

# DIGNITY PLC

## J O B   D E S C R I P T I O N

**JOB TITLE:** Embalmer

**REPORTS TO:** As per organisational charts

**JOB GRADE:** Employee

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### PURPOSE OF ROLE

To ensure consistent delivery of the highest levels of client service as set out in 'Helping our Clients Every Step of the Way'. To ensure that all deceased are given proper and appropriate treatment in a dignified manner and ensure the best possible standards of preparation and presentation. To carry out the instructions from the arrangement.

### PERFORMANCE MEASURES

- Client Service objectives (e.g., Client Survey satisfaction ratings).
  - Presentation of deceased.
  - Level of dignity and care of the deceased.
  - Self hygiene.
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### KEY RESPONSIBILITIES

#### Client Service Excellence

- Fully comply with the quality standards manual and Dignity's internal procedures.
- Responsible for preparing the deceased to be placed in the coffin, with an eye to final presentation (including the condition of the coffin), considering any instruction made by those responsible for the arrangement.
- Be prepared to offer advice to community staff on presentation of the deceased.
- Visit branches where appropriate.

#### Operational Efficiency

- Ensure identification procedures are strictly adhered to
- Work closely and develop positive relationships with the Business Leader and recommend operational initiatives that ensure co-operation between support and client services (e.g., embalmer productivity, liaison with staff responsible for dealing with clients who will be spending time with the deceased).
- Identify unnecessary costs and recommend controls to Business Leader.
- Ensure that the reception of the deceased into the mortuary is consistent with company policy and procedures.
- Complete all company and statutory documentation.
- Fully comply with all Dignity's Internal Procedures and NAFD Code of Practice.
- Responsible for and ensure that, approved materials and chemicals are used in appropriate quantities.
- Comply with COSHH regulations.

- Ensure compliance with all health and safety and immunisation requirements.
- Adhere to the reporting procedures of all accidents in the body preparation area.
- Ensure that the working practices, facility, and its equipment are maintained to the highest standards according to Health and Safety and company procedures.

#### **Business Growth**

- Always behave as an ambassador for the business.
- Participate in and support community events and activities.

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## **SCOPE OF ROLE**

**Reports to:** As per organisational charts

**Direct reports:** NA

**Indirect reports:** NA

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## **WOULD SUIT SOMEONE WHO:**

- Committed to the provision of delivering excellent care and client service.
- Supportive to colleagues and contributory to a positive work environment.
- Reliable; both in terms of timekeeping and fulfilling agreements.
- Well presented and aims for high standards in role.
- A good communicator, with literacy and numeracy skills appropriate for role.

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## **KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED**

### **Experience**

- Previous experience of working within this type of role previously or willingness to learn.
- A key team player and can work collaboratively with others.
- PC Literate – able to utilise MS Office Packages (Word, Outlook, PowerPoint, Excel etc.)

### **Education/ Qualifications**

- Have gained or is working towards the British Institute of Embalmer's (BIE) Diploma or the Dignity recognised equivalent

### **General**

- An enthusiasm towards building relationships in your community and an understanding of local geography are useful in this role.
- Warmth, personal resilience, and professionalism are key.