

Bereavement Services Assistant Interview Tasks

Time: 40 minutes

Applicant:

Task 1

Please refer to the three sets of cremation documents and input the following information into the spreadsheet:

- Full Name of Deceased
- Name on Coffin Plate
- Address
- Age at Time of Death
- Date of Death
- Place of Death
- Date of Cremation
- Time of Cremation
- Instructions for Disposal of Ashes
- Funeral Director
- Provide details of any anomalies/observations

Task 2

There are three main tasks to complete each day in the Bereavement Office, which are outlined below. Please read the scenario below then explain how you would prioritise your workload and respond to the people who contact the office.

1. **Cremation inputting**, which involves inputting information, checking it, and generating the paperwork for the Crematorium for the services booked for the next day.
2. **Medical Forms** - preparing and chasing up queries for the medical forms with funeral directors and the medical professionals in GP surgeries, hospitals etc. This is for the medical referees who come into the office or choose to authorise the cremation forms remotely each day.
3. **Burial paperwork**, which involves inputting and preparing the paperwork for the burial services, checking the grave details and updating the registers.

It's Monday morning and you have arrived at the Bereavement Office first. Your task this week is to prepare the medical forms for the medical referee. Today the medical referee will be coming into the office to authorise the cremation forms at 3pm. You check the paperwork and realise that a medical form has not been received for a cremation taking place tomorrow (Tuesday).

Meanwhile, one of your colleagues calls the office to say they have tested positive for Covid and is too poorly to come in. Your line manager contacts the office to advise that they are stuck on the motorway as is another member of the team as there has been an accident so they do not know how long it will take for them both to reach the office.

It's now 9am and the phone lines open. You take the following calls one after the other:

- Joe Bloggs funeral director calls to query a charge on his invoice for a live webcast that he says he didn't book.
- Mrs Luck wants to find out where her grandad is buried.
- A funeral director calls to advise that they have received notification of death for a person whose faith and beliefs require a short notice burial for this afternoon.\

Please explain how you would prioritise the tasks and respond to the people contacting the office.