

BOWRA & O'DEA

FUNERAL DIRECTORS

MORTUARY PREPARATION ASSISTANT

The O'Dea family and their staff have been committed to providing outstanding service to their clients since 1888.

A rare opportunity has arisen for a full-time Mortuary Preparation Assistant to join our Highgate Mortuary team.

The Mortuary Preparation Assistant role includes but is not limited to: preparation of deceased in readiness for viewings and funerals; assisting with the trimming/preparation of coffins as required; administrative tasks (eg record keeping and release of deceased); assisting with transferring of deceased; and may be required to assist families with the dressing of the deceased.

The successful candidate will have the following essential attributes:

- Previous experience in a Mortuary or similar role.
- Ability to work as part of a team
- Physically fit, able to lift and manoeuvre heavy weight and stand for long periods of time.
- Be willing to acknowledge and accommodate the practices of all religions and cultures
- Committed to maintaining a high standard of mortuary hygiene and cleanliness
- Have knowledge and experience of Infectious Disease Control requirements
- Exceptional attention to detail
- Be flexible and versatile
- Able to work in an enclosed environment
- Good time management and organisational skills
- Excellent communication skills
- Critical thinking and problem-solving skills

The successful applicant must have the right to work and live in Australia. It is also a requirement to be physically fit and possess a valid WA driver's licence that is not of provisional status, with excellent driving record.

Applications must contain your resume and a covering letter stating why you believe you are suitable for the position.

Applications close 5pm (AWST) on Friday, 27th August 2021

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DUTY STATEMENT

MORTUARY PREPARATION ASSISTANT

Our Mission

To provide quality funeral service and facilities with respect, care and understanding for the families we serve.

Our Values

- *To provide customer service excellence, through continuous staff training and development.*
- *To be professional and ethical at all times.*
- *To treat the deceased with compassion, respect and care.*
- *To provide a safe and caring workplace where people can achieve with pride.*

Our Goal

To be the leader in Funeral Services

KEY RESPONSIBILITIES

The Mortuary Preparation Assistant is responsible to the Highgate After Care Centre Manager.

The Mortuary Preparation Assistant is required to prepare the deceased for viewings and funerals, assist with placements and transfers of the deceased and assist the Trim Shop Coordinator as arranged through the Highgate After Care Centre Manager to trim/prepare coffins in readiness for funerals.

POSITION RESPONSIBILITIES

Duties in relation to the position include, but are not limited to, the following —

1. Preparation of Deceased

Prepare deceased as required

- (a) Transfer deceased onto preparation/embalming table and/or shelves.
- (b) Operate a forklift (licence required).
- (c) Ensure each deceased is prepared and presented for the funeral to a standard as good as can reasonably be expected.
- (d) Assist with suturing in Embalming Room when required.
- (e) Liaise with Funeral Consultants in regard to family wishes.
- (f) Assist families with the dressing of the deceased, if required.

- (g) Strive to operate the Mortuary to an exceptional standard of hygiene and ensure that all equipment and surfaces used are cleaned daily.
- (h) Assist with releasing the deceased out of the Mortuary.
- (i) Maintain adequate records of all Mortuary work.
- (j) Ensure timelines are met within the allocated timeframe.
- (k) Conduct transfers of the deceased to our premises (includes entering details into the computer system).
- (l) Conduct placements of the deceased between our premises.
- (m) Visit other Branches of the Company to finalise the presentation of deceased, if necessary.

2. Trim Shop Assistance

- (a) Assist the Trim Shop Coordinator with the preparation of coffins, as required and as negotiated with the Highgate After Care Centre Manager or acting Mortuary Manager.

3. Work standards

Work collaboratively and respectfully with all staff and continually strive to fulfil the following standards and work ethics.

- (a) Punctual.
- (b) Display an excellent standard of personal presentation.
- (c) As/if a qualified Embalmer, maintain current accreditation through the Australian Institute of Embalmers.
- (d) Using initiative and willingness, project a warm, welcoming and helpful approach to dealing with all clients, suppliers and enquiries.
- (e) Careful, accurate and thorough approach to documentation (electronic and/or hard copy). Prepare and present all documents in a professional format, with particular attention to detail including compliance with legislative requirements.
- (f) A high standard of organisational skills, with the ability to coordinate numerous tasks at the same time and to work under pressure.
- (g) Effective time management skills and management of work flow; disciplined and motivated to work autonomously, whilst also effectively working with the team; assisting to achieve the best outcome for the client.
- (h) Maintain a good standard of computer skills.
- (i) Be willing and flexible to adapt to changed situations at short notice.
- (j) Be receptive to instruction, willing and flexible to adapt to changed situations at short notice, and adhere to protocols and standards.
- (k) Maintain a current WA Driver's Licence and sound driving record.

STAFF EXPECTATIONS

1. Maintain an awareness of developments in mortuary science and, in particular, embalming.
2. Maintain a commercial awareness appropriate to the industry and promote the Company at every opportunity. Develop and maintain a high profile for the Company within the community.
3. Be committed to maintaining a high standard of mortuary hygiene and cleanliness.

4. Excellent client service; being flexible, identifying a family's funeral needs, including appropriate sensitivity and helpfulness, demonstrating discretion, tact and diplomacy.
5. Be reliable, accept responsibility and be good natured with a cooperative approach to working with other staff throughout both the department and the organisation to achieve the objectives of the position.
6. Be willing to acknowledge and accommodate the practices of all religions and cultures.
7. Display a high level of personal integrity — demonstrate trust, confidentiality and honesty.
8. Maintain the physical fitness level required to manoeuvre and prepare deceased, and to assist with the moving of coffins.
9. Actively support and abide by the “Non-Negotiables” developed by staff in 2014.
10. Accept and work in accordance with the Company's policies and procedures, current and future. Health and safety is the responsibility of all. *(Also refer to the Workplace Health & Safety Manual.)*
11. Attend and actively participate in meetings, and training and development, as required.
12. Strive to implement productivity, quality and service improvements on a continual basis.
13. Operate effectively as a ‘team player’ at all times and fully support the management and staff internally and between Branches/Departments.

Bowra & O'Dea recognises that Duty Statements are dynamic documents and, as such, are reviewed annually or as required.

Revised: 28.05.2021

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POSITION REQUIREMENTS

MORTUARY PREPARATION ASSISTANT

For a description of duties, please refer to the Selection Criteria and Duty Statement.

1. Work Arrangements

- (a) 38 ordinary hours per week within the range of 7:00am to 7:00pm (as set out in the NES and Funeral Industry Award 2010).

An Mortuary Preparation Assistant works Mondays to Fridays within the range of 7:00am and 7:00pm (less a 30 minute unpaid lunch break at an opportune time between the hours of 11:00am and 2:30pm). The daily hours will be worked with flexibility; it may be necessary to vary the hours depending upon the number of arrangements/funerals on a given day, ie one day may be longer than 7.6 hours, and another day shorter.

2. Working environment

- (a) Required to stand for long periods (regularly up to 90% of daily work).
- (b) Ably cope with the emotional and physical challenges regularly endured when working on deceased.
- (c) Remain calm when under pressure.
- (d) Accept constructive feedback, receive instruction and proactively and collaboratively work with the Mortuary team and other staff.
- (e) Required to possess an acute awareness of one's own personal body mechanics for the manageability of physical demands (eg placing deceased on blocks and/or unwrapping, carrying out preparation requirements and redressing a deceased person).
- (f) Being exposed to embalming and invasive techniques on bodies in mortuaries (*including preparation and/or dressing deceased persons*).
- (g) Exposure to chemicals (personal protective equipment (PPE) is provided).
- (h) Undertake, apply and actively adhere to Infectious Control Procedures and Workplace Health and Safety work practices.

3. Physical Demands

- (a) Ably manoeuvre and prepare deceased of varying body weights.
- (b) Maintain the physical fitness level required to: manoeuvre and prepare deceased; assist with the moving/lifting/carrying of coffins/caskets (nett weight 35kg-140kg); push trolleys; and load/unload stretchers.
- (c) Ably bend, stretch, and/or crouch.
- (d) Wear tight fitting disposable (latex) gloves (refer Protective Equipment below).
- (e) Wash hands regularly (in accordance with the Infection Control Procedures) and use disinfectant hand wash and other skin cleaning substances).

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SELECTION CRITERIA

MORTUARY PREPARATION ASSISTANT

ESSENTIAL CRITERIA

1. Current Western Australian Driver's Licence, with a sound driving record.
2. Self disciplined and motivated to work with a reasonable degree of autonomy.
3. Ability to effectively work in a team, assisting with whatever is required to be done to achieve the best outcome for the client.
4. Attention to detail, both in terms of mortuary work and documentation.
5. A commitment to a high standard of mortuary hygiene and cleanliness.
6. Punctuality and effective time management skills.
7. Ability to be flexible with working hours to meet work demands, when required.
8. Ability to demonstrate discretion, tact and diplomacy.
9. Emotionally and physically able to perform duties including to assist with carrying coffins and transferring the deceased.
10. Receptive to instruction and the need to adhere to protocols and standards.
11. Excellent personal presentation.
12. Willingness to acknowledge and accommodate the practices of all religions and cultures.
13. Possess basic computer skills and be technologically adept.

DESIRABLE CRITERIA

1. Previous experience working in a Mortuary.
2. Qualified embalmer, with current accreditation by the Australian Institute of Embalmers.
3. Initiative and willingness to assist mourners appropriately as required.

Revised: 18.5.18