

BOWRA & O'DEA

FUNERAL DIRECTORS

QUALIFIED EMBALMER

***Do you want to work in the best mortuary facility in Australia?
Are you committed to the highest standards of mortuary work?
Are you a qualified Embalmer with the right to work and live in Australia?***

Bowra & O'Dea Pty Ltd is WA's premier family owned and operated funeral directors; its divisions include Bowra & O'Dea, Leanne O'Dea Funeral Directors (*the female funeral division*) and Pre-Paid Funerals. The O'Dea family and their staff have been committed to providing outstanding service to their clients since 1888.

We have a rare opportunity for a qualified, full-time Embalmer, eligible for accreditation by the AIE, to join the Mortuary team in Perth, Western Australia; undertaking approximately 2,000 embalmings per year.

The successful applicant must have the right to work and live in Australia, experience working with a team of qualified embalmers, undertaking all aspects of mortuary work whilst understanding the valuable role the Mortuary plays in a funeral home. A high standard of embalming practice is essential, together with attention to detail and the possession/retention of emotional and physical fitness to perform the duties of the position.

The characteristics of the successful applicant will be non-judgemental, leading by example aligned to the professionalism, philosophies and values of the Company, and remain calm and methodical with a positive and flexible work ethic including when working under pressure.

A Duty Statement, Position Requirements and Selection Criteria are printed below. Applications must contain a covering letter stating why you believe you are suitable for the position, Curriculum Vitae inclusive of dates (month and year) with level of workload included in your employment history, and a demonstrable response to each item of the Selection Criteria. As part of the recruitment process you will be requested to provide proof of your credentials including Statement of Attainment. Your application may be sent by email to employment@bowraodea.com.au.

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DUTY STATEMENT

EMBALMER

It is a requirement that an Embalmer must be qualified and eligible for accreditation by the Australian Institute of Embalmers.

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

An Embalmer is responsible to the Mortuary Manager, and when working from Mandurah is also responsible to the Branch Manager – Mandurah. An Embalmer on after hours standby is also responsible to the After Hours Coordinator in regard to their allocated duties (as described in this Duty Statement).

An Embalmer is required to embalm and prepare the deceased for viewings and funerals. An Embalmer operating from the Mandurah Branch is also required to trim/prepare coffins in readiness for funerals, maintain stock levels, assist at funerals and services, and conduct transfers of the deceased to the Mandurah premises. In addition to ordinary hours, Embalmers are also required to work on standby: approximately one week in every four to six for Perth Mortuary Embalmers; and the Mandurah Mortuary Embalmer is to be readily available if required.

POSITION RESPONSIBILITIES

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

1. Mortuary

- Continuously treat all deceased with respect and dignity.
- Continuously adhere to Infection Control Guidelines for the Funeral Industry and the Company Workplace Health and Safety policies.
- Prepare deceased as required.

- (d) Embalm the deceased as required to a standard appropriate to each individual case and in line with Company policy.
- (e) Ensure each deceased is prepared and presented for the funeral to a standard as good as can reasonably be expected.
- (f) Liaise with funeral arrangers in regard to family wishes.
- (g) Assist families with the dressing of the deceased, if required.
- (h) Liaise with the Mortuary Manager in regard to maintaining stocks of Mortuary materials and supplies. Embalmer/s operating from the Mandurah Branch is/are also required to order coffins for the Mandurah Branch.
- (i) Strive to operate the Mortuary to an exceptional standard of hygiene and ensure that all equipment and surfaces used are cleaned daily.
- (j) Assist with passing the deceased out of the Mortuary in accordance with Company procedures.
- (k) Maintain adequate records of all Mortuary work. The Embalmer working from the Mandurah Branch is also required to log in each deceased.
- (l) Ensure deadlines are met within the allocated timeframe.
- (m) Visit other Branches of the Company to finalise the presentation of deceased, if necessary.
- (n) An Embalmer located at:
 - i. Mandurah
 - is to be on permanent stand-by and relieve as required; and
 - trim/prepare coffins in readiness for funerals, including preparation and mounting of name plate, crucifix or other requested products.
 - ii. Perth
 - is to participate in the Mortuary's weekend stand-by roster;
 - transfer deceased to cool room shelves to ensure Transfer Officers have available floor space to place deceased upon arrival at the Mortuary; and
 - trim/prepare coffins as required, including preparation and mounting of name plate, crucifix or other requested products.

2. Mandurah Funerals

Embalmer/s located at the Mandurah Branch is/are required to assist with other funeral duties. These include, but are not limited to the following -

- (a) Attend and assist at viewings.
- (b) Attend and assist at Chapel services and rosaries.
- (c) Assist at funerals as directed by the Conductor.
- (d) Distribute attendance cards at funerals.
- (e) Liaise with family members and attend to the needs of mourners.
- (f) Conduct transfers of the deceased to Bowra & O'Dea Pty Ltd premises.

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 a qualified Embalmer, maintain current accreditation through the Australian Institute of Embalmers.
- (d) Be committed to maintaining a high standard of mortuary hygiene and cleanliness.
- (e) Using initiative and willingness, project a warm, welcoming and helpful approach when dealing with all clients, suppliers and enquiries.
- (f) 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.
- (g) A high standard of organisational skills, with the ability to coordinate numerous tasks at the same time and to work under pressure.
- (h) 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.
- (i) Maintain a good standard of computer skills.
- (j) Be willing and flexible to adapt to changed situations at short notice.
- (k) Be receptive to instruction, willing and flexible to adapt to changed situations at short notice, and adhere to protocols and standards.
- (l) 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.
1. 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.
2. Be committed to maintaining a high standard of mortuary hygiene and cleanliness.
3. Excellent client service; being flexible, identifying a family's funeral needs, including appropriate sensitivity and helpfulness, demonstrating discretion, tact and diplomacy.
 - (a) Ensure that the exemplary level of customer service is also provided at every opportunity, eg including pre and post funeral activities.
4. Be reliable, accept responsibility and be good natured with a cooperative approach to working with other staff throughout both the premises and the organisation to achieve the objectives of the position.
5. Be willing to acknowledge and accommodate the practices of all religions and cultures.
6. Display a high level of personal integrity — demonstrate trust, confidentiality and honesty.
7. Maintain the physical fitness level required to manoeuvre and prepare deceased, and to assist with the moving of coffins.
8. Actively support and abide by the "Non-Negotiables" developed by staff in 2014.

9. 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.)*
10. Attend and actively participate in meetings, and training and development, as required.
11. Strive to implement productivity, quality and service improvements on a continual basis.
12. 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: 25.8.15

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POSITION REQUIREMENTS

EMBALMER

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

1. Qualifications

- (a) Qualified / eligible for accreditation by the Australian Institute of Embalmers.

2. 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 Embalmer works 38 hours per week within the range of 7:00am and 6:00pm (less a 30 minute unpaid lunch break at a designated 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.

- (b) Required to work on the After Hours Roster (currently standby is one weekend in four).

Be ready and dressed in appropriate attire at short notice from when call out is received. *(No alcohol to be consumed when on standby).*

3. Working environment

- (a) Must be able to manage broken sleep if called whilst on roster.
- (b) Required to stand for long periods (regularly up to 90% of daily work).
- (c) Aply possess and proactively maintain a healthy life style to assist in the control of one's own emotional and physical wellbeing (including but not limited to nutrition, exercise, regular stretching during the work day).
- (d) Aply cope with the emotional and physical challenges regularly endured when working on deceased.
- (e) Remain calm when under pressure.
- (f) Accept constructive feedback, receive instruction and proactively and collaboratively work with the Mortuary team and other staff.
- (g) 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, embalming and redressing a deceased person).
- (h) Undergo embalming and minimal invasive techniques on bodies in mortuaries (including preparation and/or dressing deceased persons).
- (i) Exposure to chemicals (personal protective equipment (PPE) is provided).
- (j) Undertake, apply and actively adhere to Infectious Control Procedures and Workplace Health and Safety work practices.

- (k) Ensure the work environment is hygienic at all times, including
 - i. cleaning and disinfecting of equipment and facilities, for example
 - after the transfer of a deceased
 - following an embalming
 - ii. practicing the universal precautions for all exposures to blood, body fluids and other potentially infectious materials.
- (l) Interact sensitively, professionally and calmly when communicating with clientele who may be in a sensitive and emotional state.

4. Physical Demands

- (a) Able to 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-120+kg); push trolleys; and load/unload stretchers.
- (c) Able to 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).
- (f) Good eyesight (use of prescribed eye wear acceptable) and dexterity to master the fine suturing required, eg for mouth and eye lid closures.
- (g) Computer work.
- (h) Handwriting.

5. Equipment Operated

- (a) Embalming machine.
- (b) Lifting equipment.
- (c) Land line phone.
- (d) Computer.

6. Protective equipment

Able to wear and properly use PPE as required for the position of Embalmer.

- (a) Scrubs.
- (b) Gloves (tight fitting), eg vinyl, latex, long cuff, short cuff.
- (c) Eye protection, eg safety glasses, own glasses and full face visor.
- (d) Apron or gown, eg vinyl; disposable plastic, disposable paper and full body suits.
- (e) Mask, eg over mouth protection, disposable filter mouth mask, disposable filter mouth mask with visor.
- (f) Steel capped gumboots.
- (g) Boots/shoe protection.

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SELECTION CRITERIA

EMBALMER

ESSENTIAL CRITERIA

1. Qualified embalmer, with current accreditation by / willing to become a full member of the Australian Institute of Embalmers.
2. Current Western Australian Driver's Licence, with a sound driving record.
3. Possess a good understanding of the part the Mortuary plays in a funeral home.
4. Self disciplined and motivated to work with a reasonable degree of autonomy.
5. Ability to effectively work in a team, assisting with whatever is required to be done to achieve the best outcome for the client.
6. Attention to detail, both in terms of mortuary work and documentation.
7. Is committed to a high standard of mortuary hygiene and cleanliness.
8. Punctual with effective time management skills.
9. Ability to demonstrate discretion, tact and diplomacy.
10. Emotionally and physically able to perform duties, including to assist with carrying coffins and transferring the deceased.
11. Receptive to instruction and the need to adhere to protocols and standards.
12. Excellent personal presentation.
13. Willingness to acknowledge and accommodate the practices of all religions and cultures.
14. Initiative and willingness to assist mourners appropriately, as required.
15. Available to work after hours, as required.
16. Possess basic computer skills and be technologically adept.

DESIRABLE

1. Effectively worked within a team of qualified embalmers or similar professionals.