

Uniting AgeWell Position Description

Position Information

Position Title:	Chaplain	
Division/Department:	Chaplaincy	
Reporting to:	Director of Mission (DoM)	
Enterprise/Individual Agreement:	UCA Terms of Placement / Uniting AgeWell Enterprise Agreement	
Primary Location:		
Employment Status:		
Key Relationships:	Internal: <ul style="list-style-type: none"> • Director of Mission • Residential Service Manager (RSM) and Care Managers • Lifestyle staff • All UA staff • UA Chaplain network 	External: <ul style="list-style-type: none"> • Local Presbytery • Residents families • Visiting Ministers, volunteers, pastoral care volunteers • Local Community
Position Specific Credentials, Qualifications & Experience	<ul style="list-style-type: none"> • Experience in residential aged care environment strongly preferred • Formal theological qualifications preferred • 1 Unit of CPE or equivalent training and experience in pastoral care is required • Competence and experience in leading worship according to Uniting Church liturgical practices • Experience and expertise in relating to a diverse range of people • A satisfactory National Criminal Police Record Check (PRC) is required prior to commencement • Working with Children Check (VIC) Registration to work with Vulnerable People (TAS) • Driver's License (if required) • An obligation to have an annual vaccination(s) as per our vaccination policy • Capacity and willingness to travel throughout Victoria and Tasmania as required. 	



Uniting AgeWell

As an organisation of the Uniting Church in Australia, Uniting AgeWell has a long history of providing residential and home care services for older Australians in Victoria and Tasmania.

Our **mission** is to provide specialised services enabling older people to maximize their wellbeing and access care when required. Our **vision** is to be a creative leader enabling communities to age well and individuals to live to their full potential. Everything we do is about making a difference for those we care for.

At Uniting AgeWell we provide a workplace culture based on the **BEST** philosophy: **Believe Excel Support** and **Trust** underpinned by our **values** of **Respect, Partnership, Wisdom, Fairness** and **Stewardship**, our customer service charter and promise that shape and inform all that we do. More information can be found on the Uniting AgeWell website www.unitingagewell.org.

Position Purpose

To provide person-centered, compassionate, spiritual, and pastoral care in response to the emotional, spiritual and religious needs of residents, families and staff.

To provide spiritual care in accordance with the Aged Care Quality Standards and Uniting AgeWells' Spirituality Framework

The Role of Chaplain

- Chaplains recognize UCA and UA's affirmation of First Peoples as sovereign in this land, and value and respect the spiritual lives of all Aboriginal and Torres Strait Islander People.
- Chaplains work within a multi-disciplinary framework
- Chaplains recognise, value and provide spiritual support to people of the Christian faith and other faiths. Without judgement, and with dignity and respect, they will provide support to people who hold religious beliefs, a spiritual understanding of life outside of a religious tradition, and/or with people who hold no spiritual or religious belief.
- Chaplains will respect the choice and right of each person to express spirituality in their own way and to receive care that is appropriate to those preferences
- Chaplains will demonstrate kindness, compassion, and sensitivity, in the building and strengthening of relationships, and in accordance with UA's support for members of CALD and LGBTIQA communities
- Chaplains –Voluntary Assisted Dying. (VAD). The Synod of VicTas has given permission to the relevant UCA institutions and associated hospital group within Victoria to make VAD allowable for patients, clients, and residents, under the specific conditions of the legislation. Chaplain to discuss with Director of Mission
- Chaplains plan, coordinate and evaluate activities and programs to enhance the well-being of residents / families and meet the legislated standards for aged care services
- Chaplains develop and maintain links between UA services and local congregations, presbyteries and the wider Church community, whilst proclaiming the gospel of Jesus Christ in word and deed within and beyond the UA environment

Reporting Relationships

- The chaplain reports to the Director of Mission, who recruits, encourages, and reviews chaplains in their practice of spiritual and pastoral care. The Director of Mission facilitates regular chaplaincy network meetings, ensures a professional and consistent provision of pastoral and spiritual care, and guides ongoing professional development.
- Operational Matters: The chaplain relates directly to the Residential Services Manager (RSM) for day to day operational matters within the home.

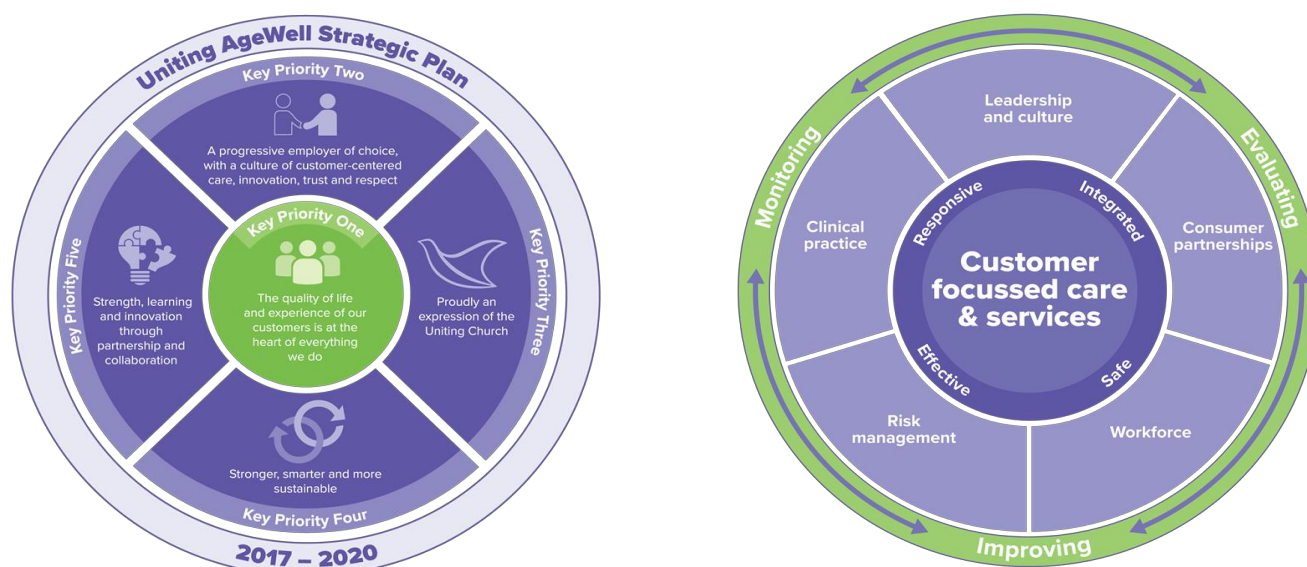
Staff Spiritual Care, Education, and Supervision of Volunteers

- Chaplains work alongside a number of staff, facilitating small and large group education sessions as required
- Chaplains have oversight of pastoral and spiritual volunteers as required
- It is noted that while staff will at times seek 1-1 support with the chaplain, this is not the key role of the chaplain. The key role remains the spiritual and pastoral care of residents and their families. If there is a particular staff need, the chaplain will seek advice from the RSM, DoM, and/or refer to UA's Employee Assistant Program or an external provider.
- Chaplains are not to engage with staff as an advocate in industrial or grievance issues, but refer them to organizational policies, processes and other appropriate UA staff support.

UA Chaplain Network

UA has Chaplains in Tasmania and Victoria. Regular zoom meetings are held to discuss the provision and practice of spiritual and pastoral care, and to connect with colleagues. Resources are shared, and learning opportunities taken. Once a year, a longer period of getting together is planned.

Uniting AgeWell Strategic Plan and Clinical Governance Framework



All roles are linked to the Uniting AgeWell strategy and are fundamental in achieving its vision and mission.
Strategic Pillar 1: The quality of life and experience of our customers is at the heart of everything we do
Strategic Pillar 2: A progressive employer of choice, with a culture of customer-centered care, innovation, trust and respect
Strategic Pillar 3: Proudly an expression of the Uniting Church
Strategic Pillar 4: Stronger, smarter and more sustainable
Strategic Pillar 5: Strength, learning and innovation through partnership and collaboration



Key Responsibilities and Measures

Key Responsibilities	Measures and Outcomes to be Achieved
Pastoral Care <ul style="list-style-type: none"> Provide spiritual and pastoral care in 1-1 visits with residents, and in small groups Provide a range of spiritual and pastoral care options to suit the emotional, spiritual and religious needs of residents Provide care and support to families of residents – through 1-1 conversations and carer support groups were required 	<ul style="list-style-type: none"> Regular 1-1 visits with residents documented Small groups are held throughout the year as needed and requested by the RSM and residents to meet emotional, spiritual and pastoral needs Support is regularly provided to families according to their specific needs
Worship <ul style="list-style-type: none"> Working collaboratively within a multi-disciplinary team and Conduct regular worship services within the Uniting Worship 2 framework at times to be determined in consultation with the Manager. Arrange the roster of visiting religious leaders who conduct the services of specific denominations or faiths 	<ul style="list-style-type: none"> Services are conducted regularly according to agreed schedule with the RSM and in coordination with lifestyle staff Residents are able to worship regularly according to their faith preferences
Needs assessment and Record Management <ul style="list-style-type: none"> Assess the pastoral and spiritual needs of residents and to ensure the provision of appropriate care. Identify and recommend to the RSM any changes to the physical environment which may support resident's emotional, pastoral or spiritual needs. Prepare and maintain spiritual care plans for each resident within the timelines specified by the RSM, and Care Manager To maintain records which are complete and accurate and meet regulatory requirements. 	<ul style="list-style-type: none"> Needs are identified and addressed upon arrival of a resident into care, and reviewed regularly and/or when appropriate. Spiritual assessments are updated as required. Accurate and appropriate records are completed in a timely manner in line with RSM/Care Manager requests, UA Policy, and the Aged Care Quality Standards
Volunteers <ul style="list-style-type: none"> Recruit, train, and support spiritual care volunteers to offer person centred, compassionate, pastoral and spiritual care Review and evaluate the provision of pastoral and spiritual care by volunteers. 	<ul style="list-style-type: none"> Training is provided in person centred care, spiritual and pastoral care, and ongoing support given Volunteers engage in regular reviews and evaluation processes with the chaplain
Education for Staff <ul style="list-style-type: none"> Provide small and large group education sessions as required, on understanding spirituality and emotional wellbeing, the role of chaplaincy and when to refer, spiritual and emotional distress, and grief and loss 	<ul style="list-style-type: none"> In consultation with the RSM, a plan is made to ensure the ongoing training of staff, and education sessions carried out and evaluated

<p>Grief Management</p> <ul style="list-style-type: none"> • Provide spiritual and emotional support for residents and relatives during times of illness, grief, loss and other crises. • Palliative Care – Put ongoing plans and goals in place to meet spiritual needs of residents throughout the different palliative care stages • Provide support to families of residents at different stages of palliative care • Contribute to written documentation regarding palliative care, and Communicate verbally with key staff regarding visits, goals, observations, and write in the appropriate documentation 	<ul style="list-style-type: none"> • Evidence in documentation that palliative care plans and goals have been put in place and spiritual and emotional support has been provided
<p>Network and Support</p> <ul style="list-style-type: none"> • To contribute to the UA chaplain network, by attending zoom meetings (unless urgently detained or on leave) and sharing practice and experiences 	<ul style="list-style-type: none"> • Attendance at all chaplain network meetings (unless urgently detained or on leave) and contributions to intranet resources as required
<p>Person Centered care</p> <p>Working collaboratively within a multi-disciplinary team and with our staff and customers to provide an environment that supports peoples’ physical, emotional, social and psychological needs.</p> <ul style="list-style-type: none"> • Engage in communication with customers and their families to understand and evaluate the customer experience at UA. • Promote person centred and directed care through the activities and education run through the Quality Unit. • Escalate any observations or concerns regarding the residents/clients health, safety and well-being appropriately and in a timely manner. • Capacity to work effectively with all parts of the organisation including senior managers, care managers, team leaders and staff in implementing change and managing critical incidents • Good communication, problem solving, influencing and negotiation skills, including the capacity to facilitate resolutions of complaints 	
<p>Customer Experience</p> <p>At Uniting AgeWell, the quality of life and experience of our customers is at the heart of everything we do. We are committed to the provision of excellent customer service to all of our people, clients and stakeholders including residents and external suppliers, this is outlined in our Customer Promise, Customer Charter, the UA values and BEST philosophy.</p>	<ul style="list-style-type: none"> • Residents and clients are treated with respect and dignity • Clients and residents are receiving person – centred and goal directed care in accordance with care plans • Resident and client service satisfaction surveys within agreed targets • Issues/complaints are resolved in a timely manner and escalated for further action where required



<p>Employee Experience</p> <p>Leading and supporting each other to be their BEST, give their BEST and help our community live their BEST</p> <p>To adhere to the BEST way of life in our daily work practices</p> <p>Believe we can make a difference everyday</p> <ul style="list-style-type: none"> To lead by example and be committed to making a difference to the people we support and out community <p>Excel by improving the way we work & partner with others to share & gain wisdom</p> <ul style="list-style-type: none"> To excel by partnering and providing guidance to our people around quality, safe and sustainable work practices and improving the way we do things Participate in learning and development aligned with our BEST, Values and Customer Promise and Charter <p>Supporting our people & valuing their contribution, experience and differences</p> <ul style="list-style-type: none"> Role model and support our staff to adhere to the BEST way of life. <p>Trusting in our relationships to build strong & collaborative partnerships</p> <ul style="list-style-type: none"> To create a workplace culture of trust. 	<ul style="list-style-type: none"> The BEST way of life is evident in the individual's daily contribution in the work place. Improvement in service delivery for residents and clients Audits and accreditation are met and our people are adhering to policies, procedures and safe work practices Cohesive and supportive team cultures is embedded A commitment to diversity and inclusion and living the UA values Promote a culture of continuous learning All mandatory training of individual and staff is completed within the required time frames, as determined by executive and site management The BEST way of life is evident in the way we practise our learnings and support and mentor others. Support others by sharing learnings demonstrating and implementing best practise
<p>Health and Safety</p> <p>To ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers and students.</p> <ul style="list-style-type: none"> All employees and other personnel under the authority of the manager are fully informed of the hazards associated with their work activities, adequately trained and instructed in safe work procedures and appropriately supervised Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace Integrate and review OHS performance in staff Performance Development Plans Ensure all direct reports are held accountable for safety performance and actions Present at work fit for the physical and mental demands of your role. Take reasonable care for your own safety, the safety of your employees, colleagues and clients 	<ul style="list-style-type: none"> To remain current in principles of infection control, to practice standard infection control precautions and any special organisational requirements to ensure compliance with food handling regulations Implement and adhere to Uniting AgeWell OHS policies, protocols and safe work procedures Ensure all hazards, incidents and injuries are reported in Riskman within the required timeframe Ensure all hazards, incidents and injuries are investigated and corrective actions implemented within agreed timeframes Mandatory training completed at agreed frequency
<p>Quality, Compliance & Risk Management</p> <p>Uniting AgeWell strives to provide the highest quality care for each and every customer. For the purpose of UA's framework, high quality care is defined as care that is 'Responsive, Integrated, Safe and Effective' (RISE)</p> <ul style="list-style-type: none"> To lead Continuous Improvement: To maintain an understanding of the Aged Care Standards for 	<ul style="list-style-type: none"> Compliance with all professional and legal obligations is achieved Policies and practice standards are reviewed, updated and implemented To ensure staff participate in audits as required

<p>Accreditation; to seek opportunities for continuous improvement; and to participate in internal audits, customer satisfaction surveys and other quality improvement activities</p> <ul style="list-style-type: none"> To ensure you and your team maintain an understanding of and comply with all legislation and regulations affecting the employee's position including Occupational Health and Safety (OHS) regulations and requirements; to adhere to any code of ethics that may apply to the employee's profession To proactively facilitate implementation of new and amended operational policy and practice standards through effective communication, coaching and education Ensure high impact – high prevalence clinical risks are identified and managed, ensuring that customer choice is considered and they are informed and supported in choice and decisions To drive and lead the implementation of the Clinical Governance Framework comprising of: Leadership, Culture, Customer Partnerships, Workforce, Clinical Practice and Risk Management. 	<ul style="list-style-type: none"> To ensure all Quality and Compliance related KPIs and targets for yourself and your team are met To monitor the Care service provided by yourself and your team to ensure the service provided are designed and delivered to minimise risk. To provide guidance and support to staff in preparation for audits and accreditation
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Other Duties & Requirements of the Position

Other Duties	<ul style="list-style-type: none"> Other duties as requested from time to time, completed effectively and within given time frames. Capacity to work autonomously and as part of a team Participating in working groups, meetings and external meetings
Requirements	<ul style="list-style-type: none"> Capacity and willingness to work within the ethos of the Uniting Church in Australia Attendance is required at Presbytery meetings a minimum of twice per annum for full-time positions, and once per annum for part-time positions UCA Code of Ethics Training (1 morning) is attended twice yearly, for both full-time and part-time positions All Chaplains are expected to attend professional supervision at least every 6 weeks UCA Ministers, Deacons, and Pastors, in Chaplaincy roles may attend Synod and Presbytery Retreats. These are taken as part of study leave where applicable Professional Development is undertaken in a chaplain's own time or as part of study leave (where applicable) Dignity, Privacy and Confidentiality: To ensure that the personal dignity and privacy of all residents / clients, their representatives and other staff are maintained, and that all interactions with resident/clients and their representatives are treated confidentially Professional Boundaries are to be adhered to at all times Work in accordance with the UA Code of Conduct, all UA workplace policies and guidelines, our BEST philosophy, UA Values and our Customer Promise and Charter to understand and deliver the philosophy of care of UA as expressed in the organisation's Objectives, Vision, and Values. Responsible for checking their electronic correspondence including but not limited to email, system specific to ensure they are up to date with any changes.



Employee Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Priorities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: _____

Print Name: _____

Date: _____

Document Control

Date Developed: August 2020	Date Last Reviewed: September 2021	Developed and Reviewed By: Rev Clare Brockett, Director of Mission
	Version 1.3	Approved by Director of Mission



Placement Description



Placement Title:	Chaplain
Service Area:	Gracemere Aged Care Facility, Rockhampton and Rockhampton Community Aged Care
Placement Status:	.5
Location:	<p>This is working at the Gracemere Aged Care Facility and also includes the Care and Wellbeing program in Community Aged Care.</p> <p>The chaplain will need to be flexible to engage in chaplaincy through any new programs being developed in the Community Aged Care, in consultation with the Associate Director of Mission.</p>
Stipend Details:	Qld approved stipend and allowances

The Church:

This is a placement for the exercise of ministry within the United Church in Australia, Queensland. Within the ministry of the whole Church, Jesus Christ calls men and women to proclamation of the gospel in word and deed through a call to ministry. This calling is exercised in a variety of ways including the proclamation of the Word of God in word and deed; the participation in the mission of God; the building up of the people of God in love and care; and the service of Christ in the world.

The Church understands the healing of people in body, mind and spirit to be the work of God in the world. The Church's mission is to participate in and witness to this mission of God, and to do so as ethically and creatively as possible. We are committed to the health and wholeness of people and to the good of the community.

Blue Care:

Blue Care is one of Australia's leading providers of residential and community care, and retirement living. Supporting people to remain as independent as possible is our passion. Our network of 260 centres across Queensland supports the care choices of older people, people with disability and others in need. We are a not-for-profit organisation and part of UnitedCare Queensland, the health and community service provider of the United Church in Australia, Queensland.

Placement Purpose:

The purpose of this placement is to provide and ensure chaplaincy services are ministries of compassion – caring for the emotional, spiritual and religious needs of staff, clients, residents and their families.

Key Responsibilities:

1. Blue Care specific responsibilities;

United Church spiritual expression and connection

- Ensuring worship, rituals, sacramental ministry and spiritual practices are offered in UCQ services.

- Strengthening the connection between the Uniting Church mission and UCQ services, as well as the relationship between UCQ service and the wider Uniting Church and local community.
- Facilitating diverse expressions of Christian community for staff, caregivers and families of the people we serve.
- Contributing to the life of the wider Uniting Church through congregation, Presbytery and Synod connection.

Volunteers, education and staff inductions

- Recruitment, training and support of spiritual care volunteers.
- Contributing to staff education in the area of pastoral and spiritual care.
- Contributing to the induction of staff.

Caregivers and family support

- Providing various support programs and pastoral and spiritual care for caregivers and family members of the people we serve.

Spiritual care of the people we serve

- Ensuring the provision of spiritual and pastoral care, spiritual care assessments and various spiritual and pastoral care options.
- Assist in planning, co-ordinating, equipping and evaluating of the spiritual and pastoral care services defined within the scope of this position.

Staff spiritual care

- Ensuring the provision of spiritual and pastoral care for staff.
- Promoting and supporting holistic care for staff.

Other

- Care and Wellbeing Program visitation in Community Aged Care.
 - Undertake other duties as required/directed as service needs change or grow (consistent with the above, within the scope of the position and any applicable Duties List and any other legal or industrial obligations)
2. Work within the policies and procedures of the Uniting Church in Australia, Queensland Synod and the provisions of the Workplace Health and Safety and other relevant legislation, including reporting hazards/incidents, support for injured workers and full participation in return to work plans.
 3. Undertake other ministry duties as and when directed within the capabilities of the incumbent.

Reporting Relationships:

- This placement is an appointment of the Queensland Synod Chaplaincy Commission and is working within the agency of UnitingCare Qld under the oversight of the Associate Director of Mission – Pastoral Care. The Placement will follow the Review, Reporting and Support processes adopted by UnitingCare in relation to Chaplaincy.
- The placement will operationally relate directly to the respective Blue Care Integrated Service Manager/Service.
- This placement will be accountable and responsible to the relevant Presbytery in matters of faith and discipline.

Key internal relationships:

- Blue Care Integrated Service Manager/Service Manager
- Local Uniting Church Minister (if this position is not a joint placement with a congregation)
- Qld Synod Chaplaincy Commission

Key indicators for discernment:

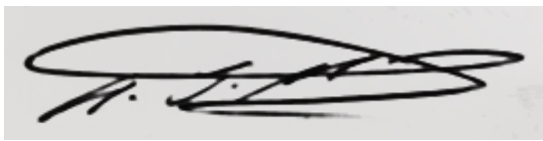
1. Qualifications:

- 1.1. Clinical Pastoral Education, Certificate IV in Pastoral Care and Chaplaincy or equivalent qualification from a recognised tertiary institution or demonstrated experience that meets this criteria
 - 1.2. Recognised theological training
 - 1.3. This position is for the exercise of the duties of ordained ministry of the Uniting Church in Australia. Preference will in the first case be given to appropriately qualified Ministers of the Word or Deacons. A lay person may be appointed to the role subject to successful completion of requirements for the ministry of pastor in the Uniting Church in Australia.
2. Experience and Skills:
- 2.1. Demonstrated understanding and application of the theology/philosophy of spiritual care
 - Broad experience in Clinical Pastoral Education or its equivalent
 - Highly developed interpersonal communication and problem solving skills
 - Sensitivity to deliver spiritual and pastoral care to a wide variety of staff, clients, residents and their families
 - Knowledge of special issues and requirements associated with care of the aged, in particular palliative care
 - Ability to facilitate large and small group information and education sessions
 - Ability to work effectively within an ecumenical, multi-faith, multi-disciplinary framework
 - Ability to conduct worship activities and spiritual practices
 - Competence in the use of information technology

Additional Requirements:

- Current Drivers Licence - Presentation of a current Drivers Licence must be made before your appointment to the position can be confirmed
- Hold a current Working with Children Check through the completion of a Blue Card Business Application in Queensland (BCB). While not in an employment relationship with the Uniting Church in Australia, presentation of a current BCB card must be made before the appointment can be confirmed.
- All Blue Care Chaplains must satisfy the relevant probity checks required by legislation or policies. The appropriate forms will be supplied and processed by Blue Care.
- Current flu vaccination and willingness to keep this up to date annually
- In line with Governmental mandate, all aged care workers must either be fully COVID vaccinated, or received one shot and have a booking for the second shot.
- Demonstrates an understanding of and continual involvement in Code of Ethics and Safe Ministry with Children training in accordance with Uniting Church policy.
- Accesses regular professional supervision
 - The successful applicant must be eligible to legally work in Australia and proof of eligibility may be requested.
- Travel, working out of hours, attendance at Presbytery Meetings and Synod in Session

Authorised by:



Signature

Rev Dr Adam McIntosh

Associate Director of Mission – Pastoral Care:

Date: August 2021

JOB DESCRIPTION

Chaplain

ABOUT UNITING

Our purpose: To inspire people, enliven communities and confront injustice.

Our values: As an organisation we are **Imaginative, Respectful, Compassionate** and **Bold**.

At Uniting, we take real steps to make the world a better place. Our services are in the areas of aged care, disability, child and family, community services, Chaplaincy and Pastoral Practice. We actively engage with social justice issues and advocate for the people we serve. At Uniting we celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Uniting is one of the largest community service providers in NSW and the ACT, with a rich history of providing services to the community for more than 100 years. We have more than 550 services, as far north as Tweed Heads, as far west as Broken Hill, and as far south as the ACT.

Our focus, as the community services arm of the Uniting Church in Australia, is always on the people we serve, no matter their stage or challenge in life. Our range of supports and services are designed in collaboration with, and around the needs and hopes of, people in everyday community life.

The Uniting Church believes in love in action; motivated by the love of God expressed through the birth, life, death and resurrection of Jesus Christ.

This love is unconditional, all-encompassing and given freely to all people and was expressed in a concrete way by Jesus. We believe that the Bible not only teaches us about God's love in action, but also gives us direction as to how we should express God's love through our own words and actions.

We believe that we exist as a church because we are called to be together in mission, God's mission, which is to bring love, compassion, justice, freedom and hope to all of God's creation.

ABOUT THE ROLE

Role Purpose

This position is a leadership function within the Uniting Mission team. It is responsible for the delivery of a high level of differentiated quality spiritual and pastoral support to staff and clients of Uniting.

This role is focused on providing innovative, ethical and theological input to service users and staff while offering pastoral support and leadership within the regional team members and to staff of Uniting.

ROLE KEY ACCOUNTABILITIES

- Provide consistent and visible leadership in WH&S behaviours and actions within the team and department and ensure there is a safe working environment and that staff are properly trained to be able to work in a safe manner.

- Works closely with the Head of Department to translate business and strategic objectives into targets, tactical plans and action steps which team members can effectively implement.
- Takes responsibility for ensuring that team members have the necessary resources and capability to deliver high quality work. Regularly assesses team member performance, sets objectives and establishes active development plans.
- Understands industry trends and commercial implications and demonstrates knowledge of the impact department advice has on the other Directorates in Uniting.
- Contributes to the development and evaluation of changes and improvements to the services provided by the department/team and ensures that changes support the viability of Uniting.
- Confidently establishes and maintains a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

As the a Chaplain , your role specifically will:

- Provide spiritual and pastoral care to all those in our care as well as, volunteers, families and staff.
- To further develop strong and meaningful links between Uniting management and with local congregations, presbyteries and volunteers to support spiritual and pastoral services.
- To provide spiritual pastoral care that gives expression to the faith of believers, offers reconciliation between people and with God, supports people in their suffering and crisis, and helps people in their search to find purpose and meaning, value and direction, hope and peace.
- To provide regular Uniting liturgical services for residents, pastoral team and their families including sacraments, assist and provide ecumenical and interfaith services and coordinate visiting Ministers of other faiths to services pastoral care and services to their specific faith groups.
- To ensure that any pastoral care staff or volunteers that you may supervise keep documents and records relating to residents, clients and pastoral care services up to date, with appropriate referrals, assessment, interventions and outcomes according to our systems policy as required by the accreditation of the service and according to Uniting spiritual care policies and processes.
- Monitor, review and report on the effectiveness of pastoral care activities as required.
- Maintain and grow your theological knowledge and spiritual pastoral care skills through continuing education, in service training attendance and ongoing professional supervision.

ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Your directorate:	Mission, Communities and Social Impact
You'll report to:	Chaplaincy Convenor

YOUR KEY CAPABILITIES

People Leadership

- **Delivers performance through others** - Clearly delegates and assigns responsibility, evaluating performance along the way.
- **Creates and builds the capability of our people** - Enriches Uniting's overall capability through selection, feedback & the development of excellent people
- **Builds diverse, highly engaged teams** - Builds effective teams with the morale and capability to cope with change effectively.

Business Leadership

- **Demonstrates Business Acumen & Delivers Results** - Understands Uniting's business, market and competitors and drives to deliver ever improving results.
- **Develops and Grows the Business** - Understands the changing market landscape and positions Uniting for growth.
- **Reaches Commercial Decisions** - Makes effective commercial decisions with the information, time and resources available

YOUR QUALIFICATIONS & EXPERIENCE

Qualifications:

- A Diploma or Degree in Theology or Ministry or equivalent.
- Ordained as Deacon of the Uniting Church; or a Minister of the Word of the Uniting Church; or minister from another denomination (this will be limited to a 3year placement unless the minister starts the process of being recognised by the Uniting Church within the first year); or a suitably qualified lay person of the Uniting Church.
- One or more units of Clinical Pastoral Education (CPE) or equivalent.

Experience:

- This is a management role, typically requiring 8 or more years' experience, including two or more years' experience supervising a small team of specialists. You will have excellent written and verbal communication skills, be organised, systematic, thorough, accurate and disciplined.
- Demonstrates the ability to identify, document and report changing care needs, preferences, and lifestyle choices of the person in our care.
- Demonstrated experience working or volunteering in spiritual pastoral care with older people.
- Sound knowledge and understanding of the Uniting Church and its polity, its structure, systems and processes.
- Understanding of spiritual pastoral care issues relating to aged care.
- Demonstrated empathy and affinity with older people.
- Highly effective interpersonal, written and verbal communication skills, including moderate computer skills.
- Experience engaging successfully with a wide range of stakeholders, both internally and externally across the sector.
- Demonstrate theological leadership and an ability to ensure the understanding of people across the organisation in the Mission of the church and promoting Uniting's theological principles in practice.

Even better:

- Existing external relationships with congregations and community services groups
- Ordained by, or meets the criteria to be ordained by, the Uniting Church in Australia or a suitably qualified lay person of the Uniting Church
- Liturgical studies and experience in delivering a variety of services

Child related role	Yes	WWCC required
Mandatory reporter	Yes	Mandatory Reporters are those employees that deliver services <u>directly</u> to children and young people or who supervise employees who deliver these services. However, <u>all</u> employees have responsibility to apply the Protecting Children and Young People Policy.

Employee Name:	Insert employee name	Managers Name:	Insert manager's name
		Title	Insert manager's title
Date:	Insert date	Date:	Insert date
Signature:		Signature:	

Position Description

Position title:	Spiritual and Pastoral Care Practitioner
Organisation:	Blue Care
Position status:	Part-time .40FTE, Fixed Term 12 months (with possibility for extension)
Location:	Blue Care Residential Aged Care facilities: Kirrahaven, Tallyhaven, Pineshaven
Classification/salary:	Pastor Level 2 <u>Ministry Location Designated as Appropriate for the Exercise of the Ministry of Pastor)</u>
Next review date:	September 2022

The Church:

This is a position that supports the exercise of pastoral and spiritual care as an expression of the ministry of Jesus Christ. Pastoral and spiritual care belongs within the tradition of compassionate care modelled on the life and ministry of Jesus Christ. This position sits within the values and ethos of the Uniting Church in Australia, with UnitingCare an expression of the mission of the Uniting Church. The Church understands the healing of people in body, mind and spirit to be the work of God in the world. The Church's mission is to participate in and witness to this mission of God, and to do so as ethically and creatively as possible. We are committed to the health and wholeness of people and to the good of the community.

Blue Care:

Blue Care is one of Australia's leading providers of residential and community care, and retirement living. Supporting people to remain as independent as possible is our passion. Our network of 260 centres across Queensland supports the care choices of older people, people with disability and others in need. We are a not-for-profit organisation and part of UnitingCare Queensland, the health and community service provider of the Uniting Church of Australia, Queensland.

