

Pastoral Care Practitioner

Primary Purpose

The Pastoral Care Practitioner participates as a member of the care team in the delivery of services to residents and their family members, and is responsible for ensuring that the diverse pastoral and spiritual needs of residents, their families and staff are identified and responded to.

The position of Pastoral Care Practitioner is part of an integrated team of people working within an established and agreed framework supporting the resident to live their best life

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.

Responsibilities

Approved by: National Executive Advisor Aged Care

Approved Date: 3.5.23

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Review Date: May 2025

Excellence in Service Delivery:

- As a member of the care team and content expert, contribute individual spiritual assessments for each resident, on admission, and as needs change throughout their time in the home.
- Ensure a spiritual care plan is completed with the consent of the resident (or their nominated decision maker), and is based on the assessment of the resident's emotional and spiritual well-being, choices, preferences, needs, and using resources that are identified and integrated with clinical and lifestyle care plans.
- Supports the resident by paying attention to what gives the resident's life meaning and where meaning has been disrupted as they experience the transitions of ageing.
- Provide bereavement support and care to families/carers and significant others of deceased residents as within scope of practice and in conjunction with other members of the care team.
- Provide social and emotional support to all residents ensuring that care provision is holistic and person centred.
- Work within the scope of practice of an experienced pastoral care practitioner ensuring that consultation with a faith representative is conducted if spiritual concern is faith specific.
- Maintain a referral system to enable access to those able to assist in complex situations.
- Support residents to participate in practices and rituals which maintain and nurture the connections important to them and reflect their lived experience. Particularly those requiring memory support; who are dying; grieving the death of a resident; as required - private or communal, formal or informal, in person, and/or via technology. (video call, podcasts, virtual reality)
- Ensure that sacred, cultural, religious and other special days, festivals, periods of religious observance and celebrations, which are significant to the resident population and staff, are observed on an individual and group basis and where possible, in conjunction with the local community. Including celebration of our LCM heritage and Catholic traditions
- Ensure documentation is accurate and complies with legal requirements
- Uses the appropriate referral processes within the home and to external services e.g. faith/cultural representatives, as required.

Excellence in Service Development:

- Assist in the Implementation of local and Calvary pastoral care initiatives to meet resident needs.
- Actively participate in Calvary and other external benchmarking processes when required.
- Contribute to accreditation and quality plan requirements in the delivery of pastoral care services.

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- Contribute to the evaluation of improvements including audit processes in the delivery of pastoral care services

Wise Stewardship

- Maintains a working knowledge of relevant laws, Acts, regulations, standards and guidelines that affect responsibilities, and incorporating them into all aspects of practice.
- Under the direction of management will help integrate the relevant industry standards, legislation and common law requirements into work practices.
- Maintains and updates knowledge base to ensure safe practice and effective performance in the workplace.
- Understands and protects the rights, needs and responsibilities of the residents including their dignity of risk.

People and Culture:

- Practice in accordance with Calvary and relevant Government 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.
- Promote and contribute to person-centred and resident-led care
- Participate in all training relevant to their role at Calvary and assist in training others where reasonably directed to do so.
- Assisting to orientate and train new staff to the team as requested by the Home Manager
- Develop and maintain excellent relationships with families, visitors and the community

Work Health & Safety***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
- Report all hazards, maintenance required and equipment in need of repair or service

Key Relationships

Internal:	<ul style="list-style-type: none"> • Residents & family members • Manager, Mission, Pastoral and Spiritual Services/Regional Director of Mission • Home Manager/s • Volunteers • Calvary Aged Care Pastoral Care team members
External	<ul style="list-style-type: none"> • Local Faith Tradition representatives • Community and cultural groups e.g. Aboriginal Elders, Veterans • Support agencies relevant to the role

Position Impact

Direct Reports:	NA
Budget:	NA

Selection Criteria

- Recent experience working in a pastoral care role in either aged care, health care or community settings.
- A relevant qualification in clinical pastoral education (CPE), pastoral counselling or equivalent.
- Demonstrated understanding of and experience working in a multidisciplinary team
- Highly effective interpersonal skills in working with vulnerable people.
- Understanding of the pastoral and spiritual needs of residents living in a residential aged care setting.

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- Demonstrated ability to undertake spiritual assessments and care plans.
- Demonstrated capacity for reflective practice
- Understanding of various faith traditions including mainstream Christian denominations
- Demonstrated ability to prepare and lead meaningful rituals and celebrations including prayer and/or partner with faith representatives to provide same.
- Current National police check
- Vaccination status compliant with standards required for workers in Aged Care.

NB This position aligns with Independent Practitioner Level 2 (as per Spiritual Care Australia Capabilities Framework June 2023)

Approvals

Employee Name & Signature:

Date:

Manager Name & Signature:

Date: