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## Uniting AgeWell Position Description

### Position Information

<b>Position Title:</b>	Chaplain
<b>Division/Department:</b>	
<b>Reporting to:</b>	Residential Services Manager
<b>Enterprise/Individual Agreement:</b>	UC Terms of Placement / Uniting AgeWell Enterprise Agreement
<b>Classification/Grade:</b>	Chaplain
<b>Location:</b>	Hawthorn
<b>Employment Status:</b>	Part Time – 3 days per week (.5 FTE) – with the intention of Full time when occupancy is full
<b>Key Relationships - internal and external</b>	<p><b>Internal</b>            Director of Mission            All UA staff including close collaboration with Lifestyle staff and Managers            UA Chaplain network</p> <p><b>External</b>            Local Presbytery            Residents families            Visiting Ministers, volunteers, pastoral care volunteers            Local Community</p>

### Uniting AgeWell

As an organisation of the Uniting Church in Australia, Uniting AgeWell has a long history of providing residential and community services for older Australians in Victoria and Tasmania.

Our **mission** is to provide specialized 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, our **values** of *Respect, Partnership, Wisdom, Fairness* and *Stewardship* shape and inform all that we do. More information can be found on the [Uniting AgeWell website](#).

### Uniting AgeWell Strategic Plan

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**Our Vision**  
Uniting AgeWell: The Church at Work. A creative leader enabling communities to age well and individuals to live to their potential.

**Our Mission**  
To provide specialised services enabling older people to maximise their wellbeing and access care when required.

**Our Values**  
As part of the Uniting Church we live out the practical expression of Christian faith and values. Our behaviours and choices are guided by:

- > Respect
- > Partnership
- > Wisdom
- > Fairness
- > Stewardship

**Uniting AgeWell Strategic Plan 2017 - 2020**

**Key Priority One:** The quality of life and experience of our customers is at the heart of everything we do.

**Key Priority Two:** A progressive employer of choice, with a culture of customer-centered care, innovation, trust and respect.

**Key Priority Three:** Proudly an expression of the Uniting Church.

**Key Priority Four:** Stronger, smarter and more sustainable.

**Key Priority Five:** Strength, learning and innovation through partnership and collaboration.



**All roles are linked to the Uniting AgeWell strategy and are fundamental in achieving its vision and mission. Choose which Key Priorities are relevant to this position from the below list.**

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

**Direct of Mission and UA Chaplain Network**

First Issued May 12

Version 1.3

Approved by GMPS

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The UA Director of Mission coordinates chaplains across UA providing guidance, facilitating consistency, moderating the chaplain's networks, and assisting with professional development opportunities. Chaplain networks operate in Tasmania and Victoria which meet regularly to discuss ministry challenges and opportunities, encourage and support each other, share resources, ideas and best practices and listen for God's word and to pray together.

### Position Purpose

- Within the Mission and Values of UA, as part of the UA team to provide spiritual guidance and leadership, and pastoral care to residents and families at Uniting AgeWell. This Ministry is one of compassion which:
  - demonstrates care for resident / family emotional, spiritual and religious needs
  - requires planning, coordinating and evaluating of activities and programs to enhance the well being of residents / families and meet the legislated standards for aged care services.
- To 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.
- For purpose of clarity, it is noted that residents and families will require the full allocation of time of the Chaplain. The Chaplain therefore
  - Is not engaged to provide pastoral care or guidance for staff. Where staff have a particular needs the Chaplain will seek advice from the RSM and / or refer the staff member to UA's employee assistant program.
  - Will not engage with staff in industrial or grievance issues but will refer them to organizational policies, processes and staff support mechanisms.
- **Staff Supervision**  
Nil

The chaplain has supervision of the volunteer pastoral care team. This team is to be established and developed by the chaplain as part of the Spiritual Care series that is being implemented across UA.

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Key Responsibilities and Measures

Key Responsibilities	Measures and Outcomes to be Achieved
<p><b>Pastoral Care</b></p> <p>To provide effective pastoral care to residents and their families</p>	<ul style="list-style-type: none"> <li>Effective pastoral care is provided.</li> </ul>
<p><b>Worship</b></p> <ul style="list-style-type: none"> <li>To conduct regular worship services within the Uniting Worship 2 framework at times to be determined in consultation with the Manager.</li> <li>To arrange the roster of visiting religious leaders who conduct the services of specific denominations or faiths.</li> </ul>	<ul style="list-style-type: none"> <li>Services are conducted regularly according to agreed schedule.</li> <li>Residents are able to worship regularly according to their faith preferences.</li> </ul>
<p><b>Needs assessment</b></p> <ul style="list-style-type: none"> <li>To assist the pastoral and spiritual needs of residents and to ensure the provision of appropriate care.</li> <li>To identify and recommend to the Manager any changes to the physical environment which may support residents pastoral or spiritual needs.</li> <li>To prepare and maintain spiritual care plans for each resident within the timelines specified by the Manager.</li> </ul>	<ul style="list-style-type: none"> <li>Needs are identified and addressed.</li> <li>Care plans are maintained as required.</li> </ul>
<p><b>Volunteers</b></p> <ul style="list-style-type: none"> <li>To coordinate qualified volunteers and ensure that quality pastoral care is provided.</li> <li>To train volunteers in the provision of pastoral care as appropriate.</li> <li>To evaluate provision of pastoral care by volunteers.</li> </ul>	<ul style="list-style-type: none"> <li>Volunteers are well coordinated and quality pastoral care provided.</li> <li>Training is provided and pastoral care volunteers are evaluated regularly.</li> </ul>

