Baptcare is a purpose driven and faith based organisation working across Victoria, Tasmania and South Australia, providing residential and community care for older people and support to children, families, and people with disability, financially disadvantaged people and people seeking asylum.

**ROLE PURPOSE**

The Chaplain & Spiritual Wellbeing Coordinator – Residential Aged Care and Retirement Living is responsible for the provision of high quality pastoral and spiritual care for residents and their families and, where relevant, retirement living clients; the effective recruitment, training and supervision of pastoral care volunteers; and in conjunction with the service managers, for the co-ordination, resourcing and development of initiatives with staff that facilitate the integration of pastoral and spiritual care delivery and spiritual wellbeing across the service.

**Part A: Organisation**

**Baptcare’s Vision, Mission and Values**

Mission: Partnering for fullness of life with people of all ages, cultures, beliefs and circumstances.

Vision: Communities where every person is cherished.

Our Mission and Vision are lived through our WE CARE values:

<table>
<thead>
<tr>
<th>We care about...</th>
<th>Our Customers</th>
<th>Our Team</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wellbeing</td>
<td>... You living your life with meaning, we partner with you to enhance your health, safety, comfort and spirituality.</td>
<td>... Strengthening our teams by cultivating a safe and encouraging work environment that enables personal growth.</td>
</tr>
<tr>
<td>Ethics</td>
<td>... Being genuine with you, leading with integrity and fulfilling Baptcare purpose in harmony with community expectations.</td>
<td>... Being inspired by justice. We act with integrity and do the right thing by our customers and each other in light of current and future needs.</td>
</tr>
<tr>
<td>Co-creating</td>
<td>... Building personalised and innovative solutions with you and our allied partners, with your goals as our shared focus.</td>
<td>... Building an exciting future together with our customers in focus, by empowering everyone to contribute and encouraging adaptability, creativity and collaboration.</td>
</tr>
<tr>
<td>Accountability</td>
<td>... Fulfilling our commitments to you and accepting our responsibilities to continually improve.</td>
<td>... Fulfilling our commitments and responsibilities, using our resources wisely and being able to reflect, speak up and adapt when needed.</td>
</tr>
<tr>
<td>Respect</td>
<td>... Understanding and embracing your individuality, standing up for your equality and protecting your dignity.</td>
<td>... Understanding and embracing your individuality, standing up for your equality and protecting your dignity.</td>
</tr>
<tr>
<td>Effectiveness</td>
<td>... Being focused on achieving the best outcomes for you, with you.</td>
<td>... Ongoing improvement in the focus of our people and resources to achieve positive outcomes for our customers.</td>
</tr>
</tbody>
</table>

Baptcare is committed to being a child safe organisation by ensuring that all staff who work directly with children adequately maintain and update their knowledge of Child Safe Standards and provide protection to the children in our care.

**Part B: Position specifications**

**Relationships**

<table>
<thead>
<tr>
<th>Division:</th>
<th>Mission Development</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reports to:</td>
<td>Residential Care &amp; Service Manager, Spiritual Care Supervisor – Aged Care</td>
</tr>
<tr>
<td>Internal:</td>
<td>Nurse Unit Managers, Volunteer Coordinator, Lifestyle Coordinator, Retirement Living Manager, Day Therapy manager, all other staff on site; Pastoral Care Manager, Transition &amp; Development Supervisor, Pastoral Care team and Mission Development team.</td>
</tr>
<tr>
<td>External:</td>
<td>Local Faith Communities, especially Baptist churches</td>
</tr>
</tbody>
</table>

Authorised by General Manager – Mission Development

Page 1 of 6

Issue No. 1/ May 2018
Position description:
Chaplain & Spiritual Wellbeing Coordinator – Residential Aged Care & Retirement Living

Part B: Position specifications continued

Key Accountabilities

1. Effective delivery of:

   Religious, pastoral and spiritual assessment
   - Initial and subsequent appraisals, including a facilitative/in-depth review of a person’s life journey attending to the religious, pastoral and spiritual wellbeing issues, needs and resources of a person.
   - All care is offered in a manner consistent with the Aged Care Act (1997) and the Quality of Care Principles 2014.

   Pastoral and spiritual support
   The provision of support to individuals through fully hearing the person’s narrative and enabling conversation whereby spiritual wellbeing and healing is nurtured, and (where possible), practically supported, advocated or further resourced through appropriate referral.

   Religious, pastoral and spiritual guidance
   Personal or familial counsel, offering emotional/spiritual support, ethical consultation, religious counsel, spiritual review, death, dying and bereavement support, mental health support, development of coping strategies and improving resilience. and guidance in matters of religious belief or spiritual practice.

   Religious, pastoral and spiritual education and training.
   - An expression of religious, pastoral and/or spiritual care that involves educating (either formally or informally) those requesting or seeking greater knowledge about religious, pastoral and/or spiritual issues having sacred or significant meaning, including issues relating to life and death, ethical issues, values and purpose, etc. This may occur with individuals, families, staff and public forums/education seminars.
   - In conjunction with the Site Managers, raise staff awareness and capacity to identify the pastoral care and spiritual well-being needs of clients and the service team and further the integration of spiritual wellbeing as an essential aspect of the service culture.
   - Recruit, train and supervise pastoral care volunteers as required (may be out of usual hours/on weekends).
   - Provide support and administrative supervision for pastoral care students on placement.

   Religious, and spiritual ritual and worship
   Informal ritual and worship activities for individuals or small groups, plus more formal expressions of public worship. This may include private prayer and devotion, personal/family anointing services, blessing and naming services, dedications and other sacramental/ritual expressions; and public ministry such as public worship services, weddings, funerals, memorial services, dedications, seasonal and occasional services.

2. Administration & documentation
   - Access and distribution of resources that can directly assist individuals or small groups to optimise their psychological, emotional and spiritual wellbeing.
Position description:
Chaplain & Spiritual Wellbeing Coordinator –
Residential Aged Care & Retirement Living

- Following appropriate referral pathways and maintaining professional liaison with external service providers.
- Support and complete required documentation for pastoral care students on placement.
- Completion of all required documentation to a professional standard, as required by local program and Baptcare Spiritual Care management.

3. Team Work
- Works in partnership with the Residential Care & Service Manager and other team members to effect a team approach based on mutual respect and direct communication between all members.
- Staff demonstrate confidence in the capacity of the Chaplain & Spiritual Wellbeing Co-ordinator to contribute positively to customer care.

4. Professional Development
Accepts responsibility for and maintains a commitment to personal/spiritual and professional development and accesses available support where appropriate.

5. Workplace Health & Safety Responsibilities

Key Tasks

1. In Delivery of:

Religious, pastoral and spiritual assessment
- Cultural and Spiritual Assessments commenced within 5 days of arrival and entered on client management system as appropriate;
- Spiritual Care plans commenced within 21 days of referral and Spiritual Assessment/Care Plan completed and filed for RACF residents within 28 days of admission.
- Respond to referrals within 1 working day, and appropriate out of hours requests for support in a timely manner.

Pastoral and spiritual support
- Regular visitation of residents, ensuring minimum of one pastoral contact for all residents every 3 months.
- Monitoring of volunteer pastoral visits
- Minimum of one resident/carer group facilitated/supported per annum to promote spiritual care/community building.
- Develop and utilise creative responses to resident need, especially for those living with dementia.
- Promote/participate in advance care planning with residents and families when appropriate.
- Offer and facilitate staff debriefing following resident deaths as required.
- Offer short term, spiritual care and wellbeing support to staff and referral to Baptcare’s employee assistance provider/line manager as appropriate.

Religious, pastoral and spiritual guidance
- Proactive and reliable in-depth pastoral and spiritual counselling and support for residents and families as required.

Religious, pastoral and spiritual education and training
- Contribute to staff understanding of spiritual care and wellbeing at the site by initiating/developing/facilitating training opportunities that focus on developing staff confidence and effectiveness in identifying and responding to resident and family spiritual needs.
- Offer regular staff reflection sessions, formally or informally, in response to current work foci and times of transition or significance for the service or Baptcare.
Position description:
Chaplain & Spiritual Wellbeing Coordinator – Residential Aged Care & Retirement Living

- Conduct brief and effective orientation for new staff about the role of the Baptcare Chaplain and Spiritual Wellbeing Co-ordinator contributing to their understanding of the delivery and significance of timely pastoral and spiritual support.
- Recruitment of volunteers and facilitation of Baptcare volunteer training modules, completion of accreditation process, and provision of ongoing supervision

Religious, pastoral and spiritual ritual and worship
- Conduct and enable residents’ opportunities for worship/prayer either individually or by referral to a relevant faith community.
- Participate in external church services 2x year to promote Baptcare and recruit pastoral care volunteers.
- Lead two memorial services per annum (or as agreed with RCSM).
- Lead or support other services for staff/residents/families by arrangement with the site manager including Easter and Christmas.
- Establish local rituals/celebrations to honour service history and significant times of celebration and/or transition.

2. Administration and Documentation
- Issues identified and reported to RCSM in a timely manner; Consultation with Pastoral Care Manager and Pastoral Care Leadership Team as required.
- Participation in and contribution to quality improvement programs and other organisational initiatives to deliver quality services.
- All documentation completed to a professional standard including monthly reports and statistics and submitted to RCSM and copied to PCM by due date.
- Maintain records relating to local faith communities and other resources for spiritual care ensuring these are available to staff for out of hours emergencies.
- Maintains Devotions roster and regularly communicates with devotional volunteers.
- Ensures accurate recording of visits by pastoral volunteers and students.

