

Role Profile

Role			
Position	Funeral Director & Embalmer	Reports to	Operations Manager Richard Martin
Employment Status	Full-time, Permanent		
Purpose			
<ul style="list-style-type: none"> ▪ To manage and coordinate all funeral service activities, ensuring that all service commitments are carried out to the highest standard and in line with the needs of the family <ul style="list-style-type: none"> ▪ To undertake all Embalming procedures in line with the needs of the family and consistent with the best practice standards of the Company. 			
Key Responsibility Areas			
Funeral Direction			
<p>Manage and Coordinate all funeral service activities, including but not limited to;</p> <ul style="list-style-type: none"> • Ascertain the needs and requirements of the family (in line with ethnic, cultural and religious beliefs and practices) • Complete all relevant paperwork and ensure it is appropriately processed and disseminated • Manage and coordinate all outside contractors (eg. catering, florist, transportation and venue arrangements) • Manage all newspaper (and or other) notifications. Liaise with other organisations (eg. RSA's) as required. • Prepare caskets and workshop sheets • Schedule viewings • Manage and coordinate all agreed funeral services proceedings in line with the needs of the family • Ensure the Order of Service is produced in line with the requests of the family • Arrange all audio/audio visual requirements requested by the family for the service (eg. CD, video, etc) • Welcome all family and friends to services, ensuring recognition as first point of contact for all queries • Distribute services sheets and undertake all service coordination activities • Ensure that the service runs to schedule and that all commitments are met • Troubleshoot and resolve any issues as they arise to ensure the best possible service and experience • Follow up duties ashes placement, return, plaques etc • Review accounts to ensure accuracy • Assist with the preparation of vehicles • Assist other Funeral Directors with service requirements • Work to the on-call roster as required • Undertake and as required direct pro-active activities to ensure the maintenance and continuous improvement of company standards and practices 			
Embalming			
<ul style="list-style-type: none"> • Ensure all Health and Safety requirements are met • Undertake all embalming procedures in line with the needs of the family and embalming best practice • Undertake all housekeeping and hygiene maintenance duties • Handle embalming and cleaning chemicals in line with Health and Safety requirements • Assist with the preparation of caskets • Prepare embalming reports if required • Produce embalming certificates and complete the mortuary register • Maintain stock levels and order embalming supplies • Liaise with medical professionals as required • Assist with transfer arrangements with families • Remain up to date with the latest embalming practices and medical developments (eg. information about infectious diseases, etc) • Work to the on-call roster 			
Relationships			
Internal	▪ All Staff		

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External	<ul style="list-style-type: none"> • Client Families • Other Funeral Homes • Clergy/Celebrants • Rest Homes 	<ul style="list-style-type: none"> • Suppliers • Clubs and Associations • Cemeteries • Caterers, florist, venues
Supervises	▪	
Knowledge, Skills and Competencies		
Knowledge	<ul style="list-style-type: none"> ▪ Knowledge of religious, ethnic and cultural beliefs and practices (desirable by not essential) ▪ Awareness of Acts and regulations that impact on funeral service practices 	
Skills and Competency	<ul style="list-style-type: none"> Communication skills Approachability Empathy Problem solving Ability to work under pressure Teamwork 	<ul style="list-style-type: none"> ▪ Flexibility ▪ Time management ▪ Attention to detail ▪ Initiative ▪ Technologically savvy
Experience		
Essential	<ul style="list-style-type: none"> • Experience organising and coordinating 'events' 	
Desirable	<ul style="list-style-type: none"> ▪ Funeral direction and event management experience would be desirable 	
Qualifications		
Essential	▪	
Desirable	<ul style="list-style-type: none"> ▪ Diploma in Funeral Directing and/or Embalming 	