

POSITION DESCRIPTION

Chaplain

Based at Wontama Village, Orange, NSW

ABOUT UNITING

Our purpose: To inspire people, enliven communities and confront injustice.
Our values: As an organisation we are imaginative, respectful, compassionate and bold.
Our foundation: Christ invites us to serve humanity by creating an inclusive, connected and just world.

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

This position is a leadership function within the Uniting Mission Regional 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 OBJECTIVES

You'll play a valuable role as a member of the Regional Mission Team in:

- Contributing to a stronger and more unified Uniting

- Working towards the defined priorities and outcomes for the Mission team and your specific areas of accountability
- Actively participating in communication in order to understand and contribute to a One Uniting way of operating
- Working productively and collaboratively as a positive role model both within your team and with others across Uniting
- Defining the priorities and appropriate outcomes for the Pastoral Practitioner Team through a 'One Uniting' approach to your specific areas of authority.
- Communicating Uniting's strategies to our employees in engaging ways, translating these into meaningful work/ministry and a genuine understanding of a 'One Uniting' way of operating.
- Providing pastoral leadership within the Regional Chaplaincy and the Mission Team and working productively and positively as a role model across Uniting.

As a as a Chaplain your role 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 and assist with the coordinating and conducting of regular liturgical services for residents, pastoral team and their families.

ABOUT YOU IN THE ROLE

Your classification:	Stipend/Supply Position
Your directorate:	Mission
You'll report to:	Chaplaincy Convenor
Your direct reports:	Pastoral Care Volunteers

Your key relationships:

You'll be part of the collaborative Uniting team.

Internal:

- Chaplaincy Convenors
- Mission staff and volunteers
- Managers and staff across Service Delivery streams
- Head of Chaplaincy and Pastoral Practice
- Director of Mission and Mission Team Heads and staff

External:

- Residents, clients and families
- Presbytery, Presbytery members and Congregations

YOUR RESPONSIBILITIES

Financial management:

- Ensure that all activities and operations within the scope of responsibility are performed in accordance with the allocated budget and policy guidelines

Operational Processes:

Approved by	Page 2 of 6	Position Description: Chaplain
Approval date:		Reviewed: 8/05/2019

- Ensure that any pastoral care staff or volunteers that you supervise keeps documents and records relating to residents and clients and pastoral care services up to date, with appropriate referrals, assessment, interventions and outcomes clearly stated in i-Care and CareLink+ systems as required by the accreditation and pastoral care processes.
- Monitor, review and report on the effectiveness of pastoral care activities as required.
- Coordinate, conduct and participate in worship services, devotions, reflections, bible studies and liturgical services for staff, clients and residents, as necessary.
- Provide spiritual and pastoral care services for staff, volunteers, residents and their families as per the Pastoral Care Services Delivery Plan.
- 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 organisation's health, safety and wellbeing management system.
- Participate and comply with all quality management systems and processes.

Client Relationship:

- Provide effective, person-centred, spiritual and pastoral care to staff, volunteers, residents, and their families, irrespective of cultural background, denomination or faith tradition.
- Support residents or clients in hospital, as required, to provide support and comfort.
- Maintain confidentiality of those seeking pastoral care at all times as far as possible and within legislative requirements.
- Use discernment and appropriate referral when faced with difficult religious and spiritual needs.
- Be actively involved in case conferencing for residents when invited to.
- Maintain a high standard of conduct and work performance to promote our reputation with key internal and external stakeholders.
- Establish and nurture collaborative relationships based on trust, Uniting's values across Uniting, and other areas of the Uniting Church including Congregations and Presbyteries, as well as other religious professionals, local community groups and provider organisations, including the relevant Local Health Districts.
- Respect professional and personal boundaries.

