



JOB DESCRIPTION

Medical Examiner's Officer

JOB DETAILS

Job Title:	Medical Examiner's Officer (MEO)
Pay Band:	5
Hours of Work and Nature of Contract:	37.5 hours per week, permanent
Division/Directorate:	Medical Examiner's Office for Wales
Base:	Medical Examiner's Office, ***** <i>May be required to travel both within and outside of the Medical Examiner's Service throughout Wales</i>

ORGANISATIONAL ARRANGEMENTS

Reports to:	Senior Medical Examiner's Officer
Professionally Responsible to:	Lead Medical Examiner's Officer for Wales

JOB SUMMARY/PURPOSE

1. To participate in the medical examiner's team to improve the processes of death certification and referrals to the Coroner.
2. To work with the Lead Medical Examiners Officer to maintain the Medical Examiner service in line with Welsh Government and NHS Wales Shared Services Partnership proposed plans for development of the service.
3. To act as a source of advice and knowledge for relatives and health care professionals involved in the process.
4. To assist in developing protocols, guidelines and policy in line as required in line with the role.

DUTIES/RESPONSIBILITIES

CLINICAL PRACTICE

- To work with the Medical Examiner to facilitate proper and proportionate scrutiny of medical records and the documented circumstances of death.
- To carry out the initial screening of medical notes of deceased patients to identify and where delegated, facilitate cases that require clear referral to HM coroner.
- With guidance from the Medical Examiner or Senior MEO, assist medical staff in formulation of cause of death and referrals to HM coroner.
- To discuss content of medical certificate of cause of death (MCCD) with relatives of deceased and in all cases, collect additional information. This may include the need to communicate sensitive information and offer explanations about disease pathology and medical treatments.
- To ensure any concerns or comments raised by the relatives are passed to the medical examiner in a timely fashion for consideration of further actions before MCCD is released to relatives.
- To offer support and guidance to families and colleagues during the medical examiner's process, and to facilitate effective communication between families and health care professionals alongside bereavement office staff.
- To assist relatives in identifying appropriate information and additional/further advice and support e.g. Patient Advice Liaison Service contacts, Bereavement Office information, Learning from Deaths Review systems.
- To maintain clear and effective channels for communicating and co-operating with all departments, wards and relevant professionals.
- To maintain an accurate and effective record keeping system to support local and a whole Wales surveillance of cause of death and medical examiner involvement.
- To work within one's scope of practice and discuss and new information regarding cases, or aspects of uncertainty with the senior medical examiners officer or medical examiner.
- Undertake under delegate authority from the Medical Examiner or Senior MEO in reporting cases to HM coroner when medical staff/Medical Examiner are not available to do so.
- To manage own workload ensuring timescales are adhered to whilst taking into consideration the needs of users from different cultural and religious backgrounds and consider all requests for urgent case review.

SERVICE DEVELOPMENT

- To be responsible for the ongoing development and maintenance of the Medical Examiner Service's administration systems.
- To assist in the development and introduction of protocols, guidelines and policy as appropriate.
- To assist the Senior MEO in the design and delivery of specific Workshops/Training relating to the Medical Examiner's service.

PROFESSIONAL AND LEGAL STANDARDS

- To maintain accurate records having due regard to legal aspects, confidentiality and managerial information/project requirements.

- To maintain an effective and valid continuous professional development and learning plan.
- To seek regular appropriate clinical supervision and to participate in a regular process of appraisal, monitoring own performance in the provision of care, ensuring professional standards are met at all times.
- To continually monitor one's own performance in the provision of care, ensuring professional standards, in accordance with professional code of professional conduct, are met at all time

CLINICAL GOVERNANCE

- To maintain a safe environment with due regard to Health & Safety, Risk Management and clinical information governance policies and procedures.
- Where necessary follow the agreed complaints policy, ensuring solutions are achieved and learning is shared and disseminated as appropriate.
- Utilise appropriate risk assessment tools in order to identify actual and potential risks and implement appropriate interventions and report outcome to the line manager.
- Participate in audit activity as required including collection of data.