3. Team Work
- Recognizes his/her role and acts to promote the delivery of holistic care demonstrating commitment to the mission, vision and strategic direction of Baptcare by incorporating the physical, spiritual, pastoral and psychological perspectives of care within the site.
- Site staff demonstrate confidence in the capacity of the Chaplain & Spiritual Wellbeing Coordinator to contribute effectively to resident care and as a positive and proactive team member.
- Positively and proactively represents Baptcare and the RAC, RL, and pastoral care service within the local community.
- Willingness to offer flexibility for occasional out of hours site needs.

4. Professional Development
- Attends service specific continuing education/in-service training events every year.
- Contracts to receive professional external supervision as per annual Pastoral Care EFT pro-rata table.
- Participates in opportunities to receive feedback from clients and staff about his/her ministry/leadership.
- Participates in pastoral care team meetings and the annual retreat.

5. Workplace Health & Safety
- Visibly demonstrate work health and safety personal commitment to working with all Baptcare stakeholders in achieving a Zero harm workplace by complying with Baptcare’s WHS policy, WHS Plans and procedures relevant to your working environment.
- Actively promote and foster constructive behaviors to enhance Baptcare’s organisational safety culture, “The safety standard you set is the one you just walked by” by reporting hazards, incidents, injuries and near misses to the manager without delay.
- Co-operate with Baptcare in respect to any action taken by Baptcare to comply with legislative requirements
Position description:
Chaplain & Spiritual Wellbeing Coordinator – Residential Aged Care & Retirement Living

- Take reasonable care for your own health and safety and the health and safety of others in the workplace

Part C: Person specification

Key selection criteria

- Wholeheartedly aligned with Baptcare’s Mission, Vision and Values
- An active personal faith and involvement in a Christian community/church or support network.
- Mature spiritual and pastoral formation and capacity to reflect theologically on experience.
- Highly developed listening and interpersonal skills, demonstrating an understanding of person-centred care.
- Understanding of, and demonstrated ability to work sensitively with individuals and faith/community groups from diverse religious, spiritual and cultural traditions.
- Excellent written and oral communication skills, including the capacity to explain the practice and possibilities of pastoral care to people from varied backgrounds
- Experience and/or special interest in working in dementia and palliative care contexts and with older people.
- Minimum 2 years’ experience in providing pastoral/spiritual care to people outside a faith community.
- Experience in recruitment, selection, training, ongoing management and supervision of volunteers.
- Demonstrated flexibility and ability to work independently with minimum supervision, as well as part of an interdisciplinary team
- Experience and skills in administrative duties, including data collection and reporting on outcomes.
- Competence in Microsoft Office and related software.

Qualifications

Essential:

- 400 hours of reflective practice training e.g. 2 units of CPE/ STFE/ CCTC Intern Program
- Qualifications in theology e.g. Bachelor or Diploma of Theology/Ministry
- Appropriate membership of Spiritual Care Australia or other relevant professional association.

Desirable:

- Qualifications in supervision eg. CPE Supervision/STFE/etc
- Tertiary or post-graduate studies in Theology or a related discipline

Other

Essential

- Satisfactory Police Check
- In addition, and if appropriate, Driver’s License, Nurse Registration, Working with Children Check and/or any other requirement specific to the role

Desirable

Part D: Baptcare Expectations of Staff Behaviour

Expectation of behavior

All staff play a key role in shaping and influencing workplace culture. This requires a consistent approach and commitment to the
Position description:
Chaplain & Spiritual Wellbeing Coordinator – Residential Aged Care & Retirement Living

following:
- Treat everybody with respect and dignity and value people for who they are their unique contribution, irrespective of role or level in the organisation
- Accept that I have a key role in representing the team I service to the broader organisation and for positively promoting the organisation to the team and in any external environment
- Be clear and open about decision-making processes, wherever possible providing opportunities for others to be involved in decisions that affect their work. Give new ideas from others a fair hearing and proper consideration. Promote and role model an open, inclusive and collaborative approach
- Take a proactive approach to workplace health, safety and staff wellbeing
- Participate in staff learning and development and recognize the value of ongoing professional and personal development for myself
- Actively encourage feedback from others about how I am going as a team member
- Role model positive behaviours at all times and ensure that I choose my attitude when I come to work
- Always behave ethically and with integrity
- Be engaged and have fun at work

DECLARATION

Essential  My position description has been explained in detail and I understand and accept the accountabilities and authority as outlined.

Employee  
Name: …………………………..  Signature: …………………………..  Date: / /

Baptech representative  
Name: …………………………..  Signature: …………………………..  Date: / /