

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:	Manor Lakes – Wyndham Vale	
Employment Status:	Part Time: .6 over 3 days	
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

The purpose of UA chaplaincy is to provide person-centered, compassionate, spiritual, and pastoral care in response to the emotional, spiritual and religious needs of residents, families and staff.

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.

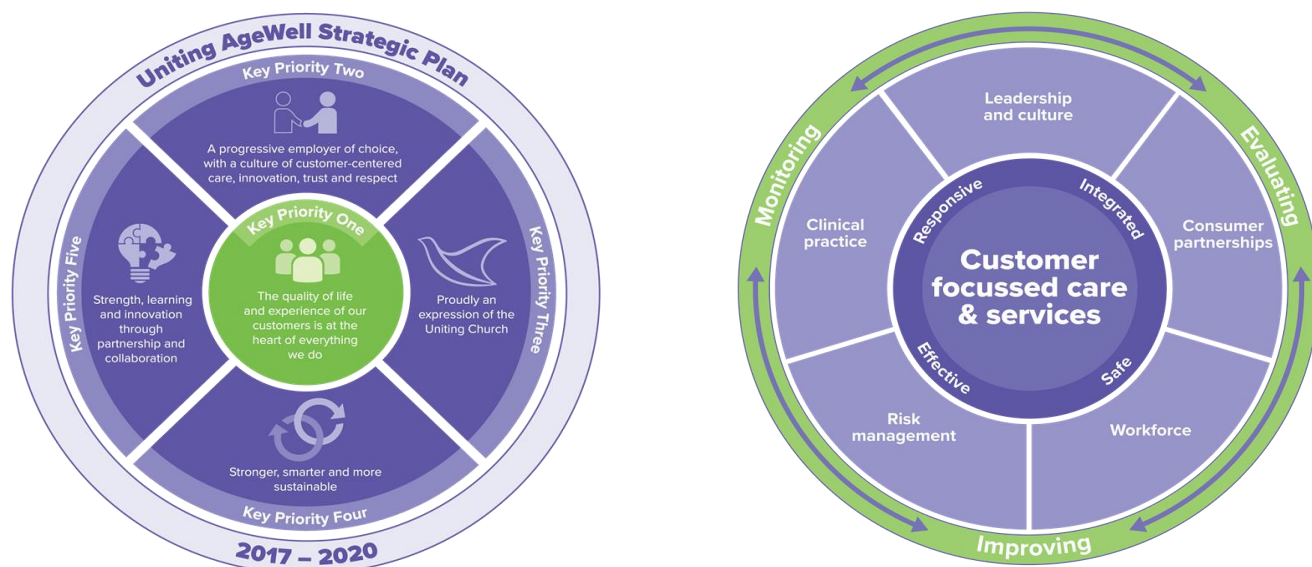
Staff Spiritual Care, Education, and Supervision of Volunteers

- 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
<p>Pastoral Care</p> <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
<p>Worship</p> <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
<p>Needs assessment and Record Management</p> <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
<p>Volunteers</p> <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
<p>Education for Staff</p> <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 and sharing practice and experiences. 	<ul style="list-style-type: none"> • Attendance at most chaplain network meetings and contributions to intranet resources
<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>	<ul style="list-style-type: none"> • The BEST way of life is evident in the individual’s daily contribution in the work place.



<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 our 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"> 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 Accreditation; to seek opportunities for continuous improvement; and to participate in internal audits, customer satisfaction surveys and other quality 	<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 To ensure all Quality and Compliance related KPIs and targets for yourself and your team are met



<p>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 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: June 2020	Date Last Reviewed: June 2021	Developed and Reviewed By: Rev Clare Brockett Director of Mission
	Version 1.2	Approved by Director of Mission