People Leadership:

- Actively participate in pastoral care staff meetings, workshops, conferences and pastoral care gatherings, retreats that are related to your service.
- Ensure that those you supervise further develop their capabilities needed for high performance, through effective coaching, supervision and on-going learning and development.
- Actively participate in Vital Ministry Reviews for yourself and others when required.
- Positively model and hold accountable direct reports for the Uniting Church's Code of Ethics and Ministry Practise (CEMP) and 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

Financial management:

- Performance is monitored on an ongoing basis and financial targets achieved as established by the annual budget process

Operational processes:

Approved by	Page 3 of 6	Position Description: Chaplain
Approval date:		Reviewed: 8/05/2019

- Demonstrates the ability to identify, document and report changing care needs, preferences, and lifestyle choices of the person in our care.
- 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.
- Spiritual Assessments are completed on-time and clearly and thoroughly articulated.
- Is a regular and active participant in pastoral care staff meetings, conferences, retreats and etc.
- 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.
- Demonstrates an understanding of what constitutes elder abuse, and the ability to access policies and procedures of Uniting.
- 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.
- Exhibits the ability to effectively lead, supervise and support pastoral care and chaplaincy staff.
- Positively model the Uniting Church's Code of Ethical Ministerial Practise (CEMP), and if applicable, the organisation's Code of Ethical Behaviour and Chaplaincy Standards.
- Participates in the formal annual performance review process.
- Participates in the Vital Ministry process as set out by the Uniting Church.

THE IMPORTANT DETAILS

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.

Your experience ticks the following boxes:

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

Skills:

- Understanding of pastoral care issues relating to aged care.
- Demonstrated empathy and affinity with older people.

Approved by	Page 4 of 6	Position Description: Chaplain
Approval date:		Reviewed: 8/05/2019

- Highly effective interpersonal, written and verbal communication skills, including moderate computer skills.

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

Core competencies:

- You are able to develop people and teams to improve their ability and service delivery
- You are able to deploy teams in a manner that results in optimal service delivery
- You operate with personal integrity and a values base that aligns with Uniting's
- You engage successfully with a wide range of stakeholders, both internally and externally across the sector
- You demonstrate theological leadership and an ability to ensure the understanding of people across the organisation in the Mission of the church
- You are an effective and flexible leader in a complex and changing environment
- You are a superb leader of people
- You have impressive commercial nous
- You are confident without being arrogant
- You are capable but do not have "something to prove"
- You have outstanding written and communication skills
- You have an inquisitive and strategic mind
- You thrive on helping others to succeed; even if it is at a cost to you
- You are an exceptional team player
- You have a high level of energy and enthusiasm
- You leverage your experience without always referring to it
- You thrive on successful outcomes but pay attention to process
- You genuinely care about the organisation and your staff

Other:

- Current and satisfactory National Criminal History Records Check.
- Current and satisfactory Working with Children Check.
- In good standing with faith tradition.
- Current and unrestricted driver's licence is essential.

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:		Managers Name:	
		Title	
Date:		Date:	
Signature:		Signature:	

ACCOUNTABLE POSITION	WHS ACCOUNTABILITIES (AS PER WHS ACT 2011)	ACTION DEMONSTRATING ACCOUNTABILITIES
<p>WORKERS (EMPLOYEES, AGENCY STAFF, CONTRACTORS, VOLUNTEERS, STUDENTS)</p>	<p>While at work, all workers (WHS ACT 2011 Sec 28) must:</p> <ul style="list-style-type: none"> - take reasonable care for his or her own health and safety - take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other people - comply, so far as the worker is reasonably able, with any reasonable instruction that is given by Uniting to allow the organisation to comply with this Act - co-operate with any reasonable policy or procedure of Uniting relating to health or safety at the workplace that has been notified to workers 	<p>All workers must:</p> <ul style="list-style-type: none"> - follow Uniting WHS policy and programs to protect the health and safety of people at work and to understand your personal responsibilities for WHS - attend and/or complete safety-related training including induction and emergency preparedness - comply with WHS instructions from your supervisor/manager, training information, safe work procedures and emergency wardens - if performing new or unfamiliar work, seek information, instruction or training and supervision from your supervisor to perform work safely without risking the health, safety and wellbeing of yourself or others - use equipment that has been provided for your health, safety and wellbeing - report all hazards, incidents and injuries to your immediate supervisor - participate in discussions/consultation about changes to workplace/premises or job task/practice - wear clothing, footwear and personal protective equipment (PPE) needed appropriate for the work being done - do not put other people's health, safety and wellbeing at risk by your action or inaction