



Role Title	Coroners Support Officer	Reporting to	Senior Coroners Officer
Section	Coroners	District/Department	Protective Services, Crime
Tenure		Rank/Grade	Scale 4

Part A – JOB DESCRIPTION

Overall purpose of role	To provide an essential liaison between HM Coroner, relatives of the deceased and other agencies involved in dealing with sudden, violent or unnatural death by obtaining statements in support of the work of the Coroners Officers.
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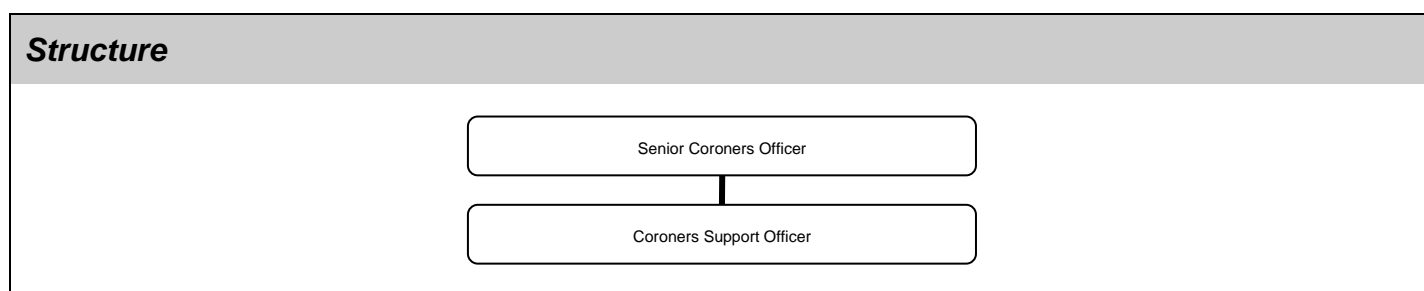
Key outputs for role –
<ol style="list-style-type: none">1. Lead by example and behave in line with the Police Code of Ethics ensuring that the force values and behavioural expectations are clearly understood and considered by managers, officers and staff in their decision making and actions; reinforcing and influencing them through all interactions and processes.2. To take statements from witnesses, relatives and other interested parties in order for the Coroners Officers to prepare and present reports for the HM Coroner, ensuring that IT systems are updated accordingly3. As required receive, record and process reports of death which fall within the classification of Part A's, ensuring that all supporting documentation meets the needs of the HM Coroner.4. To screen calls, take messages and relay information on behalf of the Unit to ensure efficient and effective communication is maintained, where appropriate dealing with the calls or redirecting as appropriate, acting as first point of contact for families of the bereaved.5. Receive instructions/directions from the HM Coroner, update the appropriate IT systems and task to the relevant Coroners Officer in line with relevant procedures.6. Liaison with funeral directors and mortuaries to arrange for movement of the deceased as directed by the Coroners Officer, ensuring that the necessary paperwork is completed and all IT systems are updated.

Dimensions (Financial/Statistical/Mandates/Constraints/No. of direct reports)
<ul style="list-style-type: none">• Approximately 8,000 deaths per year within Force that fall within the jurisdiction of HM Coroner• To process sensitive and confidential information in relation to deaths• Ability to deal with a large volume of calls into the unit

Work/Business contacts
Internal: Police Officers and Police Staff
External: HM Coroner, Coroner's Office staff, members of public, representatives of medical professions i.e. Doctors, hospital staff, Fire Officers, Health and Safety officers, Solicitors, Barristers, Prison staff; Mortuary staff and funeral directors

Expertise in Role Required (At selection - Level 1)	Essential or Desirable
• Has experience of working successfully in an environment requiring sensitivity, tact and diplomacy	Essential
• Has basic knowledge of and is able to use a range of computer packages including Microsoft Office	Essential
• Can demonstrate experience in the preparation of reports	Essential
• Ability to undertake and pass relevant training on Force computerised databases	Essential
• Has experience of obtaining and recording information from members of the public	Desirable
• Previous experience of statement taking	Desirable
Other (Physical, mobility, local conditions)	
• Has a full current UK/European Driving Licence	Desirable
• Has access to a motor vehicle and is prepared to use it for business purposes	Desirable
• Ability to travel around the Force area	Essential
• Emotional resilience to deal with grieving relatives	Essential

Expertise in Role - After initial development - Level 2
<ul style="list-style-type: none"> • Has a basic knowledge of all relevant departmental and force procedures and practices • Has a basic knowledge of systems and procedures of the department and how it fits within the wider Force • Has a basic knowledge of the Criminal Justice System and Coroners Act • Has developed a basic knowledge of medical terminology • Has successfully taken statements to the required standard • Has successfully recorded deaths that fall within the criteria of a Part A



PART B – COMPETENCIES & VALUES

Competency and Values Framework – http://www.college.police.uk/What-we-do/Development/competency-and-values-framework/Documents/Competency-and-Values-Framework-for-Policing_4.11.16.pdf
Level 1 –Practitioner

PART C - DEVELOPMENT OF ROLE

Expertise in Role (Advanced - Level 3)

- Has a detailed knowledge of all relevant departmental and force procedures and practices.
- Has a detailed knowledge of systems and procedures of the department and how it fits within the Force
- Has a detailed knowledge of the Criminal Justice System and Coroners Act
- Is recognised as an expert source of information on matters related to their area of work
- Has a detailed knowledge of medical terminology

PART D - ACCESS & VETTING

<i>Standard IT Access</i>	Default
<i>Police Building (Perimeter and Zone access)</i>	Perimeter access to Police buildings where based
<i>Vetting Level</i>	Management Vetting
<i>Date accepted as a role profile</i>	10/4/17