



Position Description

Version:

Position Title:	Pastoral Care Worker		
Position Number:		Cost Centre:	
Site/Facility:	Calvary Retirement Communities		
Department:	Pastoral Care		
Enterprise Agreement	<i>Calvary Retirement Communities Ltd (NSW) and the Health Services Union – Aged Care Employees Enterprise Agreement 2019</i>		
Classification:			
Reports To:	Residential Site Manager and professional reporting line to Mission		
Date of Preparation:	May 2021	Date Updated:	July 2022

Primary Purpose

The Pastoral Care Worker participates as a member of the care team in the delivery of services to residents and their family members in a way consistent with our model of care and ensures that the diverse pastoral and spiritual needs of residents, their families and staff are identified and responded to.

The Pastoral Care Worker promotes and respects the vision, mission and values of Calvary and ensures that our values of hospitality, healing, stewardship and respect are reflected in all duties.

Organisational Environment

At Calvary our vision as a Catholic Health, Community and Retirement Communities provider is to excel and be recognised as a continuing source of healing, hope and nurturing to the people and communities we serve.

Calvary is a charitable Catholic not-for-profit organisation with more than 11,000 staff and volunteers, 15 public and private hospitals, 14 Retirement and Retirement Communities facilities, and 22 Community Care centres.

Calvary operate across 6 states and territories within Australia. Established in Sydney in 1885, by the arrival of the Sisters of the Little Company of Mary in Australia, our mission is to provide health care to the most vulnerable, especially those reaching the end of their life. We provide aged and community care, acute and sub-acute health care, specialist palliative care and comprehensive care for people in the final year of their life.

Calvary Retirement Communities currently consists of fourteen Residential Retirement Communities sites across NSW, and ACT and South Australia with potential for growth, expansion or the additional of value add services in the communities that Calvary serves.

Accountabilities and Key Result Areas

Professional:

- Provide ongoing emotional support & spiritual care to residents and their families within the designated work area(s)
- Ensure all new admissions are visited and made aware of the services offered by Pastoral Care
- Ensure that a spiritual assessment is completed for each new resident and that this is done in consultation with the resident so as to identify what the resident considers to be their spiritual and emotional needs and how best Calvary can meet them

- Ensure that each resident has a spiritual care plan, that this is developed in conjunction with each resident and/or their family members and this is reviewed regularly with the resident (where possible) and in accordance with relevant policies
- Be attentive to and attend to (if possible) the sacramental needs of residents when requested
- Respond to the religious needs of residents by referral to the relevant Denominational Chaplain or Clergy person
- Provide particular emotional & spiritual support to those residents and/or their family members who are receiving palliative care
- Assist in planning and running diverse Religious/Church services as required by the resident population
- Provide emotional support to members of staff when requested
- Contribute to the work of the bereavement follow-up programme
- Document resident interactions as per facility policies and procedures
- Other duties as assigned from time to time by the Residential Site Manager

Documentation:

- Ensure documentation is accurate and complies with legal requirements
- Ensure that confidentiality is maintained
- Maintain relevant management systems to ensure a systematic approach to documentation requirements, including but not limited to spiritual assessments and care planning
- Document resident interactions as per facility policies and procedures
- Assist in the Implementation of local and Calvary Retirement Communities initiatives to meet resident needs
- Actively participate in Calvary Retirement Communities and other external benchmarking processes when required
- Contribute to accreditation and quality plan requirements in the delivery of pastoral care services
- Contribute to the evaluation of improvements in delivery of pastoral care services

Communication:

- Build effective working relationships with facility staff and volunteers
- Promote pastoral and spiritual care within the facility through active liaison with management and care staff

People and Culture:

- Work in accordance with the mission and vision of Calvary and actively participate in developing a culture that promotes Calvary's values of hospitality, healing stewardship and respect
- Practice in accordance with Calvary and relevant Government Health policies and procedures, the position description, Code of Conduct and industrial agreements
- Contribute to the overall work of the facility as an engaged member of staff
- Maintains compassionate, professional boundaries
- Participate in own annual performance review
- Recognises need for and participates in self and professional development
- Recognises the need for and participates in regular clinical supervision
- Maintain an affiliation with relevant professional bodies

Service Development & Innovation:

- 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

Community Engagement:

- Maintain links with local and regional pastoral care practitioners as appropriate
- Nurture relationships with local Church personnel and Church or Parish based visitors

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"> • Residents • Family members • Care service management team • All Employees • Volunteers
External:	<ul style="list-style-type: none"> • Local Churches • Other Denominational Chaplains/Church Visitors • Local clergy • Other Calvary Aged Care Pastoral Care team members • Support agencies relevant to the role

Position Impact

Direct Reports:	None
Budget:	N/A

Selection Criteria**Essential**

- COVID-19 vaccination is a mandatory requirement unless assessed exempt
- 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 teams across a large, complex Church or not-for-profit organisations
- Demonstrated empathy and affinity with vulnerable people
- Understanding of various faith traditions including mainstream Christian denominations, Judaism, Hinduism, Islam, Buddhism and Sikhism
- Understanding of the pastoral and spiritual needs relating to those people receiving services
- Demonstrated ability to lead Prayer and Liturgy
- Demonstrated understanding of the distinction between religion and spirituality
- Demonstrated commitment to own spiritual growth
- Highly effective interpersonal, written and verbal communication skills, including moderate level computer skills
- Commitment to working within the vision, mission and values of Calvary
- Possession of a valid Aged Care Police Certificate or equivalent depending on current SA legislative requirements
- Current driver licence

Approvals

Job Holder's signature:	Date:
Manager's signature:	Date:

