

# Job Description and Person Profile

<b>Business/Support service</b>	Funeral
<b>Job Title</b>	Embalmer
<b>Grade</b>	N/A
<b>Job Family</b>	Funeral
<b>Reporting to (Job Title)</b>	Funeral Service Manager (this is dependent on funeral home)
<b>Number of direct reports</b>	Nil
<b>Number of indirect reports</b>	Nil
<b>Budget Responsibility</b>	N/A
<b>Contacts</b>	Clients and colleagues

## **a) Job purpose**

To carry out all embalming and mortuary duties ensuring the highest standards of service excellence and respect for the deceased. To ensure the efficient running of the mortuary and embalming theatre in liaison with management.

## **b) Main responsibilities**

- Receive the deceased, check the identification and book the body into the Mortuary register.
- Conduct all the necessary tests for death on the deceased.
- Check all necessary documentation prior to embalming.
- Check deceased for any jewellery, remove and record.
- Store deceased appropriately until the embalming process is started.
- Arrange the storage of bodies for hospitals when required.
- Conduct the embalming of the deceased.
- Ensure the presentation of the deceased is of a high standard prior to viewing and is in line with the wishes of the family.
- Inform Trim Shop of body measurements and sizes of coffins required.
- Take part in night removal rotas.
- Order and receipt of stock e.g. fluids and cleaning equipment and maintain stock control.
- Assist in viewings of deceased and providing advice to relatives when required.

- Attend the washing and dressing ceremony when requested to provide advice to relatives.
- Listen carefully to clients and respond to their enquiries and requests in a positive manner.
- Develop own skills to improve performance.
- Act as a co-operative and supportive team member and assist with coaching and developing new colleagues.
- Follow local arrangements to ensure the security of the premises including opening and closing of funeral home i.e. setting alarms.
- Assist in promoting Co-op Funeral Services within the local community, building up good working relationships with hospitals, nursing homes, police and doctors.
- Comply with all statutory and Society Health, Safety and Fire Regulations and take action to avoid risk.
- Any other relevant duties as requested.
- Assist the Funeral Services Manager in fleeting, co-ordinating removals, collecting and delivering paperwork as required.
- Assist the Funeral Services Manager in supervising the activities of the Trim Shop, including maintaining good stock control of coffins, gowns, fixtures and fittings.
- Carry out duties of Funeral Service Assistant when required.

### ***C) Measures of performance***

- Clients are fully satisfied with the funeral.
- The wishes of the family are met regarding the embalming and presentation of the deceased.
- Excellent attendance and time-keeping.
- Excellent personal presentation in line with standards.
- No errors in paperwork/documents.
- Removal and funeral procedures are adhered to on every occasion.
- The dignity of the deceased is maintained throughout embalming.
- Duties are carried out in a compassionate manner in keeping with the nature of the funeral profession.
- Develops knowledge and attends training.
- Good stock control of fluids and cleaning equipment.
- Good state of cleanliness is maintained in the embalming theatre and mortuary at all times.
- Waste fluids are disposed of correctly.
- Health and safety standards are maintained at all times.

<b>d) Person profile</b>	
Essential qualifications	Desired qualifications
<ul style="list-style-type: none"> <li>Institute of Embalming</li> </ul>	
Essential experience required	Desired experience required
<b>e) Competencies / behaviours</b>	
<ul style="list-style-type: none"> <li>Customer focus</li> <li>Teamwork</li> <li>Passion for the brand</li> <li>Drive for results</li> </ul>	