

JOB DESCRIPTION

JOB TITLE : Inquests Clerk

RESPONSIBLE TO : Inquest Solicitors

REPORTING TO : Head of Regulatory

JOB SUMMARY

To work as part of the Legal Team, providing administrative support to the Inquest Solicitors and Inquest Co-ordinator.

Duties and Responsibilities

- Assist the Inquest Solicitors in acquiring relevant information including investigation reports, correspondence, specific policies and protocols pertaining to their cases
- Have initial conduct of new post release deaths until PPG involvement is required
- Filing documents and emails on to Case Management System
- Assist with populating statements required by PPG staff
- Contacting Coroner's Offices to request updates on cases as directed by Inquest Solicitors
- Updating Outlook and Case Management System with listed PIR and Inquest dates
- Handling the closing procedure of concluded cases
- Arranging training at various sites for the Inquest Solicitors
- Maintaining the various contact lists of staff and Coroner's Offices

Planning and Organisation

- Act on own initiative where appropriate in responding to queries but recognise when more senior legal input is required
- Maintain a case list, your own diary and plan, prioritise and regularly reassess your workload to ensure that all deadlines are kept and relevant action taken
- Communicate clearly and effectively with wide ranging groups, including members of the public, senior managers, Courts and other external organisations, promoting Practice Plus Group at all times

- Ensure all telephone calls are dealt with in an efficient, courteous and professional manner
- Deal with enquiries promptly and efficiently
- Be responsible for ensuring confidentiality is maintained at all times in accordance with the Data Protection Act, Practice Plus Group policies and good practice
- Ensure compliance with health and safety standards and legislation

Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications, Experience and Knowledge	<p>Good command of the English language</p> <p>Strong Administrative background</p> <p>Strong communication skills</p> <p>Efficient time management</p> <p>Good IT skills in Word, Excel and Outlook</p>	<p>Experience gained in healthcare environment/medical knowledge</p> <p>Good understanding of patient confidentiality and the Data Protection Act</p>
Skills and Abilities	<p>The ability to work as part of a team and flexibility to assist others according to fluctuating work demands</p> <p>The ability to work on own initiative (with supervision) and to seek assistance when appropriate</p> <p>Investigative skills</p> <p>The ability to conduct research and summarise outcomes and conclusions</p> <p>The ability to exercise own judgement when dealing with enquiries/problems</p> <p>Attention to detail and ensures accurate recording of information</p>	

	<p>Good communication skills and the ability to relate well to a range of audiences</p> <p>Experience in managing challenging conversations with articulate, distressed and/or emotional individuals in highly sensitive situations in formal settings</p> <p>The ability to plan and organise own time</p> <p>The ability to work under pressure and meet time-critical deadlines</p> <p>Experience of using Microsoft Word packages</p> <p>IT literate</p>	
<p>Other Factors</p>	<p>A positive attitude and able to act on feedback</p> <p>Able to provide advice and information in a polite and courteous manner</p> <p>Flexibility in approach to work and open to new ways of working</p>	