

# Director of Pastoral Services

## Role Description

<b>DIVISION / MATER MINISTRY</b>	Mission
<b>LOCATION</b>	Location
<b>REPORTING RELATIONSHIPS</b>	Reports to: Chief of Mission
<b>LEVEL OF ACCOUNTABILITY</b>	Director
<b>EMPLOYMENT STATUS</b>	Common Law Contract
<b>TRAVEL REQUIREMENTS</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If required <input type="checkbox"/> Frequently <input checked="" type="checkbox"/> Infrequently
<b>EMPLOYMENT CONDITIONS</b>	<input checked="" type="checkbox"/> Vaccination Category 1A
<b>DATE REVIEWED</b>	March 2023

### POSITION SUMMARY

The provision of Pastoral Care is a fundamental dimension of our mission and vision as a ministry of the Catholic Church. Reporting to the Chief of Mission, the role of the Director of Pastoral Services provides state-wide coordination, strategic leadership and strategic direction for the provision of high-quality spiritual care that is consistent throughout all Mater facilities and lives out the Vision, Mission and Values of Mater.

The Director of Pastoral Services promotes the development of the professional standing and practice of Pastoral Care as a vital element of the holistic care of body, mind and spirit. In line with this requirement, the Director of Pastoral Services oversees the development of an evaluative model that reflects the value of the provision of Pastoral Care within the patient experience.

The Director of Pastoral Services will assist the Chief of Mission in developing a pastoral team that demonstrates Mission aligned leadership, behaviours and decision-making in the development and provision of care to patients, families, carers and all Mater people.

## ORGANISATIONAL OVERVIEW

Mater is Queensland's largest and most innovative not-for-profit healthcare service, providing care for almost 700,000 patients a year across a network of 11 hospitals. We are a leader in healthcare, education and research — and that's because we employ exceptional people.

Delivering quality, compassionate care, in line with Mater's Mission and Values, we aim to be an employer of choice, committed to enabling our people with the supports they need to deliver a world-class service for our patients. They are at the heart of what we do, and we recognise they are what differentiates the Mater experience within our community.

## MISSION, VISION, AND VALUES

We are our Mission. For more than a century, we have existed to respond to unmet community need; to provide compassionate care to those who need it most. Our Mission, Vision and Values are our constant guide to make appropriate decisions for a sustainable, socially relevant service that is genuinely committed to the delivery of a healthy community for everyone.

All Mater team members are required to adhere to relevant professional standards and the Mater behavioural standards, including those that support the Mater Mission, Vision, and Values, and promote an ethical environment in accordance with the Code of Conduct. In doing so, it is expected team members will hold both themselves and others to account for these standards, with a focus on maintaining the quality and safety of services in which we provide across the state.

*Our mission*

We serve together to bring God's mercy to our communities through compassionate, transforming, healing ministries

*Our vision*

To empower people to live better lives through improved health and wellbeing

*Our values*



We honour and promote the dignity of human life and of all creation



We act with compassion and integrity

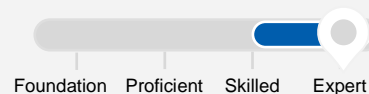


We strive for excellence

## ORGANISATIONAL ALIGNMENT

The Mater Capability Framework consists of six core capability groups, which encompass the individual capabilities and behaviours essential to driving performance excellence across our organisation: Personal Attributes, Build Relationships, Results Focused, Mission Drivers, Business Enablers, and Leadership and People Management. Each Mater team member is accountable for consistently performing, promoting and developing the capabilities and behaviours within the Capability Framework - as individuals and as a team.

**Position's required proficiency of Mater's Capability Framework:**



### Our six core capability groups

#### Leading self -

 <b>Personal Attributes</b>	Individual behaviours influenced by our values and ethical compass
 <b>Build Relationships</b>	Shape and maximise relationships with colleagues, patients and the community
 <b>Results Focused</b>	Drive and influence successful organisational outcomes
 <b>Mission Driven</b>	We serve together to bring God's mercy to our communities through compassionate, transforming, healing ministries

#### Leading others -

 <b>Business Enablers</b>	Boost effective service delivery and champion change management
 <b>Leadership &amp; People Management</b>	Inspire, engage and develop our people

## KEY PERFORMANCE REQUIREMENTS

Mater requires every Mater Person to understand and deliver on a series of accountabilities that are linked to the Mater strategy. Each Mater Person is held accountable for their own behaviour, performance and development, and for contribution to the strategic objectives and priorities. In addition, Mater managers and leaders are accountable to different extents for clinical outcomes, service and operational outcomes, financial outcomes, compliance and risk, interprofessional leadership and management of performance and accountability. This role is responsible for fulfilling the following accountabilities.

