

Job Profile

Position:	Coronial Services Officer
Division:	Court Services, Coroners Court
Remuneration:	ASO3

THE ORGANISATION

The Courts Administration Authority (CAA) is constituted by the *Courts Administration Act 1993*. The Act established the State Courts Administration Council as an administrative authority independent of control by executive government and to confer on the Council power to provide courts with the administrative facilities and services necessary for the proper administration of justice.

Participating courts of the Authority are the Supreme Court, District Court, Environment, Resources and Development Court, Youth Court, Magistrates Court, and the Coroner's Court.

THE CORONERS COURT

The Coroners Court is responsible for investigating deaths that are reportable pursuant to the *Coroners Act 2003*. The Coroner's Office provides a broad range of services to the community by recognising the need to assist bereaved families to understand the coronial investigation process.

The coronial jurisdiction is a sensitive and unique environment that requires adherence to the highest level of confidentiality. Staff working within this jurisdiction may be exposed to material that at times will be graphic or disturbing.

THE ROLE

The Coronial Services Officer provides a high-quality service in relation to reported deaths, including at the direction of a coroner or the manager, assisting with the coordination of initial investigations, reporting matters to the State Coroner or Deputy State Coroners, referring matters for investigation at the direction of coroners, and arranging the conveyance of deceased persons within the State.

KEY RELATIONSHIPS

Reports to the Operations Coordinator.

This position maintains key working relationships with:

- State Coroner and Deputy State Coroners
- Manager Coroners Court
- Deputy Manager Coroners Court

- Social Workers
- Funeral Directors
- SAPol Officers
- Medical Professionals

KEY ACCOUNTABILITIES / RESPONSIBILITIES

Coordination of Initial Investigations

- Take initial calls from hospitals, nursing homes and general practitioners to assess whether a death is reportable pursuant to the *Coroners Act 2003* and facilitate collection of additional information as required.
- Ensure reportable deaths are processed within prescribed timeframes.
- Organise and verify suitable nursing home, hospital or next of kin identification of a deceased person.
- Assist with the coronial administrative requirements for post mortem examinations, liaise with Forensic Science SA and hospitals, and prepare necessary documentation.
- Prepare Coroners Directions for seizing of material necessary to assist with coronial investigations pursuant to the *Coroners Act 2003*.

Liaison and Advisory Services

- Liaise with bereaved families and funeral directors in relation to the coronial process.
- Assess the needs of families and refer to the Coronial Social Work service in line with established procedures.
- Arrange for the conveyance of deceased persons within the State in accordance with procedures.
- Assess cases for progression to finalisation.

Coronial Data Management and Integrity

- Accurately record information on the coronial case management system (Raven) and process all information in a timely manner.
- Gather and organise required information from bereaved families, police or other parties, and report deaths to the coroner in line with established procedures.

Reporting Coronial Matters

- Contribute to the monitoring and follow-up of case files by accurately updating electronic and paper records, and follow-up for information (e.g. medical reports, police reports, treating doctor statements, etc.) as required.
- Assist with the preparation of Coronial legal documentation from templates.

Continuous Improvement

- Contribute to the ongoing maintenance and updating of the Coronial Services Officers' procedure manual and identify and contribute to the development of new procedures where necessary as part of continuous improvement.

SELECTION CRITERIA

Essential

- Proven ability to communicate effectively both in writing and verbally, in order to provide accurate and clear advice and information to a range of stakeholders, including medical personnel, nursing home staff, bereaved families and the funeral industry.
- Ability to deliver a high standard of service and compassionately communicate with grieving and distressed people on a regular basis.
- Experience in providing a range of administrative services including file management, data entry and collection of data and statistics.
- Demonstrated ability to organise personal work schedule and manage competing priorities within set timeframes in a demanding environment.
- Proven ability to work cooperatively in a team environment.
- Ability to contribute to continuous improvement and innovation within the office.
- Ability to apply the principles of confidentiality, privacy and security and work within accepted codes of conduct and procedures.
- Experience in understanding medical and pharmacological terminology and an ability to accurately spell complex medical and pharmacological terminology.
- Experience using a range of data management technology, tools and techniques, including the Microsoft suite of products.

SPECIAL CONDITIONS

The following special conditions apply to this position:

- The Coronial Services Officer is required to work a 7-day roster. Penalty rates apply for time worked on weekends and public holidays, and 5 weeks annual leave per year is awarded.
- Monday to Friday hours rotate between 7.45 am to 3.45 pm, 9.00 am to 5.00 pm, and 10.00 am to 6.00 pm.
- While on rostered weekends and public holidays the Coronial Services Officer works alone from 8.00 am to 4.00 pm with phone support as required from the on-call manager.
- Appointment is under the *Courts Administration Act 1993*. Terms and Conditions of employment are governed by the *Public Sector Act 2009*.
- Appointment is dependent upon a current National Police Certificate that the CAA finds satisfactory.
- As a justice agency, the CAA may receive details of spent convictions as part of any Criminal History Screening and use this information in the selection process.