### **Sustainability**

- It is the responsibility of all staff to minimise the Trust's environmental impact by recycling wherever possible, switching off lights, computers, monitors and equipment when not in use, minimising water usage and reporting faults promptly.

### **Our Behaviours**

- All staff are expected to behave in accordance with 'Our Behaviours'. The six areas of focus are the responsibility of each individual and should be the basis for all work undertaken within the Trust.

### **Safeguarding**

- The Trust expects all employees to adhere to the principle that safeguarding children and adults is everybody's responsibility, including the escalation of any concerns.



## Environment

Category	Description/Definition	Frequency/ Measures
<b>Working Conditions</b>	<ul style="list-style-type: none"> <li>The post holder will mainly be office based at Darent Valley Hospital but will be required to work in other areas of the mortuary as and when the need arises.</li> <li>The area may be cold at times.</li> <li>The post holder will need to be sensitive to the nature of the work carried out in the mortuary including unpleasant sights and smells.</li> <li>The post holder must be prepared to work around deceased patients.</li> </ul>	<p>Frequent</p> <p>Occasional</p> <p>Frequent</p> <p>Frequent</p>
<b>Physical Effort</b>	<ul style="list-style-type: none"> <li>Regular requirement to use VDU</li> </ul>	Frequent

## Person Specification

### POST: - Mortuary Administrative Assistant

Criteria Group	Essential	Desirable
<b>Education and Training</b>	<ul style="list-style-type: none"> <li>• 5 GCSE or equivalent including mathematics and English at grade C or above</li> <li>• Evidence of CPD</li> </ul>	<ul style="list-style-type: none"> <li>• AMSPAR</li> <li>• Secretary's Certificate/Diploma</li> <li>• Admin qualification</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Ability to work under pressure and meet deadlines</li> <li>• Ability to adapt to changing work patterns</li> <li>• High degree of numeracy</li> <li>• Computer literate</li> <li>• Office and computer skills (Word, Excel and Access)</li> <li>• Excellent communication skills, both written and verbal</li> <li>• Excellent organisational skills, with a demonstrable ability to manage and prioritise workload and work methodically,</li> <li>• Ability to work autonomously or as part of a team</li> <li>• Understanding of confidentiality and its application and maintenance in and out of the workplace</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Previous experience in a secretarial / administrative / clerical position</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience in a technical laboratory position preferably in a mortuary.</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Empathetic</li> <li>• Flexible</li> </ul>	



### **Terms and Conditions of Service**

<b>Band</b>	Band 2
<b>Salary Scale</b>	As per Agenda for Change.
<b>Hours of work</b>	37.5
<b>Annual Leave Entitlement</b>	Annual leave entitlements are based upon the following lengths of NHS service (pro rata if applicable):  On Appointment = 27 days After five years = 29 days After ten years = 33 days
<b>Contractual Notice</b>	As per Agenda for Change.
<b>Registration</b>	
<b>Medical</b>	Occupational health clearance required prior to appointment
<b>DBS Check</b>	Required - Enhanced

Please note that these terms and conditions are subject to change and may differ from your proposed contract should you be successful in your application.