

## JOB DESCRIPTION

**Job Title:** Medical Examiner Officer (MEO)

**Department:** Patient Safety, Governance and Risk

**Reports to:** Head of Patient Safety, Governance and Risk

**Accountable to:** Regional Medical Examiner Officer

**Liases with:** Lead ME, Medical Examiners; Regional Medical Examiner and Examiner Officer , Legal Team; PALS and Bereavement Services; Executive Directors, Associate Directors and Managers; Clinical Directors, Director of Midwifery, Heads of Nursing; Bereavement Midwife, General Managers: Deputy General Managers: Clinical and non-clinical staff; Clinical Audit team; Health and Safety Advisor; Divisional Risk Managers: Claims and Complaints teams.

**Band:** 6

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### **Job Summary**

To support the medical examiner in their role in scrutinising the circumstances and causes of death. To be a point of contact and source of advice for relatives of deceased patients, healthcare professionals and Coroner and registration services.

To manage the Trust's Medical Examiner's system supporting the Lead ME.

Support the integration and implementation of the ME process in the Trust, with the aim of improving reporting and trend analysis and therefore quality and effectiveness of clinical services and patient care.

The MEO will be part of the in-house expertise for the ME/MEO process; ensuring key stakeholders are fully supported.

To work independently in the role of the MEO and collaboratively with other MEOs in the service.

There is significant emotional effort associated with dealing with bereaved families.

To recognise the independence of the ME service and the accountability to the Regional Medical Examiner Officer.

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## Trust Culture and Values

The Trust has defined its culture as one that is patient centred which puts safety first and where all staff take responsibility, are valued and value each other. To support this our four values are that we are all:-

**Caring** – we design and deliver care around each individual patient’s needs and wants

**Safe** – we make the safety of patients and staff our prime concern (safety comes first)

**Responsible** – all staff take responsibility for the hospital, its services and reputation

**Value each other** – we all value each other’s contribution

**Inspiring** – we always strive to empower each other to develop and deliver improvements to benefit our patients

Our training, policies, procedures, and practices are all intended to support behaviours in line with our values and all staff are expected to uphold these by 'Living Our Values Everyday'

## KEY RESPONSIBILITIES/OUTCOMES:

- To act as an intermediary between the bereaved and clinicians to establish, resolve or escalate appropriately any concerns relating to a patient’s death.
- To regularly interact with the bereaved relatives in person or over the telephone.
- To work with medical examiners to aid them in their responsibility for overseeing the death certification process for all deceased patients.
- To establish the circumstances of individual patient deaths by performing a preliminary review of medical record to identify clinical and circumstantial information, sourcing additional details where required for scrutiny by the medical examiner. To assist in highlighting cases for assessment by the Structured Judgement Review Team (SJR), Maternity, Child Death cases, Clinical Governance team and the Learning Disability Review Teams (LeDeR).
- To ensure incident forms are completed for cases requiring further investigation.
- To maintain an awareness of the diverse needs of users or the medical examiner system to ensure equality to any particular group define by sex, race, religion, ethnicity, sexual orientation, gender reassignment or disability.
- To liaise with the PALS/Bereavement team re the status of death certificates and referrals to the Coroner to ensure a seamless death certification process for families.
- To identify any concerns relatives may have and escalate them appropriately. To refer any concerns raised by families which are not resolved in discussion with the ME/MEO through agreed channels – PALS, Complaints.
- To be able to manage efficiently conflicting demands, prioritise tasks and deal with queries as they arise.
- To comply fully with secure handling of patient identifiable data is essential.
- To contribute to and review departmental policies and procedures to reflect best practice in the delivery of a medical examiner system.



- The post holder must have the ability to demonstrate empathy and remain professional at all times.
- Prepare reports to inform the Trust Board and other committees in line with the Medical Examiners Process
- To support the Trust ME Lead with the Trust wide ME/MEO process and monthly meetings.
- The post holder must be computer literate to use multiple IT software for recording personal identifiable data and producing statistical information for the National Medical Examiner's office and Public Health surveillance.

### Training, Instruction and Advice

1. Provide a helpdesk facility for the Trust's ME/MEO processes.
2. Support staff at all levels in the process; ensuring responses are timely so as not to cause delays.
3. Provide regular training and instruction on the ME/MEO process.
4. Provide support in designing, building, maintaining and developing reporting tools.
5. Document all software related processes to ensure standardised operating procedures.

### Analysis and Reporting

- To set up and maintain robust electronic records (database, spreadsheets) of all deaths and to align with current information systems in place. To optimize the way such data is collected and to ensure it is accurate and up to date.
1. Monitor data quality and identify gaps.
  2. Initiate, support and undertake the collation and analysis of data identifying trends and areas of particular risk.
  3. Take responsibility for scheduling and preparing all required reports ensuring they are provided within the agreed timescale.
  4. The postholder will be required to capture data and produce statistical information in quarterly data returns for the National Medical Examiner's office and provide reports to the Regional Medical Examiner team as required.

