



CATHOLIC DIOCESE
OF ROCKHAMPTON

Clergy Health, Wellbeing and Support Officer

Position Description

Position Details

| | |
|-------------------------------------|--|
| Position Title: | Clergy Health, Wellbeing and Support Officer |
| Employment Type: | Permanent, Full-time |
| Classification/Remuneration: | Grade C, Diocesan Salaried Officers' Scale |
| Entity/Location: | 170 William Street, Rockhampton QLD 4700 |
| Accountable to: | Bishop of Rockhampton (through the Director of Clergy Life & Ministry) |
| Manager(s) or Supervisor(s): | Executive Assistant to the Bishop |
| Effective Date: | 30 January 2026 |

Catholic Diocese of Rockhampton

One of five dioceses in Queensland, the Catholic Diocese of Rockhampton was established by decree of Pope Leo XIII on 29th December 1891. The Diocese has a population of approximately 93,000 Catholics (2021) and is situated in Central Queensland. It covers an area of just over 414,000 square kilometres, from Bundaberg in the south, to Mackay in the north, and west to the Northern Territory border.

Vision Statement

“As a community of disciples of the risen Christ, we live out the call of baptism through personal faith in Jesus, witnessing together to the Good News of the Kingdom, co-responsible for the Mission”.

Role Purpose

The primary purpose of the *Clergy Health, Wellbeing and Support Officer* is to work collaboratively with the Director of Clergy Life and Ministry to ensure a coordinated and proactive response to changing health and wellbeing needs and to support each Priest to participate in the life and mission of the Church. In order to discharge their duties in this role, a key component for the role holder will be to build confidential and trusting relationships with clergy to assist them to identify and address individual health and wellbeing needs and to engage effectively with them at all stages of life.

The Clergy Health, Wellbeing and Support Officer will be guided in their work by the following principles:

- All Priests are treated with dignity and respect and live with positive mental health and a sense of joyful wellbeing which assists in personal growth
- A Priest's personal sense of control in his life and of his autonomy are encouraged and supported
- All priests can live their priestly life faithfully and receive both personal support and group engagement to assist them.
- The ongoing development of relationships is essential for all Priests to ensure that they do not find themselves in positions of loneliness and lack of wellbeing.
- When a Priest needs extra personal support, his own wishes are respected in collaboration with those providing the support.
- All Priests, whatever their stage in life, have the responsibility of care for one another in all the ordinary, human ways that are possible to them.

Key Responsibilities

- Sourcing and facilitating access to the best health and wellbeing supports and services
- Developing effective strategies for engaging Clergy in person-centred conversations to formulate achievable strategies for their individual health and wellbeing
- Facilitating access to specialist services (e.g. medical, retirement transition planning, aged care) as appropriate
- Sensitively and confidentially communicating major health and wellbeing issues to the appropriate authority in consultation with the clergy member/person
- Complying with Church teaching and the principles of Integrity in our Common Mission and the National Catholic Safeguarding Standards
- Contributing to a positive organisational culture within the Diocesan office
- Implementing management, information gathering and record keeping practices that are efficient, accurate, comprehensive and strictly comply with privacy requirements

- Remaining up to date with the following requirements as they pertain to clergy: workplace health and safety and safeguarding of children and young people; relevant Diocesan policies and procedures
- Providing support/transport for any matters or medical assistance required for aged/retired clergy
- Ensuring Clergy are supported and assisted to access and transition to aged care packages, residential aged care, hospitals, respite, clinical and allied health services, as required
- Ensuring assisted living support is provided through an optimal mix of government and Diocesan funded services
- Ensuring a suite of assisted living support is available including domestic assistance, personal care and 24/7 emergency response
- Coordinating travel bookings for annual leave for those priests where reference to annual leave provision is covered in their respective Memorandum of Understanding agreements, after approval by the Vicar General and the Bishop
- Supporting clergy (if required) with appointments for Supervision
- Providing ongoing general health support, including the submission of medical claims
- Supporting a culture of health and wellbeing in the retired priest cohort
- Advocating for retired clergy who reside in aged care or are in hospital
- Working with the Director of Clergy Life and Ministry with medical bookings and support for Clergy
- Assisting with Coordination of Priest retreats and gatherings, supporting Director of Clergy Life and Ministry from administrative tasks to bookings of key presenters
- Attending and presenting at meetings at the request of the Bishop/Director of Clergy Life and Ministry
- Maintaining strict confidentiality concerning the business affairs of the Catholic Diocese of Rockhampton unless pre-approved by the Bishop, or as required by law
- Providing other secretarial support to the Bishop and Diocesan office when required
- Other duties as requested from time to time.