Purpose:

The purpose of this role of pastor is to perform duties under the general supervision of the chaplaincy team to undertake work or an activity for the delivery of pastoral and spiritual care to the people we serve, staff, families and caregivers of Blue Care.

Key Responsibilities:

Working as part of the Chaplaincy team to:

- Undertake responsibility for a work function or activities in Blue Care for the Church together with the planning and coordination of the activity to achieve the mission of the Church.
- Undertake duties consistent with the following (Regulation 2.2.2(a))
 - Pastoral oversight of members and/or groups operating under the auspices of the Church;
 - Evangelism or service beyond a gathered congregation but which is exercised under the auspices of the Church.
- Undertake Spiritual and Pastoral Care Assessments and ensure records are updated.
- Undertake administrative tasks to assist the chaplains in delivering pastoral and spiritual care.
- Refer high level pastoral and spiritual care needs to the Chaplaincy team.

- Model the values of the Uniting Church in Australia, Queensland Synod in day to day work including in interactions with managers, lay staff, ministry agents and stakeholders.
- Work within the policies and procedures of the Uniting Church in Australia, Queensland Synod including the Safe Ministry with Children policy, the provisions of the Workplace Health and Safety and other relevant legislation including reporting hazards/incidents, support for injured workers and full participation in return to work plans.
- Undertake other duties as and when directed within the scope of the role and the capabilities of the incumbent

Reporting Relationships:

This position reports to: the Associate Director of Mission – Pastoral Care, Uniting Care Qld.

Key internal Relationships:

The position will operationally work as part of the Gold Coast Chaplaincy team, and relate to the respective Blue Care Service Manager.

Selection Criteria:

Qualifications:

- 1.1. Minimum certificate level qualifications with a preference for studies in pastoral and spiritual care or theology.
- 1.2. Membership of the Uniting Church in Australia or a commitment to, and understanding of, the mission and ethos of the Uniting Church in Australia, Queensland Synod.
- 1.3. A sound understanding of the structure and polity of the Uniting Church in Australia.

Experience and Skills:

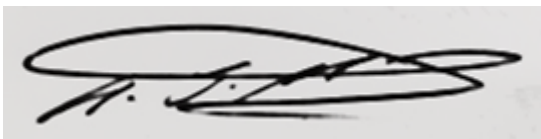
1.1. Pastoral Care

- 1.1.1. Understand foundations and approaches for pastoral care
- 1.1.2. Identify pastoral care issues or needs
- 1.1.3. Provide pastoral care
- 1.1.4. Review pastoral care
- 1.1.5. Foster a caring community

- 1.2. Highly developed interpersonal communication and problem solving skills.
- 1.3. Sensitivity to support the delivery of spiritual and pastoral care to a wide variety of staff, clients, residents and their families.
- 1.4. Ability to work effectively within an ecumenical, multi-faith, multi-disciplinary framework.
- 1.5. Competence in the use of information technology.

Additional Requirements:

- All adults who work with people under 18 years in Queensland are required to undergo a “Working with Children Check” under the screening provisions of the Commission for Children and Young People Act (2000) known as an employee – Suitability Card for Child Related Employment (Blue Card) (P). Presentation of a current Suitability Card must be made before appointment to the position can be confirmed.
- National Criminal History Check to be provided and assessed every three years. Presentation of a current National Criminal History Check must be made before appointment to the position can be confirmed. All Blue Care positions must satisfy the relevant probity checks required by legislation or policies. The appropriate form will be supplied and processed by Blue Care.
- Current Drivers Licence - Presentation of a current Drivers Licence must be made before your appointment to the position can be confirmed.
- This position is for the exercise of the responsibilities of the lay specified ministry of pastor of the Uniting Church in Australia. A non-Uniting Church member may be appointed to the role subject to successful completion of core competency requirements for the ministry of pastor in the Uniting Church in Australia. The successful applicant will be required to comply with the Code of Ethics and Ministry Practice.
- It is the Queensland Synod which will commission you into this role if you are a UCA member OR oversee a recognition service (Non-UCA) for this role once you have demonstrated the core competencies, and you will be responsible to UnitingCare Queensland together with the relevant Presbytery for the exercise of your ministry as outlined in the Position Description.
- The successful applicant must be eligible to legally work in Australia and proof of eligibility may be requested.

Authorised by:**Signature****Rev Dr Adam McIntosh****Associate Director of Mission – Pastoral Care:****Date: August 2021**

POSITION DESCRIPTION

Position Title:	Chaplain
Department:	Mission—Civil Chaplaincy
Location:	Westmead Hospital
Classification:	Stipend/ Stipend/ Placement Position in Synod NSW.ACT

Placement Reports to:	Director of Mission, Uniting (overall responsibility); Reports day-to-day to the Hospital Chaplaincy Coordinator.
Placement Supervises:	Uniting Assistant Chaplains and Student Chaplains, as needed.
Key Relationships:	Director of Mission, Pastoral Education Coordinator, Uniting Civil Chaplains, Administration Officer for Mission, Health Services Staff, Professionals and Chaplaincy Team at Westmead Hospital, Uniting Church in Australia Presbytery of Parramatta Nepean and local congregations.
Chaplain's Placement:	The chaplain's position can be a placement under the Regulations of the Uniting Church in Australia and the by-Laws of the NSW and the ACT Synod of the Uniting Church. The NSW.ACT Synod of the Uniting Church has established a structure for remuneration, benefits and conditions that applies for all "Ordained Chaplains" serving in a placement.
Our Purpose:	To inspire people, enliven communities and confront injustice.
Vision:	Inspired Care... Enriching Lives... Together
Our Values:	Imaginative, Bold, Respectful and Compassionate
Our Foundation:	Christ invites us to serve humanity by creating an inclusive, connected and just world.

POSITION PURPOSE

To provide meaningful and appropriate pastoral ministry for patients, their families and staff members at the Westmead Hospital. The role embodies a specific call to work in a pastorally compassionate manner on an ecumenical ward basis within the Westmead Hospital chaplaincy team, acknowledging a multi-cultural and multi-faith approach.

POSITION OBJECTIVES

- To provide pastoral ministry and support for patients, families, staff members and peers of Westmead Hospital.
- To work well within a team of other chaplains from other faith traditions at the hospital.
- To provide spiritual pastoral care that gives expression to the faith of believers, offers reconciliation between people and with God, supports people in their suffering and crisis, and helps people in their search to find purpose and meaning, value and direction, hope and peace.

KEY RESPONSIBILITIES

Operational Processes:

- Share the administrative load with other hospital chaplains.
- Coordinate, conduct and participate in worship services, for staff, clients and residents, as necessary.
- Maintain and grow your theological knowledge and pastoral care skills through continuing education, in service training attendance and ongoing professional supervision.
- Maintain awareness of and comply with all responsibilities, authorities and accountabilities as defined by the hospital's health, safety and wellbeing management system.
- Participate and comply with all quality management systems and processes.

Client Relationship:

- Pastoral care is made available to all patients, their families and staff by regular pastoral visits throughout the allotted area irrespective of cultural background, denomination or faith tradition.
- Pastoral care is provided by discussion about pastoral themes, conducting workshops, administering of sacraments, offering of prayer and relevant scriptures where appropriate.
- Maintain confidentiality of those seeking pastoral care at all times as far as possible and within legislative requirements.
- Facilitates visits by ministers and elders.
- Accepts referrals from local ministers, and elders.
- Follows through pastoral ministry allowing closure with dying patients.
- Use discernment and appropriate referral when faced with difficult religious and spiritual needs.
- Maintain a high standard of conduct and work performance to promote our reputation with key internal and external stakeholders.
- Respect professional and personal boundaries.

People Leadership:

- Actively participate in chaplaincy staff meetings where possible.
- Actively participate in vitality of call reviews for yourself and others when required.
- Educates staff about the role of chaplains.
- Positively model and hold accountable direct reports for the organisation's Code of Ethical Behaviour.
- Model the values of the Uniting Church of respecting and valuing the inherent dignity and uniqueness of each person, celebrating diversity, passionately pursuing social justice and inclusion.
- Ensure a safe working environment in accordance with policies, procedures and instructions (written or verbal).
- Model and promote self-care.

KEY PERFORMANCE INDICATORS

Operational processes:

- Demonstrates a high awareness of a range of models of pastoral care and an advanced capacity to use them appropriately.
- Demonstrates strong planning and organisational skills.
- Demonstrates the ability to utilise WHS rules and requirements including work instructions and safe operating procedures in the workplace and any specific pastoral care WHS requirements.
- Complies with all quality management systems and processes.

Client Relationship:

- Demonstrates an ability to listen actively by being present spiritually with empathy and support.
- Demonstrates an ability to encourage and enable the care recipient to have meaning, purpose and hope.
- Demonstrates an understanding of the INSPIRED CARE principles of respect, privacy and dignity.
- Demonstrates an ability to provide support and comfort, especially in times of crisis and grief.
- Demonstrates an understanding of the processes of grief, emotional change, especially at the end of life.

People Leadership:

- Demonstrates an ability and understanding of how to engage all people in our care, families and volunteers.
- Demonstrates an ability to facilitate small group activities.
- Demonstrates a well-developed capacity to partner and work collaboratively with the community, team members, with congregations, presbyteries and the wider Church.
- Positively model the organisation's Code of Ethical Behaviour and Chaplaincy Standards
- Participates in the Vitality of Call process as set out by the Uniting Church.

PROFESSIONAL SKILLS AND KNOWLEDGE

Qualifications:

- A Diploma or Degree in Theology or Ministry or equivalent.
- Ordained as a minister of the Uniting Church; or a deacon of the Uniting Church; A minister from another denomination (this will be limited to a 3 year placement unless the minister starts the process of being recognised by the Uniting Church within the first year); or a suitably qualified lay person of the Uniting Church.
- One or more units of Clinical Pastoral Education (CPE) or equivalent.

Skills:

- Understanding of pastoral care issues relating to hospital care and palliative care.
- Highly effective interpersonal, written and verbal communication skills, including basic computer skills.

Authorised by:	Page 3 of 4	Hospital Chaplain Position Description
Initial date:		Reviewed: 8/07/2022
Printed copies of this document are not controlled. Refer to the Uniting intranet to ensure that this is the current version.		

Experience:

- Demonstrated experience working or volunteering in pastoral care.
- Sound knowledge and understanding of the Uniting Church and its polity, its structure, systems and processes.

Other:

- Current and satisfactory National Criminal History Records Check.
- Current and satisfactory Working with Children Check.
- In good standing with faith tradition.

Chaplain's Name:		Managers Name:	
Date:		Title	
Signature:		Date:	
		Signature:	