

POSITION DESCRIPTION PASTORAL CARE WORKER

OVERVIEW

Program:	Health & Wellbeing
Reports to:	Coordinator, Health & Wellbeing
Supervise:	Pastoral Care Volunteers, Students
Date of Last Review:	February 2018
Classification:	Social and Community Services Employee Level 3, Sacred Heart Mission Enterprise Agreement 2013 or subsequent Agreements

ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since opening our doors in 1982, the Mission has been providing a range of innovative, relationship based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides all our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

SHM has a number of staff committees across the organisation committed to championing best practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with respect and dignity. Our Green team has set targets for developing SHM's environmental profile as a sustainable organisation and as a leader in the sector.

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VISION

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

MISSION

Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion.

We do this by:

- Ensuring access to the necessities of food, clothing, housing, health care and specialised services.
- Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
- Delivering accessible, responsive, evidence informed and innovative services.
- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
- Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

PROGRAM INFORMATION

SHM is made up of four Divisions – Client Services, People & Strategy, Business Development and Business Services. Sacred Heart Central (SHC) sits within our Client Services Division and is made up of several programs that provide an integrated service approach, including:

- Support Services, which provide homelessness assistance (assertive engagement, crisis intervention, advocacy and support), Case Management, Assistance with Care for the Aged, a Wellbeing and Activities program, Partnerships with Alcohol and Other Drug Services and Mental Health Services, and a Homeless General Practice Clinic.
- The Meals Program, which provides a daily breakfast and lunch service (an average of 400 meals a day, every day of the year).
- The HoH Clinic, which provides complementary health services through a professional bank of volunteers including chiropractors, naturopaths, physiotherapists and other professionals.

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PURPOSE OF THE POSITION

This role provides meaningful pastoral care services to people in our care using principles which are culturally relevant, age appropriate and sensitive to the needs of our clients. The position objectives are:

- Effective and nurturing relationship management.
- Continual professional, personal and spiritual development.
- Commitment to team work.
- Effective and appropriate documentation and reporting.

KEY RESPONSIBILITIES

Accountability	Major Activities
Operational Processes	<ul style="list-style-type: none"> ▪ Keep documents and records relating to clients and pastoral care services up-to-date, using the SHM Case Management Framework, with appropriate referrals, assessment, interventions and outcomes clearly stated in SHIP and in line with the Standards of Practice of Spiritual Care Australia. ▪ Monitor, review and report on the effectiveness of pastoral care activities as required. ▪ Plan for the provision of supervision, training, instruction, information and equipment necessary for volunteer pastoral care staff to perform duties in a safe, effective and efficient manner. ▪ Maintain awareness of and fulfil 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. ▪ Regularly partake in spiritual supervision sessions throughout the year.
Client Relationships	<ul style="list-style-type: none"> ▪ Provide effective, person-centred, pastoral care to 6 clients supported over a period up to 6 weeks to assist them in working on their spiritual care goals. ▪ Provide effective, person-centred, pastoral care to clients and their families, irrespective of cultural background, denomination or faith tradition.

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	<ul style="list-style-type: none"> ▪ Support clients in hospital, as required, to provide support and comfort. ▪ Communicate and work collaboratively with the person in your care, their families and with staff members, volunteers to foster a shared understanding of the client's needs, expectations and the level and type of service required. ▪ Maintain confidentiality of those seeking pastoral care always, as far as possible, and within legislative requirements. ▪ Use discernment and appropriate referral when faced with difficult religious and spiritual needs. ▪ 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, integrity, respect and community across Engagement Hubs and other areas of Sacred Heart Mission, as well as other religious professionals, local community groups and provider organisations, including the relevant Local Government Authorities. ▪ Respect professional and personal boundaries.
<p>People Leadership</p>	<ul style="list-style-type: none"> ▪ Actively participate in staff meetings as an integral member of the pastoral care team. ▪ Actively engage in professional development relating to the role to enhance current performance. ▪ Actively engage and participate in the organisation's performance management framework and review processes. ▪ Act in a manner which upholds and positively models the organisation's Code of Ethical Behaviour. ▪ Model the values of Sacred Heart Mission of respecting and valuing the inherent dignity and uniqueness of each person, celebrating diversity, passionately pursuing social justice and inclusion.
<p>OH&S</p>	<p>Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.</p>

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RISK	All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).
CQI (Continuous Quality Improvement)	All SHM staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives. Staff are open to new ways of doing things, respond to challenges with innovative ideas and solutions and promote a continuous quality improvement culture.
TIC (Trauma Informed Care)	All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work including active participation in the supervision and performance development process.

MANDATORY REQUIREMENTS

- A current Criminal Records Check.
- A current Victorian Working with Children Assessment Notice.
- Valid driver's license to drive in Australia.
- A current First Aid Certificate.

QUALIFICATIONS

- Appropriate tertiary qualifications relevant to the delivery of Pastoral Care, e.g. Clinical Pastoral Education (CPE), Graduate Certificate or Graduate Diploma in Pastoral Care.
- Level 3 of the Spiritual Health Victoria Capabilities Framework for Pastoral Care & Chaplaincy

KEY SELECTION CRITERIA

- Proven experience in the provision of pastoral care in a community-based setting.
- Substantial experience in one of the following: homelessness, mental health, aged care.
- Computer literacy in Windows, Microsoft office Suite, Email and Internet.
- Experience in working with teams.
- Strong alignment with the Sacred Heart Mission values.

APPROVED BY MANAGER

ACCEPTED BY STAFF MEMBER

DATE

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES

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