



Position Description

CALVARY HEALTH CARE

Version: 1.0

Position Title:	Manager, Mission, Pastoral and Spiritual Services (Aged and Community Care)		
Position Number:		Cost Centre:	
Site/Facility:	<p>Calvary Aged & Community Care Services (CACS) in Victoria/Tasmania Region. Two positions to be filled, responsible for:</p> <ul style="list-style-type: none"> Central East and South East Victoria: <ul style="list-style-type: none"> Calvary Brighton; Calvary Windsor, Calvary Glen Waverley, Calvary Mount Waverley; Calvary Hallam; Calvary Mirboo Nth; Calvary Newborough; Calvary Doncaster East; Calvary Lakes Entrance; Calvary Lower Plenty; Calvary Rosanna; Calvary Bonbeach, Calvary Carrum; Calvary Sandhurst; Calvary Mount Eliza; Calvary Dandenong; Calvary Capel Sound; Calvary Rye. West (Tasmania) and Central (Victoria) <ul style="list-style-type: none"> Calvary Riverside; Calvary Sandhill; Calvary Anglesea; Calvary Torquay; Calvary Springvale; Calvary Springvale Sth; Calvary Ballarat; Calvary Wendouree; Calvary Bendigo; Calvary Colac; Calvary Endeavour Hills; Calvary Narre Warren Nth; Calvary Grovedale; Calvary Norlane; Calvary St Albans Park; Calvary Newport; Calvary Glenroy; Calvary Sunbury. 		
Department:	Mission		
Enterprise Agreement:	<i>Salary</i> Manager, Mission , Pastoral and Spiritual Services (Aged and Community Care)		
Classification:	<i>Salary</i>		
Reports To:	Regional Director of Mission (operationally & professionally) General Manager, Aged Care (s) (administratively)		
Date of Preparation:	May 2022	Date Updated:	28/10/2022

Primary Purpose

The Manager, Mission, Pastoral and Spiritual Services (Aged Care) is a leader in the overall provision of contemporary Pastoral and Spiritual Care in the tradition of the Little Company of Mary to residents, carers and staff in Calvary's aged care homes and community care services within the region of Victoria and Tasmania. This includes, but is not limited to:

- managing direct report staff,
- maintaining quality practice standards,
- developing referral pathways,
- resource allocation,
- financial accountability,
- service innovation and development and
- strategies that will aid in the development and promotion of Calvary's Mission in the designated Region.

Mission

- Assists develop and takes responsibility to implement policies, practices and procedures to ensure the integration of mission and values into all aspects of the service.
- Promotes education, benchmarking, measurement and reporting of mission integration activities as required by the Mission Governance Framework.
- Engages senior managers in promoting the mission focus areas established as a point of reference for governing our mission.
- Oversight of the celebration of Mary Potter awards and celebration of service, and other significant dates and events in the mission calendar e.g. NAIDOC week
- Uses a variety of resources to tell the story and support the charism of the LCM Sisters and Little Company of Mary Health Care in the context of the current models of person centred care.
- Supports volunteer services in their unique contribution to living the Spirit of Calvary 'Being for Others'.

Pastoral Care

- Responsible for developing and overseeing Pastoral Care services including the day to day management systems where required.
- Accountable for the development of safe, highly effective and quality pastoral care as outlined in Calvary's Pastoral Care Policy.
- Management of Pastoral Care aged care workforce within the region, ensuring effective orientation, induction, and ongoing professional development and supervision.
- Assisting each home to develop partnerships with faith representatives and cultural elders to enhance the spiritual care of residents and those being cared for at home.
- Education of staff, clients and residents on the scope and role of pastoral care services
- The provision of Pastoral Care services as required.

Spiritual Care

- Work with care staff to understand the provision of spiritual care within the broader Model of Care.
- Embed the concept of spiritual care within Calvary Community Care services.
- Encourages reflective practice at all levels of the service.

Organisational Environment

Founded in 1885 by the Sisters of the Little Company of Mary, Calvary is a charitable, not-for-profit, Catholic health care organisation. Our mission is to provide quality, compassionate health care to the most vulnerable, including those reaching the end of their life. With over 18,000 staff and volunteers, we have a national network of 14 Public and Private Hospitals, 72 Residential Care and Retirement Communities and 19 Community Care service centres.

Calvary continues the mission of the Sisters of the Little Company of Mary, a mission focused on caring for those who are sick, dying and in need. We express our values of hospitality, healing, stewardship and respect through "being for others" exemplified by the Spirit of Calvary and the example of Venerable Mary Potter.

As an equal opportunity employer, we value diversity and are committed to fostering a workplace that is respectful, welcoming and inclusive where people are supported to draw strengths from their identity, culture and community. We value the integral dignity of each person and we encourage applications from First Nations peoples, people living with a disability, LGBTIQ+ people, people who have come to Australia as migrants or refugees and veterans.

