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|  | Position Description Version: |

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| **Position Title:** | Pastoral Care and Bereavement Services Senior Clinician |
| **Position Number:** | D00072 | **Cost Centre:** | D1831 |
| **Site/Facility:** | Calvary Health Care Bethlehem |
| **Department:** | Allied Health |
| **Enterprise Agreement** | Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement |
| **Classification:** | Qualified Welfare Worker Class IV (4) A Years 1 - 5 |
| **Reports To:** | Allied Health Head of Department, Social Work, Music Therapy, Pastoral Care and Bereavement Services |
| **Date of Preparation:** | 6/5/2015 | **Date Updated:** | 7/11/2024 |
| **Primary Purpose** |
| Working in partnership with patients, families and other health and aged care disciplines, Pastoral Care and Bereavement Services contribute to health and wellbeing through holistic care that attends to physical, emotional, social, cultural and spiritual needs. Pastoral Care offers a supportive and compassionate presence for people at significant times of transition, illness, grief or loss through a collaborative and respectful relationship between the person and their health care team. Pastoral care also works with the Mission Coordinator, Department Managers and Wellness Officers to support the spiritual wellbeing of staff and volunteers. Bereavement Care involves assisting the multidisciplinary team to identify individuals likely to need professional bereavement care, supporting individuals to strengthen their own informal support networks, and providing bereavement counselling when appropriate and/or when other support mechanisms are unavailable. Bereavement Services also work with the Pastoral care team to provide Remembrance Services for family and friends of Calvary Kooyong patients/resident and Remembering Lives sessions for Calvary Kooyong staff. The Pastoral Care and Bereavement Services Lead Clinician provides leadership to the Pastoral Care and Bereavement Services team to deliver best practice pastoral care and bereavement care. |
| 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 centresCalvary continues the mission of the Sisters of the Little Company of Mary, a [mission](https://www.calvarycare.org.au/about/mission-and-values) 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](https://www.calvarycare.org.au/about/mission-and-values/) and the example of Venerable [Mary Potter](https://www.calvarycare.org.au/about/heritage/).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.**Calvary Health Care Bethlehem (CHCB**) is a publically funded sub-acute specialist health service encompassing a 32 bed inpatient unit, centre based clinics, research, day centre, NDIS, CHSP and community palliative care service. CHCB is located and part of the Calvary Kooyong Integrated Precinct in Caulfield South in Melbourne.The integrated precinct brings together premium retirement living in the Hyson Apartments, contemporary residential care in the Huntly Suites, Calvary in-home care, a GP clinic, and Calvary Bethlehem’s specialist sub-acute health services. **Palliative Nature of this work setting:** Employees must be aware that CHCB is a palliative care environment and staff are likely come into contact with patients who are dying, and, with patients, relatives, friends, staff and volunteers who may be experiencing grief and loss. CHCB provides a comprehensive range of bereavement support services and access to the Employee Assistance Program to support our staff when required.**Managing patients with ‘Behaviours of Concern’:** Some conditions can present challenging behaviour issues that require specialised management and understanding of the disease trajectory. Patients in this category require implementation of specific interventions to ensure safety, security and dignity and care planning that support the patient’s individual requirements. Employees should be aware that they are likely to come into contact with patients exhibiting these behaviours.**Smoke Free:** CHCB is a smoke free hospital environment. All staff must comply with the relevant policy and procedure. |
| 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.
* Provide spiritual and emotional support to people of all backgrounds, cultures and beliefs including those with no faith connection (Pastoral Carer) or bereavement care in line with the Bereavement Supports Standards for Specialist Palliative Care Services (Hall, et al, 2010) and Calvary Kooyong Bereavement Care policy (Bereavement Counsellor)
* Work as part of the multidisciplinary team and initiate referrals to other disciplines as necessary
* Support staff by facilitating regular Remembering Lives sessions and offer brief emotional support before referring staff to line manager or EAP for additional support as required
* Contribute to a well-functioning team/work environment through appropriate, professional and timely communication as demonstrated by making time and taking time to assist, listen, support and encourage others; expressing appreciation for their contribution
* Assist and support the implementation of service change as required
* Provide leadership to the Pastoral Care and Bereavement Services team, including the coordination of the quality improvement, student placement and supervision programs in collaboration with other allied health departments

***Excellence in Service Delivery:*** * Involve patients and relevant family members, carers and friends in the assessment of their own pastoral care or bereavement care needs
* Document assessment, treatment progress and other relevant information in the patients’ medical record in accordance with departmental and Calvary Kooyong polices
* Practice non-denominational and inter-faith pastoral care and demonstrate respect for, and ability to respond to, differing beliefs and religious traditions [Pastoral Carer]
* Identify patients wishing to receive sacramental care from authorised visiting ministers and arrange visits when requested by patients or families [Pastoral Carer]
* Provide sacramental care only if authorised to do so (supporting documentation required) [Pastoral Carer]
* Facilitate celebrations of the liturgical seasons and secular rituals as required [Pastoral Carer]
* Support families during a viewing of a deceased patient in accordance with Calvary Kooyong procedure [Pastoral Carer]
* Support the multidisciplinary team to undertake a structured bereavement needs assessment for relevant family and friends of patients [Bereavement Counsellor]
* Work with the Social Work department to ensure that the ‘Bereavement Pack’ contains up to date information and liaise with the pastoral care team and nursing staff to ensure that the pack is routinely provided to patient’s families before they leave Calvary Kooyong after the death of the patient or when the patient is in the final few days of life (e.g. PCOC 4) or earlier if appropriate [Bereavement Counsellor]
* Work with the Bereavement Administration Assistant to maintain supply of bereavement packs and for the sending of letters at six weeks, four months and twelve months following the death of the patient to identified family members and friends who have consented to receiving these letters [Bereavement Counsellor]
* Document the level of bereavement risk identified for each relevant family member and note uptake of bereavement counselling in the progress notes of patients’ medical record and document all treatment progress and other relevant information within the bereavement tab of the patients’ medical record in accordance with departmental and Calvary Kooyong polices [Bereavement Counsellor]
* Undertake a comprehensive bereavement risk assessment when an individual presents for counselling and offer bereavement counselling only to those identified as high risk [Bereavement Counsellor]
* Refer individuals displaying suicidal ideation, prolonged grief disorder and/or complex mental health conditions to their General Practitioner (GP) for more intensive support [Bereavement Counsellor]
* Participate in external professional clinical supervision proportionate to hours worked in accordance with Spiritual Care Australia membership requirements and if appropriate coordinate in-house pastoral care and bereavement services supervision program
* Complete all mandatory training requirements as per the Calvary training matrix and participate in Calvary Kooyong in-service education program
* Be involved in mission celebrations and community engagement events as appropriate
* Partner with consumers as per the ‘Partnering with Consumers’ policy
* Support patients and carers to identify and strengthen their own community networks
* Oversee Ceremony of Remembrance Services, participating in at least one service annually
* Present at one internal or external conference or seminar annually
* Look to coordinate one pastoral care and bereavement services student placement annually

***Excellence in Service Development:*** * Devise, implement and review a pastoral care or bereavement care plan in collaboration with patients and carers
* Oversee quarterly audits of bereavement services to ensure that practice is in line with recommenced practice as outlined in the Bereavement Support Standards for Specialist Palliative Care Services (Hall et al, 2010)
* Undertake an 60% clinical / 40% administrative workload or as approved by the Department Manager
* Undertake one quality improvement activity annually

***Wise Stewardship**** Respond to pastoral care or bereavement care referrals within specified timeframes and prioritise caseload according to need
* Complete daily pastoral care patient handover board [Pastoral Care] or fortnight case review document [Bereavement Services]
* Record service activity statistics in accordance with departmental and Calvary Kooyong policies
* Be mindful and responsible for all fiscal and environmental resources

***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)
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| **Key Relationships** |
| Internal: | * Patients/Clients/Families
* Calvary Kooyong Staff and volunteers
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| External: | * Spiritual Care Australia [Pastoral Care]
* Spiritual Health Victoria [Pastoral Care]
* Australian Centre for Grief and Bereavement

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| **Position Impact** |
| Direct Reports: | * Provide leadership and supervisory support to Pastoral Care and Bereavement Staff
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| Budget: | * No budgetary responsibility
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| Selection Criteria |
| **Essential*** COVID-19 vaccination is a mandatory requirement unless assessed exempt
* Influenza vaccination is a mandatory requirement unless assessed exempt
* Tertiary Qualification in health related field and/or substantial clinical experience in pastoral care or bereavement care.
* Registered with a professional association as a practising health professional (e.g. Australian Social Workers, Psychotherapy and Counselling Federation of Australia, Australian Counsellors Association, Spiritual Care Australia as Certified or Advanced Certified)
* Clinical Pastoral Education minimum of two units with preferably one at Advanced Level or willingness to work towards one at Advanced Level) and/or minimum two years tertiary qualification (or equivalent) relevant to Pastoral Care/support practice. [Pastoral Care]
* Applied Suicide Intervention Skills Training (ASIST) [Bereavement Counsellor]
* Completed or willing to work towards relevant clinical supervision qualification (e.g. Advanced Clinical Education ACE program, Clinical Pastoral Education Supervisor qualification recognised by the Association for Supervised Clinical and Pastoral Education in Victorian)
* Demonstrated and on-going entitlement to work in Australia
* Current driver's licence
* **Employee Screening Checks**: Employees must undergo a National Police Record Check and/or a Working With Children Check in accordance with the Calvary Kooyong Policy

**Desirable*** Relevant clinical experience and/or current clinical knowledge in neurology, palliative care and/or bereavement care
* Acknowledgement and understanding of different religious convictions
* Excellent written and verbal communication skills
* Ability to build relationships with all stakeholders
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| Approvals  |
| Job Holder’s signature: | Date: |
| Manager’s signature: | Date: |