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<p><b>Grief Management</b></p> <p>To provide spiritual and emotional support for residents and relatives during times of illness, grief, loss and other crises.</p>	<ul style="list-style-type: none"> <li>• Effective spiritual and emotional support is provided.</li> </ul>
<p><b>Records Management</b></p> <p>To maintain records which are complete and accurate and meet regulatory requirements.</p>	<ul style="list-style-type: none"> <li>• Records are complete accurate and compliant.</li> </ul>
<p><b>Network and support</b></p> <p>To contribute to the chaplain network, by attending and sharing practice and experiences.</p>	<ul style="list-style-type: none"> <li>• Attendance at most chaplain network meetings and contributions to intranet resources.</li> </ul>
<p><b>Health and Safety</b></p> <p>Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace</p> <p>Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan</p>	<ul style="list-style-type: none"> <li>• 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</li> <li>• Implement and adhere to Uniting AgeWell OHS policies, protocols and safe work procedures</li> <li>• Mandatory training completed at agreed frequency</li> </ul>
<p><b>Customer Service</b></p> <p>Uniting AgeWell is committed to the provision of excellent customer service to all of our people, clients and stakeholders including residents and external suppliers.</p> <ul style="list-style-type: none"> <li>• Provide excellent, helpful service to residents, visitors and staff</li> <li>• Communicate with clear and unambiguous language in all interactions, tailored to the audience</li> <li>• Build customer relationships and greet clients and residents promptly and courteously</li> <li>• Actively seek to understand residents' and their family's expectations and issues, using multiple strategies</li> </ul>	<ul style="list-style-type: none"> <li>• Resident and client service satisfaction surveys within agreed targets</li> <li>• Issues are escalated to the manager and resolved in a timely manner</li> </ul>

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### Special Requirements of the Position

<b>Experience</b>	<b>Essential/ Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Formal theological qualifications preferred.</li> <li>• Training and experience in pastoral care is required through formation for ministry or Clinical Pastoral Education (CPE) or a willingness to undertake a CPE qualification.</li> <li>• Competence and experience in leading worship according to the Uniting Church liturgical practices.</li> <li>• Experience in residential aged care environment strongly preferred.</li> <li>• Experience and expertise in relating to a diverse range of people.</li> </ul>
<b>Skills, abilities and competencies</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Excellent verbal and communications and interpersonal skills.</li> <li>• Excellent analysis problem solving skills.</li> <li>• Excellent organisational skills.</li> <li>• Excellent attention to detail and documentation of spiritual care plans and pastoral issues.</li> <li>• Basic competence in Microsoft Word, Excel and Outlook.</li> <li>• Capacity to deal tactfully and patiently with residents and their families as required.</li> <li>• Demonstrated initiative.</li> <li>• Capacity to work autonomously and as part of a team.</li> <li>• Capacity to and flexibility to cope effectively with a diverse and demanding work agenda.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Capacity to manage competing priorities and meet strict deadlines.</li> <li>• Capacity to work effectively with a diverse range of people.</li> <li>• Capacity to effectively manage competing priorities.</li> </ul>
<p><b>Personal and Behavioural Requirements</b></p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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 improvement activities.</li> <li>• Responsibility for Professional Development: To ensure that skills and knowledge relevant to the employee's position are up to date, to attend staff education and development activities and implement/share new knowledge and skills. To attend all compulsory training session including orientation, fire and emergency training, and infection control</li> <li>• Philosophy of Care: To maintain an understanding of the philosophy of care of UA as expressed in the organisation's Objectives, Vision, and Values.</li> <li>• Code of Conduct: At all times, to work within the Code of Conduct of UA</li> <li>• Complying with Legislation and Regulations: To 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.</li> </ul>
<p><b>Chaplains specific provisions</b></p>	<ul style="list-style-type: none"> <li>• The UA Chaplain handbook provides guidance on matters where ministry with UA is distinct from the usual expectations of congregational ministry.</li> <li>• Chaplains are accountable to the Residential Services Manager(RSM)</li> <li>• At the conclusion of the first 3 months an appointment the chaplain and the RSM will review the initial period of ministry and identify and address any issues arising in the presence of the Director of Mission.</li> <li>• There will be an annual performance review with the RSM in the presence of the Director of Mission.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Where holistic care teams have been established in a facility the chaplain will be included.</li> <li>• Work from home or off-site will require the prior approval of the RSM.</li> <li>• Chaplains who are an ordained minister recognized by the UCA and remunerated through Synod' Central Stipend Services will also be governed by terms of placement and by the UCA handbook for ministers. Other chaplains will be employed in accordance with UA's current Enterprise Bargaining Agreement, EBA.</li> <li>• When a chaplain is in one of the specified ministries of the UCA, or a minister of another denomination serving in the role as a placement, the chaplain will be required to engage in presbytery meetings, Code of Ethics training and, when appointed as a member, Synod meetings as a part of their usual working time.</li> <li>• Where a chaplain has other UCA responsibilities (e.g) congregational placement) clear documentation must be developed to the satisfaction of the parties.</li> </ul>
<p><b>Special Requirements</b></p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Capacity and willingness to work within the ethos of the Uniting Church in Australia</li> <li>• Understanding of UA values and capacity to consistently demonstrate UA values at work</li> <li>• Capacity and willingness to travel throughout Victoria and Tasmania as required</li> <li>• Satisfactory National Criminal (Police) Records Check (PRC)</li> <li>• A willingness to have an annual Flu vaccination</li> </ul>