People and Culture

- Articulates and makes operational Calvary's mission and values within the region as a credible driving force for the common good.
- Models a leadership style that is collaborative, flexible and goal oriented; ensures that the values of hospitality, healing, stewardship and respect are reflected in undertaking the duties of the position.
- Develops, supports and engages in a team approach to leadership in the spirit of Venerable Mary Potter.
- Displays effective leadership in and brings clarity of vision to a complex setting, marked by religious, cultural and work style diversity.
- Works collaboratively with the Regional CEO, Regional DOM, General Managers (Aged Care) and their teams in articulating, promoting and communicating throughout the region, the healing ministry of Jesus as expressed in the philosophy, mission, vision and values of Calvary.
- Ensures the values of the organisation are reflected in its culture and the behaviours of its people.
- Actively promotes and engages in the nurturing of leaders, particularly senior managers.

Excellence in Care

- Models and promotes a culture of open disclosure, reliability and accountability.
- Works with GMs, home managers and relevant staff to offer inclusive experiences of spirituality, ritual and community to residents, clients and staff.
- Ensures ongoing ethical reflection, analysis and ethics education occurs within the service.
- Promotes Calvary's approach to end of life care including the ethical response to Voluntary Assisted Dying legislation, and supports staff to continue the Mission of the Sisters of the Little Company of Mary
- Promotes regular analysis and distillation of feedback from the people we serve, staff, volunteers and visitors.

Wise Stewardship

- Contributes strategically to the integration of services within the region.
- Regularly reports to and/or advises the Regional Director of Mission, General Manager and National Director of Mission in relation to all outcomes related to mission governance, the Mission Governance Framework and any emerging external and internal issues of non-compliance with ethical guidelines or the teachings of the Catholic Church.
- Complies with relevant Calvary WHS policies, procedures, work instructions and requests.
- Reports any incident or unsafe conditions that come to attention.
- Observes any additional requirements as outlined in Calvary's WHS Responsibilities, Authority and Accountability Table (published on Calvary Connect).

Service Development and Performance

- Assists home manager to implement appropriate orientation, formation and ongoing education for all staff, partners and contractors with regard to mission integration and related areas.
- Advocates for people most vulnerable and at-risk in the community and supports care-related initiatives
- Supports local environmental plans of action.

Community Engagement

- Develops and maintains integral relationships with Catholic communities, other faith traditions and key cultural groups and agencies to build partnerships for more effective, integrated health and home care.
- Facilitates a positive relationship with Church Leaders across the region.
- Liaises with other Calvary Directors of Mission Integration, Regional Directors of Mission and regional executive members to ensure the development of consistent practice across the organisation

Other requirements:

- Fitness for the role: Reasonable level of physical fitness in order to fulfil the inherent requirements of the role, in accordance with Calvary’s Manual Handling Policy and No Lift Policy. Included in this role but not limited to: bending, squatting, pushing, pulling, lifting, sitting, standing for extended periods and walking.
- Managing residents/clients with behaviours of concern: Some conditions can present challenging behaviours that require specialised management and understanding of the disease trajectory. Residents/clients for whom this applies require implementation of specific interventions to ensure safety, security, dignity and care planning that support the person’s individual requirements. Employees should be aware that they are likely to come into contact with people exhibiting these behaviours.
- Smoke Free: Calvary is a smoke free environment. All staff must comply with the relevant policy and procedure.
- Confidentiality: Maintain absolute confidentiality of staff and resident information in line with Calvary Policy and Guidelines.

Key Relationships	
Internal:	<ul style="list-style-type: none"> • Regional Director of Mission • National Manager, Pastoral Services • General Managers (Aged Care) regional • Home Managers • Pastoral Care Workforce • Residents, their families, and carers • Leisure and Lifestyle staff • All staff • Volunteers
External:	<ul style="list-style-type: none"> • Community groups and faith organisations, both regional and local to site e.g. Catholic parish • Professional organisations: Meaningful Ageing Australia, Spiritual Health Association, Catholic Health Australia • Sector providers • Providers of Spiritual Care/Cultural Elders/Veterans Association • Educational providers e.g. Clinical Pastoral Education
Position Impact	
Direct Reports:	<ul style="list-style-type: none"> • Pastoral Care workforce across the designated region/as determined by site
Selection Criteria	

- Experience and qualifications in pastoral/spiritual care and in one of the following areas: mission leadership, allied health, counselling, nursing or equivalent
- Experience in leading and managing a team(s) in a complex environment
- Demonstrated ability to build professional relationships through effective management of conflict, capacity to problem solve and make decisions, whilst maintaining personal integrity.
- Demonstrated ability to support people through times of transition and change, including end of life.
- Sound knowledge of the principles of Catholic health care, ethics and social justice teachings or willingness to develop such knowledge
- A demonstrated understanding of the philosophy and practice of contemporary pastoral care in an aged care setting
- Class C Driver's Licence

Employee Screening Checks: Employees must undergo a National Police Record Check and/or a Working With Children Check in accordance with the Calvary Policy; Vaccination compliance as per Calvary Occupational, Assessment, Screening and Vaccination Policy

Performance Evaluation

- **Probation:** Performance is evaluated against the key performance indicators as detailed in specific duties of the role and demonstrated integration of Calvary's Values and Mission during the minimum engagement/minimum qualifying period of employment of 3 [three] months.

Evaluation: Regular performance discussions and a formal annual review are conducted with the Regional Director of Mission, and Regional General Manager

Approvals

Appointed person's signature:

Date:

Manager's signature:

Date: