

Royal Borough of Greenwich - Job Description

DEPARTMENT: Communities, Environment & Central Services - Parks, Estates & Open Spaces

SECTION: Bereavement Services – Greenwich Public Mortuary

DESIGNATION OF POSTS: Mortuary Support Worker

Reporting To: Mortuary Manager (MM)

Grade: Sc 6

Purpose of the job

- i. Greenwich Public Mortuary (GPM) holds a Human Tissue Authority (HTA) license and provides mortuary services for the Inner London South Coroner Service / Consortium members. Under the direction of qualified staff carry out all associated mortuary tasks, liaise with all stakeholders and keep all mortuary records / processes updated.
- ii. Participate and deliver a sensitive, caring, and dignified service for the deceased, those bereaved, visitors and stakeholders. Under supervision, accurately maintain and update all mortuary paper-based records, electronic systems, plant, and equipment. Under supervision release, receive, record and update all associated records relating to samples taken including histology and toxicology.
- iii. The post holder will require essential multitasking abilities both physically, mentally and be able to apply concentration and accurate attention to detail to all mortuary related processes / activities. Understand the role will include handling chemicals, body fluids and exposure to noxious odours, whilst witnessing frequently distressing, upsetting, and emotional situations.

General Duties

1. Under the direction of management and qualified APT's you will be accountable for your daily actions and ensure you comply with the Human Tissue Act 2004, all applicable health, safety, Standard Operating Procedures, Risk Assessments, and all other relevant legislation, guiding principles and codes of practice. Regularly support the team with all mortuary activities, provision, and related areas of work, including mortuary response to mass fatality and excess deaths incidents
2. The post holder will be expected to update all IT and paper-based system as requested, ensuring all GDPR regulations are understood and upheld. All data and patient information must always remain confidential and attention to detail is of paramount importance as the information may be used for legal proceedings. All documentation must be disposed of in accordance with GDPR regulations.

3. Assisting with weights, measurements and notes recording volumes of fluids and other information. Work closely with qualified APTs to understand the different needs for the patients have suffered traumatic injuries, different stages of decomposition and adhere to all health and safety guidance.
4. Responsible for the duties relating to the admission, identification, viewing, appropriate storage and release of bodies. Pay attention to the handover of personal valuables and closely monitor the conduct of persons visiting, delivering, or collecting bodies.
5. Under the direction of the senior / qualified APT remain accountable for your actions whilst caring for and preparing bodies for Post-Mortem (PM) examination in accordance with Coroner instruction, HTA regulations whilst maintaining good working relations with all stakeholders. Assist the Pathologists, Police / Forensic teams and promote effective teamwork. Clearly communicate with all interested parties in a professional, respectful, and caring manner.
6. Always maintain high standards for the dignity of the deceased of all patients, ensure they are suitably prepared, covered and stored correctly. Assist with obtaining all applicable paperwork (consent form), assist with viewings and identifications, ensuring all HTA and local guidance / operating procedures are adhered to.
7. Responsible for checking the condition and identity of the deceased patient prior to any process being carried out and maintain / update all paper-based and electronic systems accurately to ensure full traceability is available for each case.
8. To communicate effectively with all stakeholders in a professional manner and participate in regular team meetings. Remain flexible to attend early and late meetings/events/emergencies and deliver the Mortuary Service outside standard hours to ensure that services provided is responsive to customer/client needs.
9. To participate and maintain the cleaning and sterilisation regimes for all the areas, including post-mortem rooms, fridge areas, prep area, instruments, apparatus, and equipment to manage infection control and ensure it is kept in a safe, hygienic and ready to use condition in accordance with Standard Operating Procedures and HTA requirements. This includes access to the external storage units.
10. Ensure all infectious cases are dealt with in accordance with current Risk Assessments, SOP's, HTA recommendations, use the applicable PPE and always maintain very high hygiene / infection control standards and use appropriate signage to warn others of potential hazards. Support APTs with the regular monitoring and auditing of all mortuary practices to maintain HTA compliance

11. Ensure the disposal and safe packaging of all clinical waste and contaminated sharps are disposed of in accordance with current Waste and Environment Regulations and in-house procedures.
12. Under supervision, carry out and keep a record of periodic checks of mechanical equipment and make recommendations in relation to the maintenance and safety of all the equipment. Closely monitor all the refrigerated storage temperatures, maintain records and act accordingly to protect the deceased, inform all colleagues and Manager of any issues.
13. To fully participate in staff meetings and training to ensure you are adequately briefed, trained and fully understand relevant matters, statutory legalisation, industry related codes of practice, guiding principles and PDCs scheme as required.
14. Support colleagues to monitor and notify colleagues of stock levels of all supplies used in the Mortuary building and recommend changes in cleaning materials and procedures as necessary. Refer to product guidance prior and COSHH assessments for the safe use and storage of all products.
15. Read and understand the reporting and investigation of incidents procedures and assist with accidents/incidents, including the summoning of emergency services as necessary; Support the attendance of other colleagues and agencies to deal with the building's emergency activation as a designated disaster mortuary (DDM).
16. Support your colleagues to ensure all general enquiries are dealt with in a courteous, empathetic, professional and caring manner specifically reporting any complaints to the senior officers.
17. Responsible for keeping up to date with all applicable training needs and HTA changes. Actively support, review and assist with all policies and procedures for the mortuary service and measure performance against published standards / KPIs to ensure all activities meet all regulatory and legislative requirements. (HTA, SOP's, RA, Health, safety and mental well-being policies).
18. To comply with local and national policies for the safe, secure and confidential processing, and storage of deceased patient and other laboratory information including the cross referencing of patient information with a request for an identification. Understand all patient information holds complex and sensitive data that must be accurate as it may have legal implications.
19. Undertake heavy manual handling daily using a safe system of work employing equipment as needed; pat slides and mechanised equipment: electro-hydraulic lifting equipment. Always assess the load and seek assistance from colleagues when needed, e.g., lateral transfers, rolling and manoeuvring equipment. Be aware of the appropriate action if there

is a spillage of body fluids or hazardous chemicals to minimise the risk to staff and the public.

20. Always wear the appropriate uniform and PPE and ensure you present a smart, clean, tidy appearance and carry out any additional duties, when there is a known or potential risk of infection, that limitations are recognised, and guidance is requested and followed.
21. To undertake any other work appropriate to the level and general nature of the post's duties.
22. Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.
23. To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.
24. To perform all duties in accordance with Council's staff values showing commitment to improving residents' lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.
25. You may be required to undertake alternative, additional, or ancillary duties from time to time or transfer to another service department within the Council as the Council may reasonably direct to meet service user demand in the event of a crisis or emergency.
26. Initiate and manage all duties in a manner that respects the environment and to positively reduce environmental impacts, minimise waste and recycle materials wherever possible, in association with the Council's Carbon Neutral Plan objectives.
27. This post requires an Enhanced DBS check and will be supported by Safer Recruitment tools.