



Position Description

Position Title:	Head of Mission Services		
Position Number:	TBC	Cost Centre:	Mission (J1805)
Site/Facility:	National		
Department:	Mission		
Enterprise Agreement	<i>salaried position</i>		
Classification:	<i>salaried position</i>		
Reports To:	National Director, Mission and People		
Date of Preparation:	1 November 2023	Date Updated:	5 July 2024

Primary Purpose

The Head of Mission Services at Calvary plays a pivotal role in upholding and advancing the organization's vision, mission, values, and commitment to holistic care. This leadership position is responsible for ensuring that Calvary Healthcare's mission and values are integrated into all aspects of the organization's operations, culture, and services. In particular, the Head of Mission Services is responsible to the National Director, Mission and People for ensuring that the organisation continues to demonstrate an authentic Catholic identity as expressed in its charism as a service of Calvary Ministries (the Trustees), who continue the mission of the Sisters of the Little Company of Mary.

Key Responsibilities

- Mission Governance:** Ensure that mission focus areas of the organisation are clearly articulated, understood, that outcomes are established, demonstrated, communicated and evaluated.
- Mission Integration:** Ensure that Calvary's mission and values are embedded throughout the organization and guide decision-making at all levels.
- Spiritual and Ethical Leadership:** Ensure that spiritual and ethical guidance is provided to staff, patients, residents, clients and families, fostering a culture of compassion, respect, and empathy.
- Community Engagement:** Ensure that services maintain relationships with the local community, religious leaders, and stakeholders to promote Calvary's mission and values.
- Spiritual Care Services:** Oversee the governance and leadership of Calvary's pastoral and spiritual care services.
- Mission Education:** Ensure that services develop and implement programs to educate staff on the organization's mission, values, and ethical standards.
- Ethical Decision-Making:** Ensure that the organization has visible and accountable ethical decision-making processes, particularly in complex medical and care situations.
- Advocacy:** With the strategy and planning teams, ensure Calvary maintains a focus on the underserved and vulnerable populations, aligning Calvary Healthcare with social justice and the common good.
- Mission Reporting:** Monitor, evaluate, and report on the effectiveness of the mission governance, mission integration and ethical practices within the organization.

10. **Collaboration:** Collaborate with Calvary leaders to ensure that the mission and values inform the Strategic Intent of the organisation and underpin Calvary's actions and operations.

The Head of Mission Services at Calvary Healthcare is a key figure in ensuring that the organization's mission and values continue to guide and inspire every aspect of its work, ultimately enhancing the experience and the well-being of the community it serves.

Organisational Environment

In 1885, six courageous Sisters sailed into Sydney to continue the mission of Venerable Mary Potter and the Sisters of the Little Company of Mary to care for those in need. Thus began Calvary's enduring legacy of care in Australia. Today, we continue their mission, in our hospitals, home and virtual care services, retirement living and residential aged care homes across five states and two territories.

Calvary brings the healing ministry of Jesus to those who are sick, dying and in need through "being for others". Calvary's values of hospitality, healing, stewardship and respect are visible in how we act and treat each other. They are expressed in the [Spirit of Calvary](#) and demonstrated through the example of [Venerable Mary Potter](#) and the Founding Sisters.

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.

Accountabilities and Key Result Areas

People and Culture:

- Practice in accordance with Calvary and relevant Government Health policies and procedures, the position description, Code of Conduct and industrial agreements.
- Work in accordance with the mission and vision of Calvary and actively participate in developing a culture that promotes Calvary's values of healing, hospitality, stewardship and respect.
- Work strategically with Regional CEOs, Regional DoMs, Direct Reports and the National Director, Mission and People in articulating, promoting and communicating the healing ministry of Jesus as expressed in the philosophy, mission, vision and values of Calvary.
- Ensure that mission and pastoral care services are of high quality and effectively governed.
- Ensure the development of mission and pastoral care services for all newly acquired and redeveloped Calvary services.
- Ensure that the mission focus areas, established as a point of reference for governing our mission, are well understood and that agreed outcomes are demonstrated.
- Ensure initiatives developed in accordance with the Mission Governance Framework are implemented, accounted for, evaluated, communicated and continuously improved. Provide the National Director, Mission and People with quarterly and annual reports on progress.
- Ensure the provision of orientation and formation resources, programs and campaigns for leaders, executives and managers that
 - promote the alignment of professional practices and care delivery and

- build collegial relationships
- impart our core mission values, inclusive of the heritage and charism of the Sisters of the Little Company of Mary.
- Ensure that reward and recognition systems celebrate staff commitment to the spirit of Calvary.
- Ensure that relevant policies are developed, well consulted, communicated, implemented, effective and evaluated.
- Manage the Regional Directors of Mission and members of the National Mission Services Team.
- Model and promote effective leadership and professional behaviour, attentive to
 - supporting staff to provide holistic care for patients, clients, residents, their families and carers,
 - the complexity of Calvary settings, and
 - religious, cultural and work style diversities in a time of change.
- Contribute to the development of a culture of awareness and accountability where people and their performances are managed against the values.
- Actively participate in, and lead, relevant committees and forums aimed at promoting and facilitating the integration of mission in all services and operations across the organisation.
- Ensure safe working conditions in all areas of responsibility.

