

POSITION DESCRIPTION



Position Title: Coordinating Chaplain

Reports To: Chief Executive Officer

The Coordinating Chaplain is also responsible to the Synod of South Australia in terms of ministerial discipline and adherence to the Code of Ethics and to the Chaplaincy Manager and Supervision for Pastoral support and appointment review.

Salary/Classification Level: Non Award

Reporting To This Position: Chaplaincy Team

Purpose of the Position

The ministry of the Chaplain is an important part of the services offered to residents, employees and volunteers. The Coordinating Chaplain's position is grounded in the following understandings of chaplaincy:

Holism: Chaplaincy is an integral part of Helping Hand. Its focus is on the provision of pastoral and spiritual resources to the life of the organisation and its community. It is integrated and congruent with that offered by other disciplines and adds to the totality and 'completeness' of the services provided.

Spirituality: Spirituality is that which gives meaning and purpose to being. Chaplaincy provides a spiritual resource for the organisation that respects and transcends differences of denomination and religion, recognising aspects of grace in all. The Chaplain may minister in ways that enable questions of life and death, reality and meaning, fear and hope to be articulated in a manner that encourages an exploration of such issues in an honest, caring environment.

Pastoral Care: Pastoral Care is a caring resource at the person's point in need. It allows the person to 'set the agenda' with the Chaplain being available to journey with the person as a vulnerable, caring, listening fellow human. The Chaplain may provide a spiritual perspective and be a liturgical resource as a tangible adjunct to pastoral ministry.

Your Team

This position description forms part of the contract of employment.

The Chaplain works closely with the Chaplaincy team which includes paid Helping Hand staff, administrative roles and volunteers.

Other Key Relationships

The Chaplain works closely and builds relationships with Helping Hand senior managers, the corporate division, the Board of Helping Hand and external chaplaincy services providing pastoral care and support to Helping Hand residents and clients.

Key Outcomes & Responsibilities

The Coordinating Chaplain has, in cooperation with the Chaplaincy team and any other appointed Chaplain, the task of leading and modelling chaplaincy by undertaking duties in accordance with the purpose, business practices and policies of Helping Hand, and performing the following duties:

- Participation with management, employees and volunteers in the design, implementation and management of a high standard of pastoral and spiritual care to residents, their families and staff irrespective of religious heritage, denomination affiliation, or cultural diversity
- Participation with management, employees and volunteers in the development of strategies, plans and protocols that enable Helping Hand to continue to be a leader in the provision of high quality aged care services
- Coordination of and accountability for pastoral care of residents, their families, employees and volunteers
- Coordination of and accountability for leadership of Chaplains and Pastoral Carers at Helping Hand
- Coordination and facilitation of worship for residents
- Coordination of appropriate liturgical and sacramental services for denominations other than UCA
- Ensuring culturally appropriate pastoral and spiritual care
- Developing, training and supervising Chaplains'/pastoral care visitors
- Providing theological and ethical perspectives to Helping Hand as required
- Representing Helping Hand to the UCA and the wider community in a positive manner.

Privacy and Confidentiality

Responsible for:

- Adhering to Helping Hand Privacy of Information Policy and Procedure at all times.
- Maintaining a duty of confidentiality to all residents, clients, volunteers and staff.
- Ensuring that any "Confidential Information" that becomes known through the course of employment with Helping Hand is kept confidential including information relating to Helping Hand's:

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- business or operational interests;
- methodology and affairs;
- financial information; and
- anything else that is notified as being confidential.

Selection Criteria

Essential

- / An ordained Minister of the Word or Deacon within the UCA, or other denomination in fellowship with the UCA, or similarly qualified lay person
- / Demonstrated ability and experience in aged care
- / Demonstrated experience as an effective team leader and team member
- / Qualified with at least one quarter of CPE, (Clinical Pastoral Education) or other suitable qualifications in pastoral care
- / Flexibility in working hours and an ability to respond to crises
- / A 'self starter' with an engaging personality
- /

Desirable

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Customer Service ...the Helping Hand Way

We deliver our service guided by our **5 Golden Standards**

- 1** We always offer choice.
- 2** We engage.
- 3** We speak clearly, politely and respectfully.
- 4** We deliver on our promises.
- 5** We make their day!

Helping Hand's Code of Conduct

Our Code of Conduct reflects **The Helping Hand Way** and expects you to act with:

Compassion

- / Demonstrate your concern for others and do everything you can to help.
- / Recognise and consider people's feelings and circumstances.
- / Treat others with respect, courtesy, care and compassion.
- / Support and value the contribution of other team members.

Respect

- / Recognise and consider people's feelings, choices and rights.
- / Maintain the privacy and confidentiality of others at all times.
- / Conduct yourself with honesty, fairness and integrity.

Excellence

- / Undertake your work with professionalism, to a high standard and with the appropriate skill and care.
- / Take responsibility for your actions and behaviours.
- / Strive to improve the quality of services to our clients and to each other.
- / Go the extra mile in order to deliver the best outcomes.
- / Strive to create new and better ways of doing things.

Community

- / Foster connection with our clients, our teams, each other and our community.
- / Value and support difference in our community and value the contribution that difference provides to us.

Work, Health & Safety

Arrive Safe, Work Safe and Go Home Safe

- / Make sure you keep your safety and others safety top of mind. Work safe all the time!
- / If you notice someone doing something unsafe, ask them to stop or find a safer way.
- / Do the training we ask you to do...it's for your own and others safety.
- / If you notice something that is a potential risk or hazard to your safety or others safety – report it. Hazards – turn into accidents! Watch out for spills, things in the way of people, equipment that isn't working.
- / If you report it...be a part of the solution. We need your ideas, solutions and feedback.
- / If you need equipment to do your job safely – make sure you use it. It's there to keep you safe...
- / If equipment isn't working properly – tell everyone around you and then tell us so we can fix it.
- / If you are involved in an incident or are injured...tell us straight away. Your supervisor will be able to help you.

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