



# Position Description

<b>Position Title:</b>	Welfare Officer		
<b>Position Number:</b>	NA	<b>Cost Centre:</b>	M1840
<b>Site/Facility:</b>	Kogarah		
<b>Department:</b>	Pastoral Care		
<b>Enterprise Agreement</b>	NSW (NON-DECLARED) Affiliated Health Organisations' Professional and Associated Staff Agreement		
<b>Classification:</b>	Welfare Officer		
<b>Reports To:</b>	Director of Mission and Integration		
<b>Date of Preparation:</b>	29/08/2019	<b>Date Updated:</b>	Sept 2024

## Primary Purpose

The Pastoral Care Welfare Officer addresses the spiritual well-being of patients/families who are facing serious health concerns including rehabilitation, life-limiting illnesses, dementia, or death regardless of religious or spiritual beliefs or non-beliefs. The Welfare Officer listens and supports patients/families as they try to find hope and make meaning out of their experiences of illness and suffering in a non-judgemental way.

## 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.

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

Our Services include public and private hospital care, acute and sub-acute care, community care and Retirement and aged care services, in both rural and metropolitan

areas.

Calvary Health Care Kogarah (CHCK) provides inpatient and community based Palliative Care and Rehabilitation and Aged Care services in the public health arena. CHCK operates within South Eastern Sydney Local Health District (SESLHD).

## 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.

### **Excellence in Care:**

- Provide caring, non-intrusive pastoral care which demonstrates an understanding of and respect for diverse religious and spiritual beliefs.
- Provide spiritual care best practice with individualized assessments and care plans for patients/families as required.
- Consult and liaise with health care professionals within the multi-disciplinary team to establish coordinated and high-quality care to patients/families.
- Escalate complex issues or unusual care requirements of patients/families outside of policies and procedures to Pastoral Care Manager.
- Provide information and referrals to patients/families to other departments or external services as appropriate.
- Facilitate the provision of religious and spiritual support services from various faith communities and liaise with denominational visitors including chaplains, parish visitors and CHCK volunteers.
- Participate in prayer if patients /families identify prayer as a part of their belief system.
- Document all aspects of patient care including progress notes and referrals in compliance with NSW Health and SESLHD documentation procedures to ensure continuity of safe and effective patient care.
- Maintain professional record-keeping requirements of patient contact and accurate statistics as required by Pastoral Care Manager.
- Facilitate viewings and post death information exchanges with bereaved families.
- Facilitate termination of professional relationship with patients/families in an ethical and professional manner and suggest referrals when appropriate.
- Maintain responsibility for personal and professional development by participating in evidence-based practice activities, training/education, and performance reviews/appraisals in order to continuously improve the level of service provided to patients and their families.
- Provide a comprehensive handover of updated patient/family information to Pastoral Care team at the end of each shift.
- Work 7 days a week on a rotating shift roster including weekends.
- Work in the areas of rehabilitation, dementia care both in the community and hospital and Palliative Care as required.
- Adapt to the changing needs of the Pastoral Care Department, Calvary Health Care Kogarah and the health industry in general.

**Excellence in Service Development:**

- Act as a resource person within Calvary Health Care Kogarah and the wider professional community on issues related to spiritual care and grief and loss.
- Present one case study or relevant training topic per year during monthly supervision sessions.
- Attend and actively participate in team meetings and annual business planning day.
- Participate in the planning and management of a Quality Improvement Project related to the provision of Pastoral Care at Calvary Health Care Kogarah each year.
- Share any learnings or new best practice learned from learning and development courses attended with support from Calvary Health Care Kogarah.
- Participate in Hospital meetings and committees as required, to promote the effectiveness and inclusion of Spiritual Care Interventions throughout both services.

**Wise Stewardship**

- Plan and prioritize assigned workload and patients effectively to meet defined patient care objectives using the CHCK Pastoral Priority Matrix.
- Utilise available resources to meet competing patient/client needs and expectations.

**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)
- Mandatory Vaccination for all CHCK employees, compliant with NSW Health Policy PD2023\_022

**Community Engagement:**

- Actively participate in the planning and delivery of both Remembrance Services held at CHCK each year; these fall outside of regular office hours.
- Disseminate information to patients/families regarding the Australian Charter of Healthcare Rights and Privacy Information.
- Disseminate information to local communities about Calvary Health Care Kogarah services at public forums.

**Key Relationships**

Internal:	<ul style="list-style-type: none"> <li>• Multi-Disciplinary Inpatient Team – Rehabilitation</li> <li>• Multi-Disciplinary Inpatient Team – Palliative Care</li> <li>• Social Work Team</li> <li>• Bereavement Team</li> <li>• CPCT Team</li> <li>• CCH Team</li> </ul>
External:	<ul style="list-style-type: none"> <li>• Local church ministers of all religions</li> <li>• Spiritual Care Australia</li> </ul>

## Position Impact

Direct Reports: Nil

Budget: Nil

## Selection Criteria

- A minimum of 1 unit of Clinical Pastoral Education and/or a degree in a relevant field, or equivalent work experience or a combination of study and work experience. Must meet the criteria to join Spiritual Care Australia. Mandatory membership required by 2021.
- Demonstrated sound understanding of pastoral interventions including relevant experience working with people from diverse cultural and spiritual backgrounds.
- Demonstrated excellent written and verbal skills including communicating effectively with distressed clients experiencing the intense emotions associated with grief, loss and bereavement.
- Demonstrated ability and commitment to working within a multi-disciplinary environment with demonstrated effective communication and interaction skills with teams including providing and receiving feedback.
- Well-developed personal spirituality and evidence of reflective practice.
- Awareness of suicide risk in the aged care and palliative care population group and knowledge of proper protocol to action these situations.
- Experience in the use of Microsoft Office packages including Word, Outlook [insert names of other relevant computer applications as applicable]
- Ability to work within the Mission and Values of Calvary Health Care Kogarah.

## Approvals

Job Holder's signature:

Date:

Manager's signature:

Date: