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| **Position title** | Pastoral Assistant | **Business unit** | Executive |
| **Reports to** | Director of Mission | **Levels to Chief Executive Officer** | 2 |
| **Classification** |  | **Number of direct reports** | 0 |
| **Sawtell Catholic Care (SCC) Vision and Mission** | **Our Vision**  An inclusive community of Christian care  **Our Mission**  We care by actively serving our community with Christian compassion  **Our Values**  Love, Respect, Justice and Courage | | |
| **Summary of the position’s purpose** | The Pastoral Assistant supports our mission by assisting the Director of Mission and providing pastoral care throughout Sawtell Catholic Care (SCC)  The Pastoral Assistant exercises an ecumenical model of spiritual care to meet the individual needs of residents, irrespective of their personal religious and cultural beliefs.  The Pastoral Assistant collaborates with other members of the SCC team to provide a holistic, person-centred care model through a focus on its core Catholic mission and values  The Pastoral Assistant provides pastoral spiritual support for staff as required | | |

| **Key Accountabilities** | | | |
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|  | **Key Result Area** | **Accountabilities** | **Outcomes** |
| 1 | Spiritual care | Seek out and respond to members of the SCC community, whether resident, family member, staff member or volunteer, by providing appropriate person-centred care or referral services that meet their expressed and deeper spiritual needs  Ensure all new residents are visited and made aware of the services offered by the Pastoral Care Team  Assist members of the of the SCC community to find meaning and purpose that meets their spiritual and other needs  Show respect for cultural, spiritual and religious diversity of individuals at vulnerable points in their lives  Provide ministry, rituals and prayer as required by the Director of Mission | Residents demonstrate and understanding of spiritual and pastoral care  Spiritual care needs of members of the SCC community are met  Residents indicate comfort participating in an inclusive community of Christian care  Coordination of religious services for residents as requested |
| 2 | Pastoral Care | Under the direction of the Director of Mission, coordinate the support of the on-going faith journey of residents who have been regular in church attendance including coordination of transport, anointing and records maintenance, etc  Ensure that a spiritual assessment is completed for each new Mater Christi resident in consultation with the resident and their family to identify their spiritual and emotional needs and how SCC can meet them  Ensure that the spiritual care plan of each Mater Christi resident is reviewed annually  Be attentive to the sacramental needs of residents  Timely referral to relevant denominational chaplains or clergy  Provide particular emotional & spiritual support to those residents and/or their family members who are receiving palliative care  Document resident interactions as per facility policies and procedures  Work collaboratively with pastoral care staff and volunteers | Residents, their families and friends are able to request spiritual assistance or guidance  Referrals are made in a timely fashion  Additional care and support are offered to residents in palliative care and their families |
| 3 | Mentoring and organisational culture | Support staff and volunteers to understand and develop a values-based practice in their day to day roles  Provide individual and group mentoring and support to educate staff regarding the importance of spiritual care as part of an holistic care model, where individual beliefs and choice are respected  Promote the understanding of spiritual care as the responsibility of all staff  Articulate the SCC mission and values and undertake development activities that build an organisational culture that is a true reflection of our motto, ‘We care’ | Alignment of organisational culture with SCC mission and values |
| 5 | Teamwork and collaboration | Collaborate with other pastoral assistants and members of the SCC team to ensure a multi-disciplinary approach to the provision of care services and the integration of spiritual care with other services  Other duties as assigned from time to time by the Director of Mission | Organisational culture of holistic care  Coordinated Pastoral and Spiritual Care |
| 5 | Knowledge and continuing education | Maintain responsibility for self-care, continuing professional development, reflective practice and supervision  Maintain knowledge of current spiritual care practice and integrate this into practice | Own wellbeing is maintained  Currency of professional practice |
| 5 | Continuous quality improvement | Contribute to quality systems within the organisation to ensure that the organisation is compliant with legislative requirements and accreditation standards  Evaluate the provision of spiritual care services to identify opportunities for improvement in organisational systems |  |

| **Position characteristics** | |
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| **Communication** | The Pastoral Assistant will be required to maintain effective communication with the following individuals and groups   * Director of Mission - for direction and support in relation to achievement of pastoral goals * Residents in relation to their spiritual care needs * Residents’ families in relation to the spiritual care needs of their relatives * SCC staff to support their development and understanding of spiritual needs as part of an holistic care provision * Managers and specialists both internal and external to SCC for referrals when required * Other faith communities in relation to the support of the ongoing faith journey of our residents |
| **Challenges** | * Balancing own spiritual beliefs with the needs of others of different religious and cultural backgrounds * Understanding and maintaining personal and professional boundaries and limitations * Managing the role of Pastoral Assistant in relation to nursing, personal and pastoral care roles as part of a collaborative multi-disciplinary team approach to the provision of holistic care services * Supporting the organisation to maintain the focus on its core Catholic mission and values in a busy and secular world * Being flexible with availability to meet needs as they arise, that is, not just within standard office hours * Being aware of health standards and infection control requirements |
| **qualifications, knowledge and experience** | |
| **Required:**   * A deep understanding and practice of the Catholic faith * Extensive experience of providing person centred pastoral and spiritual care that is responsive to identified individual needs * Exceptional communication skills to build relationships of trust * Sensitivity and emotional intelligence to read and assess spiritual needs in potentially sensitive situations * Demonstrated ability to support people in times of crisis, including supporting end of life and grief and loss * Respect for diversity with demonstrated knowledge and understanding of different spiritual, religious and cultural values and beliefs * Demonstrated ability to maintain the privacy and confidentiality of information from all sources, balancing respect for individual rights to privacy and consent with duty of care * Excellent verbal and written communication skills * A competent level of computer literacy * Current unrestricted driver’s license | |
| **Sawtell Catholic Care of the Aged Values** | |
| Sawtell Catholic Care of the Aged expects all employees to contribute to the efficient and effective functioning of the organisation in order to follow our organisational mission and achieve our strategic objectives.  This includes:   * Upholding our values: LOVE, RESPECT, JUSTICE, and COURAGE in all dealings with all stakeholders, including residents (consumers), visitors and staff * Demonstrating appropriate and professional workplace behaviours in accordance with the staff Code of Conduct and collaborating with team members to deliver superior service and care to our residents, visitors and staff in an ethical and compassionate manner * Undertaking other key responsibilities or activities as directed by relevant authorities * Participating in the organisational Professional Development processes, which includes regular review of performance against the responsibilities and objectives associated with the role * Reporting any identified misconduct or inappropriate behaviour by any person/s in breach of any regulation, law, or SCC code of conduct | |

**Signature of position holder**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Signature of CEO**: \_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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