### *Position-specific responsibilities*

#### **Mission outcomes**

- Demonstrated commitment to the Mater Mission, Vision and Values through overseeing the provision of excellent Pastoral Services across Mater;
- Responsible for the development and implementation of a 5-year plan to deliver initiatives from the Pastoral Care Gap Analysis;
- Work with each facility manager to ensure they:
  - Develop and deliver on the Pastoral Services strategy and associated initiatives and priorities;
  - Support the continued growth and development of Pastoral Services and Pastoral Practitioners and;
  - Develop high-quality reports on service delivery, performance and outcomes for patients.
- Develop processes, systems and ways of working to maintain accountability and governance for Pastoral Services and ensure alignment to Canon law and the facilitation of sacraments for patients and their families;
- Coordinate pastoral network meetings, regional and group-wide meetings and communication channels to enhance mission opportunities, build capacity and sustainable practices across Mater;
- Provide input and advice to leaders and teams to ensure planning and decision-making, Pastoral service delivery and culture reflect the Mission and values;
- Provide leadership, professional support and consultation in the planning and oversight of pastoral care services across Mater;
- Ensure the expression and integration of the mission in the culture of Mater, across healthcare and in Pastoral services;
- Drive a culture of quality and continuous improvement through the collection and analysis of data and performance measures to review and evaluate the effectiveness of Pastoral Services;
- Work collaboratively with external organisations and peak bodies including Spiritual Care Australia, Catholic Health Australia and service and government agencies to establish networks and promote Pastoral Services within Mater;

- Accountability for the development and review of annual group-wide pastoral budget including providing direction to Mater health and mission on budget and financial decision making;
- Represent Mater professionally and effectively through participation in relevant industry forums and with relevant professional bodies;
- Participate in relevant Mission, clinical and other forums to promote Pastoral Services as part of the patient experience, policy development and implementation of initiatives;
- Work with regional facility Mission Integration Managers and General Managers in the recruitment of Pastoral Services staff;
- Develop protocols to ensure systems and processes are in place to support the credentialing and accreditation of Chaplains, faith groups and ministers of Holy Communion;
- Act as a mentor and resource to Pastoral Managers;
- Provide reports, presentations and information as required to Chief of Mission, Board, Mercy Partners and other groups.

### **Professional Development**

- Continually develop skills and acquire additional knowledge appropriate to the position;
- Actively seek and promote opportunities for further development;
- Demonstrate responsibility for professional development, supervision and self-care for self and others;
- Attend regular training and development sessions;
- Undertake all reasonable duties as directed by the Chief of Mission.

### **Communication**

- Communicate effectively with all staff and patients using the appropriate channels for informal and formal communication and escalation;
- Establish communication practices to ensure distribution of key information shared appropriately with key stakeholders;
- Create an environment where staff are actively encouraged to participate in service and organisational activities and decision-making;
- Develop strong collegiate relationships with other Mater leaders;
- Develop and maintain effective networks and relationships with all professional groups both within and external to the organisation in order to build proactive and visible partnerships in pursuance of service-related improvements.

### **Formation and Leadership**

- Provide leadership through effective personal, professional communication, interpersonal capabilities and change management;
- Oversee professional development for team and develop strategies for succession planning, recruitment and retention of staff;

- Work collaboratively with People and Learning to oversee employment arrangements ensuring consistency of qualifications, remuneration and entitlements across state facilities.

### KEY RELATIONSHIPS

Internal	External
<ul style="list-style-type: none"> <li>• Mission;</li> <li>• Staff and leaders;</li> <li>• All Mater ministries and corporate support services.</li> </ul>	<ul style="list-style-type: none"> <li>• Spiritual Care Australia, Catholic Health Australia, service and government agencies;</li> <li>• Professional bodies, related ministry organisations.</li> </ul>

### SELECTION CRITERIA

<h4>Qualifications</h4> <ul style="list-style-type: none"> <li>• Qualifications in Theology, Scripture, Ethics, Ministry or related studies;</li> <li>• A demonstrated understanding of the Catholic Faith, ethos of Catholic healthcare and its mission;</li> <li>• A demonstrated understanding of the Catholic Church's teachings;</li> <li>• A capacity to integrate the Church's teachings into mission and healthcare.</li> </ul>
<h4>Skills, knowledge and experience</h4>

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- Broad experience in Clinical Pastoral Care;
  - Proven leadership capability at senior levels;
  - Experience working in large, complex organisations or experience in health or community services (preferable);
  - Sound knowledge and understanding of the Catholic faith and Catholic faith traditions;
  - Demonstrated capacity to maintain and promote social, ethical and organisational norms in conducting business and mission initiatives;
  - In-depth knowledge and understanding of Pastoral-related trends and issues (preferable in a healthcare setting);
  - Experience and a proven ability to effectively initiate and deliver change, in a complex, fast-paced environment, through planned change management strategies and methodologies;
  - Ability to work with religious groups and faith communities;
  - Desirable – significant experience in the health sector and advanced understanding of Catholic teaching with regard to ethical issues in health care, business ethics and Catholic social teaching.
- Demonstrated experience as a strategic and influential leader;
  - Proven experience in strategic planning, policy and development of evidence-based practice, research and change management;
  - Significant experience in stakeholder management and relationship building;
  - Ability to articulate and integrate the Vision, Mission and Values of Mater into everyday actions;
  - Demonstrated capacity to manage competing priorities and deliver within expected timeframes;
  - Advanced written, oral and presentation skills;
  - Ability to engage, motivate, negotiate and influence key stakeholders internally and externally;
  - Sound knowledge of the governance and structures of the Catholic Church with capacity to build relationships between ministries of the Church.
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