FINANCIAL MANAGEMENT RESPONSIBILITIES

- Responsible for the delivery of cost effective care in relation to equipment and resources used in the course of work, but no budgetary management.
- Ensure resources are used efficiently and cost effectively, implementing new initiatives where possible to improve patient experience.

ASSET MANAGEMENT RESPONSIBILITIES

- Has a responsibility for ensuring the effective use of stock and equipment in line with the workload requirements and for ensuring that equipment is appropriately used, stored and maintained.

EDUCATION

- Participate in education and training associated with and appropriate to the role.
- Continually update and maintain own self-development and awareness, identifying and utilising appropriate educational & study resources.
- To participate in mandatory training as and when required.

WORKING RELATIONSHIPS

- Engages in effective, compassionate and sensitive communication with the bereaved and users of the service.
- Effective verbal, non-verbal and written communication with all members of the clinical and medical examiners team.
- Provide advice to: the bereaved and other users of the service; Health Care Professionals involved in the patients care; HM Coroner's Office; Registrars; Bereavement office / advisors

PERSON SPECIFICATION

REQUIREMENTS	ESSENTIAL / DESIRABLE	ASSESSMENT METHOD
Qualifications		
<ul style="list-style-type: none">Educated to degree level/equivalent working knowledge	Essential	Application Form
<ul style="list-style-type: none">Experience of working as a Medical Examiner’s Officer or in a role which involves working in a clinical or bereavement setting	Essential	
<ul style="list-style-type: none">Completed e-Learning for Health MEO training – core modules	Essential	
<ul style="list-style-type: none">Completion of the Royal College of Pathologists face to face MEO training	Desirable	
<ul style="list-style-type: none">A commitment to the concept of lifelong learning and undertaking personal development opportunities	Essential	
Knowledge & Experience		
<ul style="list-style-type: none">Experience of working with people in sensitive and emotional situations	Essential	Application Form, Interview
<ul style="list-style-type: none">Knowledge of Coroners and Justice Act 2009 (where it relates to Death Certification)	Essential	
<ul style="list-style-type: none">Detailed knowledge of clinical terminology	Essential	
<ul style="list-style-type: none">Experience of working with bereaved families or in a clinical setting with patients and relatives	Essential	
<ul style="list-style-type: none">Knowledge of the special requirements of the various faith groups with an awareness of equality and diversity issues surrounding death certification & arrangements	Desirable	
<ul style="list-style-type: none">Working knowledge or experience of the Medical Examiner system	Desirable	
<ul style="list-style-type: none">Experience working in a healthcare or related setting with multi-disciplinary teams and of working across organisational boundaries	Essential	
Skills		
<ul style="list-style-type: none">Strong interpersonal skills demonstrating the ability to communicate in difficult and emotional situations with empathy and understanding	Essential	Application Form, Interview and references
<ul style="list-style-type: none">Excellent communication skills with the ability to engage at all levels including senior clinicians/coroners etc. about sensitive issues	Essential	
<ul style="list-style-type: none">Ability to work effectively and credibly with multidisciplinary teams	Essential	
<ul style="list-style-type: none">Ability to organise work around changeable competing demands and fluctuating workloads	Essential	
<ul style="list-style-type: none">Demonstrable ability to work to deadlines and achieve agreed objectives	Essential	
<ul style="list-style-type: none">Competent with IT software systems including Access, Word, Excel & other NHS systems	Essential	
Personal Qualities		
<ul style="list-style-type: none">Proactive and self-motivated	Essential	Application Form and Interview
<ul style="list-style-type: none">Approachable and supportive to all levels of staff and the bereaved in a non-judgemental manner	Essential	
<ul style="list-style-type: none">Discreet – able to work confidentially	Essential	
<ul style="list-style-type: none">Has professional manner and attitude	Essential	
<ul style="list-style-type: none">Flexible working approach and a team player	Essential	

GENERAL REQUIREMENTS Include those relevant to the post requirements

- **Values:** All employees of the NWSSP are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Legislation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the All Wales Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.

- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the NHS Organisations to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The Organisation is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the All Wales Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have indirect contact with patients/service users/ children/vulnerable adults in the course of your normal duties. The post holder does not require a DBS Disclosure Check.
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing the Organosa Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Organisation sites, including buildings and grounds, are smoke free.
- **Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.