Excellence in Service Delivery:

- Ensure that mission governance is effective and robust.
- Oversee the governance and leadership of Calvary's pastoral and spiritual care services.
- Build, promote and instill open disclosure, highly reliable and accountable cultures.
- Ensure that the organization has visible and accountable ethical decision-making processes, particularly in complex medical and care situations. Ensure policies, practices and procedures reflect the Catholic Ethical tradition and the integration of mission and values in all aspects of Calvary services.
- Inculcate ethical decision-making behaviours throughout the Services in organisational and clinical ethics and justice within the context of the Catholic moral tradition
- Ensure education, benchmarking, measurement and reporting of mission integration activities within the Service as required by the Mission Governance Framework.
- Report regularly to the National Director, Mission and People, on mission activities.

Excellence in Service Development:

- Ensure the Mission Plan is reviewed annually and that proposed actions are effective in contributing to the outcomes sought.
- Ensure Calvary's Discernment framework is integrated into normal business processes, is understood by Calvary leaders and is demonstrably used by decision makers.

- Ensure the development of strategies, initiatives and programs that communicate the mission and values of Calvary in a contemporary way.
- Contribute to the development of Calvary's strategic Intent and National Action Plan.
- Ensure that mission services integrate and leverage the wider Calvary group.
- Ensure Calvary services attend to the induction, orientation and ongoing support of doctors and all who partner with Calvary in the delivery of person-centered care.

Wise Stewardship

- Contribute strategically at Executive Level in relation to all facets of the services and position the organisation for the future.
- Exercise delegations and authority in accordance with Calvary National Delegations Manual.
- Protect the interests of Calvary in respect of all matters.
- Provide leadership to and oversee the management of psychosocial, pastoral, volunteer, and chaplaincy Services.
- Assist direct reports, other managers and the mission team to develop and monitor annual budgets for mission, pastoral care and volunteer departments/services.
- Ensure services both reflect Calvary's Catholic identity and welcome all regardless of their backgrounds and faiths.
- Regularly advise the National Director, Mission and People on all outcomes related to the Mission Governance Framework and any emerging external and internal issues of non-compliance with ethical guidelines and/or the teachings of the Catholic Church.
- Oversight of chapels and sacred spaces, liturgical compliance, Archdiocesan and Diocesan protocols and the maintenance of heritage spaces, artworks and artefacts.
- Representative roles on committees internal and external.
- Foster and support environmental stewardship initiatives.

WH&S Responsibilities:

- Take reasonable care of your own health and safety and the health and safety of others in the workplace;
- Comply with relevant Calvary WHS policies, procedures, work instructions and requests;
- Report to your supervisor any incident or unsafe conditions which come to your attention;
- Observe any additional requirements as outline in Calvary's WHS Responsibilities, Authority and Accountability Table (published on Calvary intranet)

Key Relationships

Internal:	<ul style="list-style-type: none"> • National Director, Mission and People • Head of Fundraising & Philanthropy • Heads in the People function
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	<ul style="list-style-type: none"> • National Cultural Adviser (First Nations) • NCEO and National Executive Leadership Team • Regional Directors of Mission • Heads and National Managers • Leaders, executives, staff and volunteers in each region • Directors of Mission (Integration) in the regions • Managers of Mission, Pastoral and Spiritual Services in the regions • National Mission Team • LCM Region
External:	<ul style="list-style-type: none"> • Heads of Mission of CHA Member Services • Roman Catholic Archdioceses and Dioceses and their Ministries • Other Catholic services and organisations • Religious leaders, communities and organisations • Catholic Health Australia • Plunkett Centre for Ethics
Position Impact	
Direct Reports:	<ul style="list-style-type: none"> • Regional Directors of Mission • National Manager, Formation • National Manager, Pastoral Services • National Manager, Mission Assurance, Insights and Projects • National Manager, Volunteer Services • Mission and Ethics, Support Officer
Budget:	<i>At least \$2.5M direct budget responsibility.</i>
Selection Criteria	
Essential	
<ul style="list-style-type: none"> • Post-graduate qualification(s) (or equivalent) in Theology, Psychology, Ministry, Social Sciences, Education, Clinical Care or related studies. • Demonstrated integrity, professionalism and capability to lead individuals and communities through times of uncertainty, change and transformation. A team builder. • Person of faith who is well formed and practiced in the Catholic tradition and ethical principles, including demonstrated ability to develop, uphold and articulate the Catholic identity of the organisation. • Outstanding emotional intelligence and communication, facilitation, interpersonal, relationship building, risk, executive and stakeholder management skills. • Strong analytical skills and a demonstrable understanding of governance. • Skilled in developing close alignment between mission, strategic priorities and organisational culture leading to effective action. • Sound knowledge of the principles of Catholic health care and Catholic theology and able to articulate and integrate into health care ministry the key principles of Catholic theology, understanding the plurality of religions and cultures that will be encountered among staff, volunteers, patients and their families and the community. 	
Desirable	
<ul style="list-style-type: none"> • Demonstrated Experience in one or more of the following areas: change management, human psychology, ethics, counselling, adult education, mission integration, health services or other not-for-profit management. • Knowledge of consumer participation and health promotion principles. 	

- Understanding of the key current and likely future operating environment in the health, community and aged care sector and health care ministry.

Approvals

Job Holder's signature:

Date:

Manager's signature:

Date: