

Position Description



Position Title:	Funeral services coordinator
Department:	Operations
Classification:	Outdoor Level 3
Reports to:	Senior outdoor supervisor – west
Region:	West region
Primary Location:	Altona
Employment type:	Full-time, ongoing

ORGANISATIONAL OVERVIEW

At the Greater Metropolitan Cemeteries Trust we believe in caring for your loved ones with dignity and kindness. Our 18 cemeteries and memorial parks are maintained in perpetuity, giving you, your family and future generations peace of mind.

Each year, we help more than 11,000 families – of all cultures and faiths – plan and prepare for funeral, cremation, interment and memorial services.

We are committed to maintaining these beautiful, restful and sustainable places to preserve and protect the memories and history they hold.

Vision

Lasting memories, peaceful places.

Mission

We provide the final care for your loved ones, with dignity and kindness. We respect all peoples, our heritage, our communities and the environment.

Values

Our values underpin all that we do at GMCT. They define how we conduct our business and how our employees approach their work. GMCT's values are:

- compassion
- respect
- sustainability
- integrity

POSITION OVERVIEW AND PURPOSE:

The Funeral Services Coordinator will have a shared role between all locations (cemetery, chapels and crematorium) in the west region. The funeral services support coordinator will ensure that services delivered are efficient, effective and of the highest quality.

The funeral services coordinator will:

- undertake the delivery of chapel services (including weekends as required)
- check, process and approve burial and cremation paperwork
- cremator operations and associated activities as required
- identify and check burial locations and complete relevant paperwork, including scanning to ELO related to these locations as per the GMCT burial operations manual
- provide information and assistance to GMCT stakeholders.

The escorting of funeral directors to the chapel, to the burial site and for the process of a No Service Delivery will also be the responsibility of the funeral services coordinator.

REPORTING LINE:

Senior outdoor supervisor

KEY RESPONSIBILITIES:

The funeral services coordinator is responsible for a range of duties and tasks which include but are not limited to the following:

- preparation of the chapel for service
- preparation of the chapel between services
- escorting of services for the purpose of cremation, chapel services and burial within the West Region
- checking, processing, scanning and approval of required paperwork
- operating and providing service delivery in the chapel, including Audio Visual and live streaming capabilities
- providing support to cremator operator as required, including cremator operations and other associated activities
- transporting receptacles to Fawkner from Altona for cremation
- collection of cremated remains from Fawkner for return to Altona or another nominated facility
- collection of receptacles from funeral director premises for the purpose of cremation at a GMCT facility
- liaison with funeral directors, stakeholders and members of the public in a compassionate and empathic manner.

KEY ACCOUNTABILITES

Build a Viable and Sustainable Organisation:

- Ensure chapels, burial locations and funeral services are prepared and maintained in accordance with GMCT standards and guidelines.
- Contribute to the planning and monitoring of chapel services and funeral services activities and achievement of productivity against negotiated targets and implement strategies to meet agreed service targets.
- Maintain accurate and up to date records of work undertaken in accordance with GMCT policies and practices.

Community, Clients and Stakeholders:

- Demonstrate a highly collaborative approach to building and maintaining productive working relationships with internal and external stakeholders.
- Effectively communicate with all internal and external stakeholders.

People and Workforce:

- Organise resources both human and physical to optimize efficiencies in unit production.
- Ensure work practices are consistent with a healthy and safe working environment and that OHS policies and procedures are complied with.
- Identify OHS issues and communicate concerns to managers.

Governance and Accountability:

- Participate in Performance Management System and complete agreed development plan.
- Adhere to all relevant HR policies and procedures.

Occupational health and safety/risk management:

All employees, contractors and service providers are responsible for effective risk management practices. This includes ensuring that management is aware of risks associated with business operations and incident reporting.

All employees are to:

- understand and adhere to GMCT's OH&S policy, risk management strategy, and other policies and procedures
- assist their manager in identification, development and maintenance of the health and safety improvement action plan
- develop agreed and measurable success measures to support the health and safety management action plan and health and safety management strategy
- assist their manager in the input of risks, hazards or environmental risks into the risk register database
- implement hazard management practices in their daily activities
- report any injury, illness, asset of financial loss, hazard and near miss incident to their manager/supervisor within 24 hours of detection in accordance with GMCT procedures

- comply with health and safety practices in accordance with the OH&S Regulations 2007, Victorian WorkCover Authority codes of practice and the GMCT Safety Management Plan 2014.

KEY SELECTION CRITERIA:

Qualifications

- Substantial work experience within a similar or comparable role.

Experience

- High level of inter-personal and communication skills along with a demonstrated ability to apply these with internal and external stakeholders.
- Demonstrates acceptance of, and behaviors which reflects an embracing of cultural diversity when faced with demanding and sensitive situations.
- Demonstrates a capacity to manage emotions and maintain professionalism.
- Displays commitment to meeting the expectations and requirements of customers in a supportive and thoughtful manner.
- Displays sensitivity and maintains confidentiality in dealing with the family and friends of the bereaved.
- In dealing with funeral services operations, display commitment to working cooperatively with all staff involved in both the planning and execution of funeral services.
- Experience within a crematorium environment would be desirable
- Strong organising skills to ensure the smooth completion of services.
- Flexibility and initiative in dealing with the unexpected.
- Personal presentation which reinforces the dignity of the occasion.
- Attention to detail which ensures the smooth operation of funeral services.
- The ability to treat the deceased with dignity and respect at all times.

Technical

- Proficient in Microsoft Office suite of programs.
- Expertise in the operation of Audio/Visual/DVD equipment used to deliver the service.
- Current driver's license.

Verification:

The incumbent can expect to be allocated duties not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

I have read and understood the requirements of this role:

Position holder:

<i>Signature</i>	<i>Print Name</i>	<i>Date</i>
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Manager:

<i>Signature</i>	<i>Print Name</i>	<i>Date</i>
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