

# POSITION DESCRIPTION

## Pastoral Carer

<b>Core Mercy Values:</b>	<i>Compassion, Hospitality, Respect, Innovation, Stewardship, Teamwork</i>		
<b>Position title:</b>	Pastoral Carer	<b>Employee name:</b>	
<b>Entity/Group:</b>	Mercy Health	<b>Date:</b>	
<b>Business Unit/Department:</b>	Mercy Health – Aged Care		
<b>Position reports to:</b>	Service Manager, Pastoral Care Manager	<b>Positions reporting to this one:</b>	<ul style="list-style-type: none"> <li>• Visiting Ministers of Religion</li> <li>• Pastoral Volunteers</li> <li>• Communion Ministers</li> </ul>
<b>Position Purpose:</b>	<ul style="list-style-type: none"> <li>• To deliver high quality pastoral care for residents, families and staff</li> <li>• To respond effectively to the diverse spiritual and religious needs of residents</li> <li>• To promote a contemporary understanding of pastoral and spiritual care with residents, families and staff</li> </ul>		
<b>Qualifications:</b>	<b>ESSENTIAL:</b> <ul style="list-style-type: none"> <li>• At least one unit of Clinical Pastoral Education or other relevant pastoral care qualification</li> <li>• Theological and/or other relevant graduate qualifications</li> <li>• Proficient computer skills</li> </ul>		
<b>Resource Management:</b>	<b>Total staff management (FTE):</b> <b>Annual Operating Expenditure:</b> <b>Annual Capital Expenditure:</b>	N/A	

<b>Mandatory Organisational Competencies required</b>	<b><i>Personal Competencies required</i></b>	<b><i>Job Competencies Required</i></b>
<ul style="list-style-type: none"> <li>• Orientation</li> </ul>	<ul style="list-style-type: none"> <li>• Consistently shows respect and compassion to all</li> </ul>	<ul style="list-style-type: none"> <li>• Adhere to the philosophy, policies, procedures and protocols of Mercy Health Aged Care's pastoral practice.</li> </ul>
<ul style="list-style-type: none"> <li>• Equity &amp; Inclusion</li> </ul>	<ul style="list-style-type: none"> <li>• Practices with a high level of integrity and professionalism</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of and commitment to customer focused service.</li> </ul>
<ul style="list-style-type: none"> <li>• Emergency Procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Excellent interpersonal and effective communication skills</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrated ability to effectively liaise with a multidisciplinary team, incorporating the family in all aspects of care.</li> </ul>
<ul style="list-style-type: none"> <li>• Work Health &amp; Safety</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrated leadership qualities</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience in aged care/healthcare chaplaincy or pastoral ministry</li> </ul>
<ul style="list-style-type: none"> <li>• Infection Control</li> </ul>	<ul style="list-style-type: none"> <li>• Active faith commitment and demonstrated pastoral ability.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrated counseling skills.</li> </ul>
<ul style="list-style-type: none"> <li>• Complaints Management</li> </ul>	<ul style="list-style-type: none"> <li>• Supportive of Catholic Ethos</li> </ul>	<ul style="list-style-type: none"> <li>• Sound knowledge of Catholic beliefs and practices.</li> </ul>
<ul style="list-style-type: none"> <li>• Elder Abuse</li> </ul>	<ul style="list-style-type: none"> <li>• Consistently demonstrates a high level of empathy and emotional support to all residents</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to take on all administrative tasks in relation to the accountability of one's pastoral practice</li> </ul>
	<ul style="list-style-type: none"> <li>• Sound knowledge of self in relation to medical and grief issues.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to work in a multicultural and multi faith setting and respect cultural and religious differences.</li> </ul>

<b>Key Result Areas</b>	<b>Key Activities</b>	<b>Standard Measures</b>
<p><b>MERCY VALUES</b></p> <p>Responsible for upholding the Values and Mission of Mercy Health</p>	<ul style="list-style-type: none"> <li>• Ensure the values of Mercy Health are incorporated into daily practices in relation to all pastoral care activities by -               <ul style="list-style-type: none"> <li>○ being compassionate and providing support to residents, families and staff.</li> <li>○ consistently showing respect and valuing each person's dignity.</li> <li>○ seeking opportunities for innovation and improvement.</li> <li>○ working collaboratively with others</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Acts professionally at all times and in a manner which exemplifies the values of Mercy Health</li> </ul>
<p><b>PERSON CENTRED CARE</b></p> <p>Demonstrate and uphold the Mercy Way by providing care based on the individual beliefs, needs and wishes of each resident.</p>	<ul style="list-style-type: none"> <li>• Attend to the emotional and spiritual needs of residents.</li> <li>• Understand, acknowledge and address the plagues of loneliness, helplessness and boredom.</li> <li>• When possible assist and deliver lifestyle initiatives to improve the overall health and wellbeing of residents.</li> <li>• Respect and honour the individual wishes of each resident.</li> <li>• Create and promote an environment that is positive, vibrant, fun, spontaneous and filled with meaning.</li> <li>• Promote safety, security and optimal health for residents.</li> </ul>	<ul style="list-style-type: none"> <li>• Increased lifestyle satisfaction for each resident.</li> <li>• Demonstrated attitude which is positive and supportive.</li> <li>• Treats each resident as an individual, by actively listening and respecting their wishes.</li> <li>• Encourages feedback and support from residents</li> <li>• Active participation to promote close and continuing contact with children, plants and animals</li> <li>• Contributes to ensure residents receive their best day possible.</li> <li>• Reports any signs of loneliness, helplessness or boredom.</li> </ul>
<p><b>LEADERSHIP AND MANAGEMENT</b></p>	<ul style="list-style-type: none"> <li>• Support and educate staff within the home in relation to providing emotional and spiritual support.</li> </ul>	<ul style="list-style-type: none"> <li>• Accountable for a high standard of care which is tailored to the pastoral needs of the diversity of residents in the home.</li> </ul>

<p>Demonstrate managerial behaviours to ensure excellence in the delivery of the Pastoral Care service.</p>	<ul style="list-style-type: none"> <li>• Liaise effectively with representatives of all faiths represented in the resident profiles</li> <li>• Recruit, train and support pastoral volunteers (e.g. Communion Ministers and pastoral visitors) as needed.</li> <li>• Work collaboratively with visiting Ministers of Religion</li> <li>• Adhere to Accreditation processes.</li> <li>• Promote, identify and facilitate continual improvement within the pastoral care service.</li> <li>• Conduct regular reviews of pastoral care activities based on feedback from others.</li> </ul>	<ul style="list-style-type: none"> <li>• Maintains appropriate level of pastoral contact with all residents.</li> <li>• Seeks opportunities to be innovative and shows evidence of continual improvement of pastoral practice</li> <li>• Communicates openly and honestly as an effective team member</li> </ul>
<p><b>PASTORAL CARE</b> Provides emotional and spiritual for residents, families and staff.</p>	<ul style="list-style-type: none"> <li>• Complete a Pastoral Care Assessment and Care Plan for each resident and tailor pastoral interventions accordingly.</li> <li>• Involve the residents, family and/or significant others in the plan and implementation of pastoral care as appropriate</li> <li>• Facilitate the support of residents and families with their emotional and spiritual needs.</li> <li>• Provide opportunities for religious services and appropriate rituals within the home</li> <li>• Prepare and lead celebrations for Mercy Day, Easter and Christmas and other significant occasions</li> <li>• Prepare and lead a Memorial Service/s in remembrance of deceased residents</li> <li>• Adhere to Mercy Health Policies and Procedures and Catholic Health Australia's</li> </ul>	<ul style="list-style-type: none"> <li>• Completed Pastoral Care Assessments and Care Plans for each resident and Care Plans are reviewed periodically</li> <li>• Completed charting of pastoral care activity and relevant progress notes for each resident</li> <li>• Regular pastoral ministry for residents in low and high level care and on a needs basis to independent residents.</li> <li>• Inclusion of religious services and other pastoral care activities in the monthly Lifestyle calendar</li> <li>• Celebrations are held for Mercy Day, Easter, Christmas and other significant celebrations</li> </ul>

	<p>Code of Ethical Standards</p> <ul style="list-style-type: none"> <li>• Manages and addresses complaints/feedback.</li> <li>• Act as an advocate for residents in relation to their spiritual and religious needs.</li> <li>• Provide an appropriate level of support for staff and encourage staff to access the Employee Assistance Provider as required.</li> </ul>	
<p><b>COMMUNICATION</b></p> <p>Ensures effective lines of communication are maintained both for internal and external customers.</p>	<ul style="list-style-type: none"> <li>• Effective and appropriate patterns of communication are maintained with residents, families, managers and colleagues</li> <li>• Documentation meets all ethical and legal requirements</li> <li>• Uphold confidentiality of pastoral relationships (verbal, written or electronic) and utilize appropriate channels of communication when dealing with resident and staff issues.</li> <li>• Ensure staff have adequate access to pastoral activities and services.</li> <li>• Maintain accurate records of pastoral care activity and submit reports as required.</li> <li>• Actively promote a harmonious working environment.</li> </ul>	<ul style="list-style-type: none"> <li>• Progress notes and other documents provide an accurate and objective account of the pastoral support provided to a resident.</li> <li>• Liaises effectively with staff and external and internal stakeholders.</li> <li>• Staff have access to the contact details of visiting religious ministers</li> <li>• Pastoral reports are submitted by the due date</li> </ul>
<p><b>SAFE ENVIRONMENT</b></p> <p>Manages a safe working environment. Takes reasonable care to protect the health and safety of</p>	<ul style="list-style-type: none"> <li>• Maintain practice within framework established by policies, procedures and protocols of Mercy Health, including OH&amp;S.</li> <li>• Report hazards, near misses and injuries immediately</li> </ul>	<ul style="list-style-type: none"> <li>• Anticipates and instigates changes required to ensure safe practices are maintained within the home</li> <li>• Continually updates and maintains knowledge of all emergency procedures and participates in disaster planning exercises.</li> <li>• Mandatory training is up to date</li> </ul>

<p>themselves, fellow staff and others in the workplace.</p>	<ul style="list-style-type: none"> <li>• Complete incident reports</li> <li>• Comply with risk management policies and procedures and instruction</li> <li>• Demonstrate supportive behaviours for colleagues</li> <li>• Participate in training and meeting regarding safety.</li> <li>• Take responsibility for appropriate time management</li> <li>• Maintain professional boundaries</li> </ul>	<ul style="list-style-type: none"> <li>• Undertake incident investigation when necessary</li> <li>• Attention to appropriate self care</li> </ul>
<p><b>PROFESSIONAL DEVELOPMENT</b> Accepts responsibility for own professional development</p>	<ul style="list-style-type: none"> <li>• Undertake regular professional supervision of pastoral practice</li> <li>• Attend and participate in professional development days organized for the pastoral care team and other professional development opportunities where possible</li> <li>• Attend ongoing training opportunities provided in the home</li> <li>• Provide ongoing education about pastoral services to staff at orientation and at other opportunities</li> <li>• Participate in the annual Performance Development Review process.</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of ongoing education and professional development.</li> <li>• Contributes to the pastoral education of staff increasing their knowledge of formal pastoral care and the pastoral nature of everyone's role.</li> <li>• Completed annual Performance Development Review</li> </ul>

**Employee's Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_