Role Requirements

Qualifications, Experience and Skills

- Active participant in the Catholic Church and/or lifestyle compatible with the values and teachings of the Church
- Understanding of the role of clergy in the life of the Church
- A pastoral, relational and empathetic approach to dealing with others
- Thorough knowledge of, and commitment to, the Diocesan Vision Statement and Values
- Knowledge of, and Commitment to, Catholic Social Teachings
- Appropriate qualifications in a healthcare or related discipline (not essential)
- Demonstrated commitment to collaboration and servant leadership
- Confidentiality and the ability to respond to sensitive situations with care and compassion
- At least five years' experience working in an administration role
- Polite telephone manner, excellent personal presentation, and ability to communicate clearly and effectively
- Ability to prioritise tasks and to be self-directed in work prioritisation
- Intermediate competency in the use of Microsoft office suite
- Current motor vehicle driver's licence
- In accordance with the Diocese's *Personnel Screening Policy*:
 - undergo a National Police Check, clear of convictions relevant to the inherent requirements of this position, with the Diocese's nominated service provider
 - provide a valid Blue Card (Queensland Working with Children Check)
 - Ensure ongoing disclosure of any criminal charges or allegations (current or historic), as soon as possible after such charges come to your attention (failure to comply with this ongoing obligation to disclose may lead to disciplinary action, including dismissal)

Key Communications/Relationships

- Bishop
- Director of Clergy Life and Ministry
- Clergy Support Foundation Committee
- Clergy
- Diocesan Financial Services
- External stakeholders

Key Selection Criteria

1. Active participant in the Catholic Church and/or lifestyle compatible with the values and teachings of the Church.
2. Proven ability to prepare, register, and distribute correspondence, reports, and procedural documentation accurately and efficiently, with a strong attention to detail, quality, timeliness, and client service.
3. Demonstrated ability to engage respectfully and effectively with people from diverse cultural backgrounds and with varying health, personal, and social circumstances.
4. Demonstrated capacity to develop and maintain positive, empathetic, and professional relationships with clergy and their families, and to work collaboratively within a team environment with compassion, discretion, and tolerance.
5. High level of integrity, honesty, and professionalism, with a strong commitment to confidentiality and an understanding of, and respect for, Catholic Social Teaching and ethical principles.

Principles for Church Workers

According to *Integrity in the Service of the Church* (2013), the five basic principles for Church Workers are:

- Church workers are committed to justice and equity
- Church workers uphold the dignity of all people and their right to respect
- Church workers are committed to safe and supportive relationships
- Church workers reach out to those who are poor, alienated or marginalised
- Church workers strive for excellence in all their work

Service given according to these principles should be life-enriching for both the providers and recipients.

Safeguarding Commitment

The Catholic Diocese of Rockhampton is committed to safeguarding children and adults-at-risk. Our *Safeguarding Policy* reflects our Catholic belief that every human being has dignity that we recognise as coming directly from God's creation of male and female in God's own image and likeness.

The Diocese is committed to safeguarding everyone involved in its ministries and services but gives special priority to the safety and wellbeing of children and adults-at-risk. All Diocesan personnel are expected to conduct themselves in accordance with the National Catholic Safeguarding Standards in all interactions with children and adults-at-risk.

The *Australian Human Rights Commission Act 1986* (Cth) states that it is not unlawful for an employer to discriminate against an employee based on their criminal history if that history relates to an inherent requirement of the particular job. As all positions within the Diocese have the potential to come into contact with adults-at-risk, children, the disadvantaged, aged and ill, and as a recommendation from various Royal Commissions, all paid positions in the Diocese will be conditional upon a National Police Check and will be subjected to three yearly checks, as per the *Personnel Screening Policy*.

Organisational Duties and Responsibilities

Policies and Codes of Conduct

Comply with all current and potential policies and codes of conduct applicable to Catholic Diocese of Rockhampton personnel.

Work Health and Safety

- Take reasonable care for your own health and safety
- Take reasonable care that your acts or omissions do not adversely affect the health and safety of others
- Comply, as far as you are reasonably able, with any reasonable instruction
- Observe all approved policies and/or procedures
- Ensure timely and accurate reporting of all incidents and hazards
- Attend WH&S training

Public Relations

Always promote a positive image of the Church through professional standards of personal presentation and courteous, respectful behaviour.