



## POSITION DESCRIPTION

<b>Name:</b>	
<b>Commencement / Last Date Reviewed:</b>	January 2020
<b>Reviewed By:</b>	Operational Director: Medical, Specialty and Sub-Acute Services

## ORGANISATIONAL STRUCTURE

Position Title	Role / Team	Area	Direct Reports
Pastoral Care Practitioner	Pastoral Care Services	Clinical Services	
Location	Employment Type	Reports To	Professional Accountability
Illoura, Northeast Health Wangaratta	Part Time/ Subject to Funding	<ul style="list-style-type: none"> <li>NHW Pastoral Care Coordinator</li> <li>Director of Nursing-Illoura</li> <li>Operational Director: Medical, Specialty and Sub-Acute Services</li> </ul>	

## OUR VISION

To Be Recognised Leaders In Rural Health Care

## OUR VALUES

CARING

EXCELLENCE

RESPECT

INTEGRITY

FAIRNESS

## POSITION PURPOSE

Under the terms of the funding agreement, the primary role of the **Pastoral Care Practitioner** is responsibility for the provision of emotional and spiritual support to residents and their families and staff either through referral or visitation.

The role combines accountability under the guidance and direction of the Pastoral Care Coordinator, personal initiative and a degree of autonomy as well as being part of a team - you will work collaboratively within a broader multidisciplinary setting.



## RESPONSIBILITIES AND MEASURES OF SUCCESS IN THE ROLE

The following table breaks down the key performance areas of responsibility for the incumbent. Measurements for performance areas will be agreed to with the Reporting Manager

PERFORMANCE AREA	RESPONSIBILITY
<b>Core Role</b>	<ul style="list-style-type: none"> <li>• Provide emotional and spiritual support to residents and their families and staff either through referral or visitation.</li> <li>• Assess and address the spiritual needs of culturally and linguistically diverse residents</li> <li>• Conduct appropriate rituals and ceremonies for residents, their carers and staff, as needed.</li> <li>• Maintain a record of daily pastoral Interventions.</li> <li>• Perform general office and administrative duties as required</li> <li>• Actively participate in regular supervision with the Pastoral Care Coordinator, and demonstrate ongoing development of clinical skills, reflective practice, and self-care.</li> <li>• Demonstrate an understanding of, and sensitivity to, the diverse cultural and spiritual expressions within Illoura.</li> <li>• Demonstrate an understanding of the Pastoral Care procedures and policy document.</li> <li>• Offer bereavement support and follow up to next of kin of deceased residents.</li> <li>• Ensure residents are offered opportunity to indicate their consent to ongoing pastoral visits and religious support from the faith community of their choice, and administer access for accredited representatives of faith communities.</li> <li>• Collaborate with the Lifestyle Coordinator in offering Family Support groups and Memorial Service.</li> <li>• Maintain acceptable professional behaviours in all areas of practice, including punctuality and appropriate dress.</li> </ul>
<b>Organisational Management</b>	<ul style="list-style-type: none"> <li>• Demonstrate highly developed personal organisational skills, such as efficient time management</li> <li>• Demonstrate ability to work autonomously and in a team environment</li> <li>• Work in consultation with DON at Illoura.</li> <li>• Demonstrate effective verbal, non-verbal, written and electronic communication</li> <li>• Demonstrate initiative and responsibility for individual professional development</li> <li>• Actively seek out and participate in internal and external continuing education</li> <li>• Access information, as necessary, to improve knowledge and skills</li> <li>• Exchange knowledge with team members and other professionals</li> <li>• Meet and maintain standards of regulatory compliance for administrative and clinical information records &amp; systems within the Australian Legislation and Regulation, Victorian Legislation and Regulation (ie Public Record Office of Victoria) and Northeast Health Wangaratta Policy and Procedure Framework.</li> <li>• Assist in arranging for promotion, education and displays around important cultural and religious festivals as required and/or around areas of knowledge and interest.</li> </ul>
<b>Employees Obligations- OHS</b>	<ul style="list-style-type: none"> <li>• Participate in the development of a safe and healthy workplace.</li> <li>• Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures.</li> <li>• Co-operate with management in its fulfilment of its legislative obligations.</li> <li>• Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation.</li> <li>• To report any injury, hazard or illness immediately, where practical to their supervisor.</li> <li>• Not place others at risk by any act or omission.</li> <li>• Not wilfully or recklessly interfere with safety equipment.</li> </ul>

## WORKING RELATIONSHIPS

### INTERNAL

- NHW Staff Members

### EXTERNAL

- Residents and Visitors
- Other Health Services in North East Victoria



## SPECIFIC SKILL REQUIREMENTS / QUALIFICATIONS / QUALITIES

### Essential

- Ability to comply with the “Behavioural Outcomes” for this role
- A tertiary qualification in theology, or other relevant pastoral care field of studies with at least 1 year of practical experience.
- Ability to establish a good rapport and connect with where people are at in life
- Sincere religious and spiritual convictions with a desire to serve people of all cultures, backgrounds and needs.
- An understanding of other faith traditions and how to facilitate ministry for them.
- Good standing in a religious or faith community
- Ability to work in a team with the capacity to lead and motivate others.
- Ability to work independently.
- Flexibility in delivery of services.
- A commitment to continuous quality improvement.
- A sense of humour.
- Completion of at least one unit of CPE or the willingness to complete studies to meet these criteria.
- The capability to work at Level 3 under the Spiritual Health Association’s Capabilities Framework ([www.spiritualhealthassociation.org.au](http://www.spiritualhealthassociation.org.au))
- Eligibility for membership in an appropriate professional association.
- Commitment to ongoing professional development through education and professional clinical supervision

### Desirable

- Previous health care chaplaincy experience
- Loss and Grief Education and Knowledge.

### All staff must have and remain current for continued employment the following:

- A current National Police Check (renewed every 3 years)
- A current Working with Children Check (renewed every 5 years)
- Statutory Declaration for applicable workers who have lived overseas

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### Received By Employee

Name: \_\_\_\_\_

Date: \_\_\_\_\_



# Standards of Behaviour

**Above the line**  
**Our staff will always:**

**Below the line**  
**Our staff will not:**

## Caring

Show compassion to all people  
 Demonstrate empathy and understanding  
 Work as part of the team  
 Mentor others  
 Provide encouragement to others  
 Care for others the way they would like to be cared for themselves

Be disrespectful  
 Be self-centered  
 Have inappropriate conversations with others  
 Display rudeness

## Excellence

Commit to the NHW Hardwiring Excellence expectations  
 Have the courage to question what we do  
 Persevere to do the best job they can  
 Strive continuously to improve  
 Be professional and enthusiastic  
 Maintain customer focus

Give up  
 Demonstrate a 'can't-do' attitude  
 Accept mediocrity  
 Be unreliable  
 Pass the buck  
 Ignore feedback given by patients or colleagues

## Respect

Maintain confidentiality and privacy  
 Listen to others and accept differences  
 Be punctual  
 Respond courteously  
 Greet all people by saying hello, smiling and introducing themselves  
 Be culturally informed and sensitive  
 Respect diverse opinions

Be sarcastic  
 Bully, harass or display aggression  
 Be judgmental  
 Withhold information  
 Contribute to rumours  
 Leave an untidy workplace

## Integrity

Be open and honest  
 Lead by example  
 Be responsible and accountable for their own actions  
 Stand up and take action  
 Escalate issues or behaviors of concern

Be arrogant  
 Be dishonest  
 Be hypocritical  
 Avoid responsibility  
 Allow unacceptable behavior

## Fairness

Demonstrate consistency  
 Treat people equally  
 Be considerate and understanding  
 Be collaborative and collegiate

Discriminate against others  
 Demonstrate favoritism and exclusion  
 Refuse to assist others with their workload