### Communication, Key working Relationships and External liaison

1. Act as the Trust representative
2. When required, attend external workshops or networking sessions.
3. Hospital Doctors
4. Medical Examiners
5. Service managers, nurses, clinical governance leads, infection control and mortuary staff
6. Risk team: Head of Legal, Complaints and PALS; PALS and Bereavement team; Complaints team; Claims team.
7. HM Coroner and officers
8. Bereavement Midwife
9. Spiritual/Faith community leads
10. Registrars of births and deaths
11. GPs and Practice Staff



12. Bereaved relatives. Carers and executors/solicitors
13. Funeral Directors
14. National Medical Examiner
15. Regional leads for the ME system

### **Education and Training/Self-Development**

1. Identify own training and development needs and undertake appropriate training/education as required.
2. Participate in an annual individual performance review process where objectives will be agreed, performance monitored and personal development needs discussed.
3. To attend all statutory and mandatory training as and when required to do so.
4. Act responsibly in respect of colleague's health, safety and welfare following safe work practices and complying with the Trust's Health and Safety Policies.
5. Adhere to all Trust Policies as applicable.

*This job description is not intended to limit the scope and extent of the job to be undertaken and will be subject to review and alteration as necessary, following discussion with the post holder.*

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### **Health Clearance**

Health clearance is required for this appointment. Applicants must complete a medical questionnaire, return it to the Occupational Health and Wellbeing Service and, if required, undergo a medical examination before appointment.

### **Disclosure and Barring Service (DBS)**

A DBS will be required before appointment for all posts with access to children or vulnerable adults.

### **Confidentiality and Disclosure of Information**

In the course of your normal work with the Trust you will come into possession of confidential information concerning patients, the Trust and its staff. This information should always be treated according to the Trust's rules on confidentiality. Any inappropriate disclosure may be subject to the Trust's disciplinary procedures.

### **Raising concerns**

Staff may on occasion have genuine concerns about healthcare matters and consequently the Trust endorses the principle that these must be raised in a responsible and appropriate manner, and if necessary using the Trust's 'Raising Concerns (Whistleblowing)' policy.

### **Data Quality/Security**

The post holder is responsible for ensuring that he/she maintains the integrity and quality of both computerised and manual data.



## Acceptance of Gifts and Hospitality

The conduct of staff in the public service should be scrupulously impartial and honest and in this context any offers of gifts or hospitality should be discussed with your manager, prior to acceptance.

## Codes of conduct and professional standards

All staff should adhere to any codes of conduct or professional standards set by the regulatory bodies with whom they are registered or by professional bodies of which they are a member. Managers should observe the Code of Conduct for NHS Managers.

## Risk (managerial and supervisory staff only)

Managers are responsible for implementing and monitoring any identified and appropriate risk management control measures within their designated area(s) and scope of responsibility. Full details are set out in the Trust's Risk Management Policy.

## Health and Safety

All staff are advised that, under the Health and Safety at Work Act 1974 and associated legislation, it is the duty of every employee to take reasonable care for their own health and safety and that of other people who may be affected by their activities at work, and also to co-operate fully with the Trust and others in connection with any arrangements to satisfy the statutory duties and responsibilities under the Act, including undertaking appropriate mandatory and health and safety training.

## Infection Control

All staff must at all times be aware of their responsibilities for ensuring infection control and to maintain hygiene standards in accordance with infection control policies and instructions.

## Personal Property

The Trust is unable to accept responsibility for articles of personal property lost or damaged on its premises whether by burglary, fire, theft or otherwise and staff are advised to insure against all risks.

## Equal Opportunities

Equality of opportunity is an integral part of the Trust's recruitment and selection process and recruiting managers must ensure that they comply fully with the Trust's Equality & Diversity Policy. The Trust aims to ensure equality of opportunity for all irrespective of race, disability, sex, gender reassignment, sexual orientation, age, marriage and civil partnership, pregnancy and maternity and religion, or belief.

## No Smoking

Smoking by staff, patients and visitors, will not be permitted anywhere on Trust premises.



## Security

Staff must wear their identity badge at all times to assist in maintaining the security of the hospital; be observant, and not afraid to enquire of people as to their business in the hospital. Any suspicious behaviour must be reported to the Security Officer, manager, or security team.

## Safeguarding children and vulnerable adults

Kingston Hospital NHS Trust is committed to safeguarding children and vulnerable adults at risk of abuse. If the post is one that involves access to children and vulnerable adults during the course of their normal duties, an enhanced DBS check will be required. All employees have a responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.



**Person Specification**

**Job Title: Medical Examiner Office (MEO)**

Criteria for Selection	Essential Requirements	Desirable Requirements	Assessment Method
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Educated to degree level or equivalent qualification.</li> <li>A commitment to life-long learning and undertaking personal development opportunities.</li> <li>The ability to communicate effectively with a wide range of stakeholders, including the recently bereaved.</li> <li>Completed the e-learning MEO core training modules prior to starting in post</li> </ul>	<ul style="list-style-type: none"> <li>A clinical background (nurse, midwife, paramedic, allied health professional) or qualification</li> </ul>	<ul style="list-style-type: none"> <li>Application Form</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience of working with people in sensitive and emotional situations.</li> <li>Experience of working in a healthcare setting with multi-disciplinary teams across organisational boundaries.</li> <li>To have qualifications/skills in day to day operational/process management of a customer facing service where users may have unpredictable and emotionally charged needs.</li> <li>Management level experience.</li> <li>Experience of representing the Trust.</li> <li>General knowledge of clinical/medical terminology that enables informed discussions about causes/circumstances of death with bereaved families, clinicians, coroner and registration services staff.</li> <li>Experience of planning and delivery of training across a range of staff groups</li> <li>Knowledge of public sector/NHS work structures.</li> <li>Proven experience of meeting deadlines</li> <li>Experience of developing and implementing policy to drive through high quality standards with system users.</li> <li>Extensive use of database packages.</li> <li>Significant knowledge and experience of using Microsoft Office i.e. Excel, Word, PowerPoint.</li> <li>Able to use multiple IT software for recording personal identifiable data</li> </ul>	<ul style="list-style-type: none"> <li>Experience of project management</li> <li>Experience of delivering presentations/training</li> <li>Knowledge of special requirements of various faith groups and respect for equality and diversity of issues around formalities following a death to enable respectful compliance with tight and specific timescales and procedures.</li> <li>Knowledge of the Coroner and Justice Act 2009 reference to the medical examiner system.</li> <li>Full understandings of the medical examiner system operational remit when incorporated within Bereavement services or as a stand-alone office.</li> <li>Knowledge of the statutory process around death certification legal frameworks and how the medical examiner system aligns with other related organisations and NHS initiatives.</li> </ul>	<ul style="list-style-type: none"> <li>Application Form</li> <li>Interview</li> <li>References</li> </ul>

IJES No: 95284/396-0061

Job Title: Medical Examiner Office

Date: June 2021

Chairman: Sian Bates \* Chief Executive: Jo Farrar



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	<p>and producing statistical information for the National medical Examiner's office and Public Health Surveillance.</p> <ul style="list-style-type: none"> <li>Proven experience of analysing, investigating and interpreting complex data and producing statistical reports</li> <li>The ability to work in a highly pressurised, unpredictable environment where bereavement care is central to the service delivery.</li> </ul>		
<b>Skills</b>	<ul style="list-style-type: none"> <li>Excellent written and verbal and interpersonal skills, demonstrating the ability to communicate in difficult and emotional situations with empathy and professionalism with all stakeholders.</li> <li>Excellent organisational skills, including high level of accuracy</li> <li>Ability to set up robust processes and IT systems to support case work and reporting function</li> <li>Excellent attention to detail</li> <li>Ability to work to tight deadlines</li> <li>Ability to work autonomously</li> <li>Problem solving skills</li> <li>Effective communication skills</li> <li>Effective leadership skills</li> <li>Ability to assist staff to deliver demanding schedules of work</li> <li>Ability to liaise effectively and effect change with managers and system users at all levels.</li> <li>Negotiating and influencing skills</li> <li>Presentation skills</li> <li>Ability to work autonomously</li> <li>Highly evolved empathetic and self-awareness skills to deal with bereaved families who may have barriers to understanding information due to their grief or disability.</li> </ul>	<ul style="list-style-type: none"> <li>Ability to use Excel at an advanced level</li> <li>Excellent IT skills</li> </ul>	<ul style="list-style-type: none"> <li>Application Form</li> <li>Interview</li> <li>References</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Knowledge of data analysis and interpretation of statistical information</li> </ul>	<p>Understanding of medical terminology that enables informed discussions about causes/circumstances of death with bereaved families, clinicians, coroner and registration service staff.</p>	<ul style="list-style-type: none"> <li>Application Form</li> <li>Interview</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>Flexible and adaptable to change.</li> <li>Can do attitude.</li> <li>Proactive and self-motivated</li> <li>Approachable and supportive to all levels of staff and bereaved families in a non-judgemental and discreet</li> </ul>	<p>Significant emotional effort associated with dealing with bereaved families.</p>	<ul style="list-style-type: none"> <li>Interview</li> </ul>



	<p>manner.</p> <ul style="list-style-type: none"> <li>Professional appearance, manner and awareness of impact of own behaviour on others.</li> <li>Ability to maintain a calm manner in a range of challenging and emotive circumstances.</li> <li>Use of a computer for prolonged periods of time</li> </ul>		
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Approved by: \_\_\_\_\_ Manager \_\_\_\_\_ date

Agreed with: \_\_\_\_\_ Employee \_\_\_\_\_ date



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