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| **Job Description** |
| **Post title** | Coroner Officer |
| **JE Reference No** | N10837 |
| **Grade** | Grade 8 |
| **Service** | Durham & Darlington Coroner Service |
| **Service Area** | Resources |
| **Reporting to** | Coroner Service Manager |
| **Location** | Your normal place of work will be Crook Civic Centre, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is subject to a basic disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

To provide a full support service to HM Coroner for Durham & Darlington in respect of investigating and preparing case files regarding sudden, violent and unnatural deaths and treasure finds.

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| **Duties and responsibilities** |

* Record, assess and investigate all deaths reported to the Coroner, obtaining all relevant information including social and medical history, including organ donation.
* Gather evidence to assist the Coroner in establishing the identity of the deceased and to facilitate the release of the body to a legally entitled person.
* Liaise with Police to ensure a smooth flow of information to the Coroner and representatives of the deceased as required.
* Gather information for the Coroner and Pathologist and arrange and attend post-mortem examinations as the Coroner directs.
* Provide accurate and timely information and appropriate guidance to deceased’s representative for the duration of the Coroner’s inquiry.
* Inform and provide guidance to other properly interested persons and other agencies/professionals as appropriate.
* Collate and record evidence of witnesses including that obtained by other agencies/professionals as appropriate and produce a case file.
* Attend and record scenes of death as directed by the Coroner, ensuring that all evidence for the Coroner is safeguarded and arrange for the transfer of the deceased to the designated mortuary.
* Co-ordinate and act liaison between the Coroner and all interested persons, including Jury members, solicitors, barristers and family members before, during and after inquest.
* Give evidence and produce court exhibits during an inquest.
* Record, assess and investigate reports of potential treasure and arrange hearings.
* Completion of relevant specific training to deliver service and maintain continuous professional development including regular updating of legal and procedural developments.
* To maintain absolute confidentiality and comply with relevant data protection regulations.
* Provide out of hours on-call cover for the Coroner Service.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * 4 GCSE's (Grades 4-9 or A\*-C including English Language or Literature) or equivalent.
* NVQ level 3 in a relevant subject or equivalent.
 | * Recognised qualification(s) in Coroner’s Officer training.
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| Experience | * Experience in an investigatory capacity.
* Experience in case/file management.
* Experience in an administrative and customer orientated role.
 | * Experience as a coroner officer.
* Experience working in a coroner service.
* Experience using WPC.
* Experience working with other agencies, i.e. Police, NHS.
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| Skills & Knowledge | * Good IT skills.
* Understanding of case management systems and Microsoft Office.
* Excellent verbal and written communication skills.
* Ability to provide and present clear, concise information.
* Excellent organisational, time management and forward planning skills.
 | * Knowledge of coroner’s law and procedures.
* Knowledge of court procedures.
* Knowledge of medical terminology and medical procedures.
* Knowledge of Police procedures.
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| Personal Qualities | * Ability to deal with emotionally sensitive information.
* Ability to work under pressure.
* Ability to use own initiative and work with minimum supervision.
* Ability to make clear, timely, justifiable decsions.
* Demonstrate an openess to change.
* Flexible approach to work.
* Commitement to service delivery.
* Work co-operatively as part of a team.
* Act with integrity and professionalism.
* Commitment to providing good customer service with a drive for continuous improvement.
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