

# Job Description

<b>Business/Support function</b>	Funeral
<b>Job Title</b>	Funeral Service Assistant
<b>Grade</b>	Ungraded
<b>Job Family</b>	Funeral
<b>Reporting to (Job Title)</b>	SFSA (direct) Funeral Director (indirect)
<b>Number of direct reports</b>	Nil
<b>Number of indirect reports</b>	Nil
<b>Budget Responsibility</b>	N/A
<b>Contacts</b>	Clients and Colleagues

## **a) Job Purpose**

A multi-skilled role, encompassing both client facing and operational activities. The role holder will play a key part in delivering care to our client families and their loved ones. They will take responsibility for following all care of deceased policies and procedures within the Society. The majority of FSA time will be spent in delivering operational services to the deceased.

The role holder will be a first point of contact in establishing the relationship with the bereaved and the Society, and will be responsible for transferring deceased persons into our care. They will complete the preparation (excluding embalming) and en-coffining of the deceased to the highest possible standards. They will also be responsible for the transfer of en-coffined deceased to our funeral home visiting rooms, as well as supporting (when needed) with our 'day of the funeral' operation. They will ensure the highest standards of service excellence throughout, as well as maintaining the care and respect for the deceased at all times.

The role holder will take pride in their appearance, act with empathy, compassion and professionalism at all times.

They will also support with maintaining the minimum operating standards, primarily back of house and front of house as required, in our care centre and funeral home locations.

Whilst they will report directly into a Senior Funeral Service Assistant, they will be expected to work as part of a broader care of deceased team, and take instruction from senior leaders as appropriate.

## **b) Key accountabilities**

The role holder will be allocated to specific tasks determined by the needs of our operation, and will be scheduled to take place during the most appropriate shift pattern.

Daily tasks will vary but will, in the main, support our care and preparation of the deceased functions. At times, they will work without supervision and will need to prioritise their workload.

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They are accountable for the completion of all 'care of the deceased' tasks. At all times they will act in a professional and empathetic manner, maintaining the highest standards of personal appearance and hygiene.

### **c) Main responsibilities**

- Transferring of the deceased from place of death or hospital mortuaries, ensuring our procedures for transferring the deceased person are followed at all times.
- Collecting deceased from any part of the country in line with client requirements, as directed by Senior FSA.
- Establishing and maintaining working relationships with hospital mortuary staff within local communities to support effective transfer of deceased.
- Taking accountability for preparation of the deceased (First Offices), including the washing and dressing of the deceased in line with client family requests and presenting them in the selected coffin.
- Confirming the deceased's identity (signing and countersigning) on all paperwork in accordance with policy and procedures. To include but not limited to full name, date of birth, date of death, jewellery, personal possessions and any other relevant information.
- Collecting and delivering deceased's clothing to enable preparation of deceased to take place in a timely manner, in line with policy and procedure.
- Communicating with empathy, actively listening to and answering questions from our clients and the recently bereaved, responding to their enquiries and requests in a positive manner.
- Effectively and confidently communicating next steps to client families when completing removals, to alleviate worries or concerns they may have.
- Being familiar with the correct use for ambulance equipment, in accordance with policy and procedure, including Health and Safety requirements.
- Ensuring our ambulance fleet is correctly equipped at all times and is maintained to a high standard of cleanliness both inside and out. Completing daily vehicle log sheets, reporting any defects and issues regarding ambulance equipment and maintenance to the Senior FSA.
- Driving our Society vehicles to the required standards and to the "rules of the road" in line with ROSPA.
- Using knowledge to select the right coffin type and size for the deceased.
- Preparing each coffin with the selected trim and accessories, to the required standard in line with policy and procedure. This includes operating name plate engraving machinery to produce name plates for coffins to the required standards.
- Transferring deceased, both en-coffined and not, to and from our funeral homes for Doctor requirements and family visiting in advance of the funeral.
- Maintaining our mortuary areas to the highest standards of cleanliness and presentation.
- Supporting with 'day of the funeral' duties when required
- Bearing coffins into the church, crematorium, churchyard or cemetery when needed.
- Assisting with 'take-homes' of the deceased or 'into churches' where required.

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- Responding to requests for scheduled visiting of the deceased for client families and liaising with client families to arrange unplanned visiting to their loved ones out of trading hours.
- Supporting client families when visiting their loved one.
- Performing daily 'care of the deceased' assessment and taking necessary actions in line with policy and procedure.
- Collecting and delivering the necessary forms and documents supporting a funeral service.
- Collecting and delivering cremated remains, treating them with the same dignity and respect as deceased transfers and in line with policy and procedure.
- Following all local arrangements to ensure the security of our premises, including the setting and unsetting of alarms, knowledge of keys and access points and secure storage of relevant access information, in applicable care centres and funeral homes.
- Maintaining minimum operating standards, primarily back of house and front of house when required, to cover general cleanliness and housekeeping activities around our care centres and funeral homes, both front and back of house.
- Ensure vehicles are clean and tidy inside and out
- Completing the deep cleaning schedule of mortuary areas, as required by Senior FSA's and Embalming colleagues.
- Developing own skills to improving performance.
- Acting as a co-operative and supportive team member and assist with coaching and developing new colleagues.
- Assisting in promoting Co-operative Funeralcare within our local communities, building up good working relationships with hospitals, Coronial services, care homes, local clergy, General Practitioners etc.
- Complying with all statutory and Society Health, Safety and Fire Regulations and take all necessary action to avoid risk.

### ***d) Measures of Performance***

- Clients are fully satisfied with the funeral services provided.
- Excellent attendance and time-keeping.
- Excellent personal presentation in line with standards.
- No errors in paperwork/documents.
- Transfers and presentation of the deceased and meet required standards.
- Funeral policies and procedures are adhered to on every occasion.
- Clean and tidy vehicles inside and out.
- Vehicle log sheet is completed daily.
- No vehicle accidents.
- The removal vehicle is correctly equipped at all times.
- Transfer of the deceased with dignity and respect at all times.

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- Duties are carried out in a compassionate manner in keeping with the nature of the funeral profession.
- Develops knowledge and attends training.

<b>e) Person profile</b>	
Essential qualifications	Desired qualifications
<ul style="list-style-type: none"> <li>• Basic numeracy</li> <li>• Valid driving licence</li> </ul>	
Essential experience	Desired experience
<ul style="list-style-type: none"> <li>• Basic computer skills</li> <li>• Caring manner and nature</li> <li>• Effective communication skills</li> <li>• Organisational and planning skills</li> <li>• Care and attention to detail</li> <li>• Personal resilience</li> </ul>	
<b>f) Competencies / behaviours</b>	
<p>Future Direction</p> <ul style="list-style-type: none"> <li>• See the bigger picture</li> <li>• Challenge, change and improve</li> <li>• Make effective decisions</li> </ul> <p>Engage People</p> <ul style="list-style-type: none"> <li>• Lead and communicate</li> <li>• Collaborate and partner</li> <li>• Build capability</li> </ul> <p>Deliver Results</p> <ul style="list-style-type: none"> <li>• Customer focused ways of working</li> <li>• Individual accountability</li> <li>• Agility and reactivity</li> </ul>	