

## Role Description

<b>Role Title:</b>	<b>Pastoral Care Practitioner</b>
<b>Organisation:</b>	Mater Misericordiae Ltd
<b>Service Stream/Division:</b>	Mission
<b>Department/Unit:</b>	Pastoral Care
<b>Date Created/Reviewed:</b>	05/07/2023
<b>Reports To:</b>	Senior Manager Pastoral Care
<b>Level of Accountability:</b>	Team Member
<b>Salary Range</b>	Health Practitioner Level 3

### Role Purpose

- To offer a professional listening presence, care and support to patients, relatives and employees, with special response to the many areas of human vulnerability associated with healthcare including anxiety, loneliness, stress, pain, grief, and joy.
- To assist people to access their own individual spirituality (faith or non-faith based) as they come to terms with their changing circumstances.
- To be with patients as they seek to discover meaning in their particular experience.
- To be a visible presence committed to living and expressing Mater and Catholic aligned values.
- Via this role, and as part of the multidisciplinary team, contribute to Mater's holistic, person-centred, quality, safe approach to healthcare.

### Behavioural Standards

This role requires the incumbent to adhere to the Mater behavioural standards including the Mater Mission, Values, Code of Conduct, Mater Credo as well as any other relevant professional and behavioural standards, translating these into everyday behaviour and actions, and holding self and others to account for these standards.

### Accountabilities

Every Mater Person is expected to understand and deliver on a series of accountabilities that are linked to Mater strategy, described in the table overleaf. Each Mater Person is held accountable for his or own behaviour, performance and development, and for contribution to five strategic objectives: Safety, Experience, Quality, Efficiency and Financial Viability. 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 of is responsible for fulfilling the following accountabilities:

<b>In this Role</b>	
Role requirements	Is clear on the behaviours, tasks and accountabilities that are associated with the role, fulfils mandatory and professional competency requirements, contributes to own performance development planning, proactively seeks feedback, carries out individual development plan and actively contributes to working with Mater teams.
<b>As a Mater Person</b>	
Safety	Every decision and every action taken has safety as its guiding principle.
Experience	Consistently seeks to meet or exceed each and every person's service expectations, each and every time through the provision of differentiated customer service.
Quality	Consistently seeks to continuously improve the quality of our service, through contributing to delivering evidence based low variability healthcare.
Efficiency	Seeks opportunities to deliver services for more people within existing resources, which means being innovative and focussed, and demonstrating strong stewardship of our finite resources.
Future Viability	Consistently seeks to improve, innovate and evolve, through looking for new trends and opportunities which will ensure Mater can meet the challenges of the future by making sensible decisions today.

### **Role Specific Expectations**

- Engage in pastoral care at the hospital beside and in hospital ambulatory settings, ministering with compassion and empathy, listening, caring and supporting in whichever way is most beneficial to patients and families. This would be in response to direct referrals from other employees, or via regular ward visitation by the Pastoral Care Practitioner.
- Pray with and for patients and families when appropriate or requested.
- Respond to the pastoral and spiritual needs of patients and their families, including responding to requests for sacramental ministry.
- Perform an advocacy role where necessary and appropriate.
- Participate regularly with other members of the healthcare team in ward or department meetings or their equivalent, and in discussion with clinicians as a means of optimising patient care and experience.
- Liaise with other members of the Pastoral Care Team for the purposes of team cohesion and to facilitate continuity of and safe patient care.
- Accept referrals for any person who desires the assistance of Pastoral Care, and, when appropriate, refer people to other appropriately qualified clinicians and care-givers within the hospital or in the wider community.
- Work with sensitivity to a multi-faith environment, engaging people where necessary.

- Engage a Catholic priest when necessary to respond to specific needs of Catholic patients.
- Engage Faith Group Representatives for patients and their families as required.
- Help organise rituals at ward or department level, and other organisation-wide events such as annual memorial services with the support of the multidisciplinary team including social work and other allied health practitioners, medical, nursing and administrative employees.
- Accurately record and handle documentation and information.
- The role requires occasional weekend and public holiday work.
- While pastoral care practitioners are assigned to clinical areas, flexibility is expected to enable the pastoral care service to be responsive to changing hospital and patient requirements.

### **Qualifications**

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- Demonstrated understanding and leadership in the expression of the Mission of Mater, especially the statement “following the example of Christ the Healer, we commit ourselves to offering these services to all without discrimination.”
- A clear understanding of continuing the Mercy Tradition as carried forward through Mercy Partners.
- To be a person of appropriate spiritual maturity based on an active and living faith.
- Demonstrated competence in theology, theory and practice in pastoral care.
- Ability to appreciate different faith traditions, value systems, beliefs and practices.
- Hold an undergraduate or postgraduate qualification in a Human Services related field such as Counselling/Psychology/Interfaith/Theology
- Attainment, progress towards or intention to study towards a Clinical Pastoral Education (CPE) qualification
- Demonstrated high level of interpersonal and communication skills to establish rapport and effective communication with a diverse range of patients and colleagues.
- Demonstrated practical experience in a Pastoral Care Role, particularly within a healthcare, hospital or human services setting.
- Proven ability to perform as a member of inter-professional teams.
- A clear understanding of and alignment with the requirements of workplace health and safety.
- Skilled at monitoring their own ‘inner life’ via external professional supervision that focuses on monitoring and ensuring safe practice, active participation in performance development planning and review opportunities with their Mater manager, and with insight into their own personal development needs.

### **Clinical / Technical Competencies**

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- Unrestricted Driver's License
- Competent technology and computer skills

## Capabilities

Mater's Core Capabilities	Elements	Required proficiency for Role <sup>1</sup>				
		Foundation (Team Member)	Proficient (Team Leader)	Skilled (Manager)	Expert (Director)	Mastery (Executive)
<b>Building high-performance interprofessional teams:</b> Builds high performance interprofessional teams by developing talent and building trust	Vision and direction Implementation of strategy Interprofessional practice and education Team leadership Team development Identifying and nurturing talent Building trust	✓				
<b>Accountability:</b> Role models respectful accountability, effectively holds self and others to account through constructive feedback and dialogue	Holding to account Feedback and dialogue Drive for results	✓				
<b>Learning Agility:</b> Is comfortable with complexity and ambiguity, rapidly learns and applies new skills and is successful in first time challenging situations	Comfort with ambiguity Applies learning to achieve success in challenging first-time situations Critical thinking	✓				
<b>Enacting behavioural change:</b> Skilled at enacting sustainable behavioural change in people (through workflows, habits and clinical practice) to achieve improvements	Influencing perception Generating emotional responses (tempered by rational responses) Shaping behavioural decision making Mobilising and sustaining behaviour change	✓				

### <sup>1</sup> Proficiency descriptors

- **Foundation:** demonstrates application of capabilities for performing core requirements of the role **and**
- **Proficient:** demonstrates application of capabilities to others in team **and**
- **Skilled:** developed capability in others in a proactive and structured manner **and**
- **Expert:** mobilises collective capability across teams **and**
- **Mastery:** is a role model within and outside the organisation and expertise as a leader in field is sought out