

What you do matters.



Pastoral Care Practitioner

Position Description



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| EMPLOYMENT TYPE | Part Time |
| CONDITIONS | Permanent |
| TEAM | People, Culture and Diversity - Pastoral Care |
| REPORTING RELATIONSHIPS | Reports to: Pastoral Care Team Leader Direct Reports: None |
| KEY PERSONNEL | No |
| CLASSIFICATION | Common Law Contract |

Our Vision

A positive, fulfilling experience of ageing where everyone has the opportunity to live their best life.

Organisational Context

Benetas is a leading not-for-profit organisation with a mission to provide older Victorians, their families and carers with high quality services and environments that respects their independence and individuality throughout their aged care journey. To reflect our Anglican heritage and commitment to social justice, we contribute a social dividend which sees any profit reinvested into growing and expanding services and initiatives, including our dedicated research and advocacy agenda, which provides broader benefits to people within our communities.

Benetas is committed to providing a safe and healthy work environment with a focus on the wellbeing of our employees and clients. With our positive and inclusive culture you will feel supported to be the best you can be in your career.

With an ambitious Next Generation Strategy, Benetas is focused on delivering our four strategic outcomes, which include integrated and exceptional customer experience, communities of choice, a great place to work and volunteer and a high performing organisation.

Role Purpose

To support the spiritual, cultural and emotional needs of Benetas residents, clients and their families or representatives through the provision of best practice pastoral care services.

Key outcomes include:

- Provide a high standard of Pastoral Care support as part of the contemporary Pastoral Care service.
- Ensure the professional representation of Pastoral Care in all communication with residents, clients and their families or representatives.
- Effectively manage Day to Day Pastoral Care caseload, and be able to effectively triage referrals related to pastoral care needs including spiritual, cultural and emotional needs.

Position Specific Responsibilities

| Key Result Area | Expectations | Success Indicators |
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| Provision of care | <ul style="list-style-type: none"> • Represent Pastoral Care in a professional manner, living the Benetas values of respect, responsibility, spirit and community • Manage and respond to Allied Health referrals for Pastoral Care provision • According to professional standards of practice, assess and respond pastorally, documenting pastoral care effectively. Address meaning making, belief system and philosophy of life, life story, transitional needs and grief and loss issues, as they present in spiritual/cultural assessments, care plans and progress notes • Provide 1:1 and group based inclusive/ non-denominational / multi-faith respectful Pastoral Care including Memorial Services, spiritual reminiscence, spiritual and emotional support • Maintain a current caseload of referrals - minimum 20% of allocated resident cohort • Maintain privacy and dignity of all stakeholders information | <ul style="list-style-type: none"> • Participates in the planning, delivery and management of evidence-based care • Performs effective assessment to identify clients spiritual needs • Establish rapport and engagement with a broad range of clients for the provision of care • Demonstrate understanding, respect and acceptance of client beliefs, culture, values, knowledge, preferences and expressed needs • Successfully provide person centred care that represents the Benetas values and community |

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| Collaborative care | <ul style="list-style-type: none"> • Lead by example and demonstrate a Pastoral sensibility • Maintain a positive and constructive approach that promotes confidence and provide a high level of customer service • Support Benetas in the community including fostering Parish Partnerships. • Work collaboratively with other Pastoral Care Practitioners at team meetings, including presenting case reviews for shared learning • Communicate and promote the Pastoral Care Service within the community and within Benetas • Be involved in continuous improvement activities, meetings and quality initiatives across sites, including those related to quality of life • Work collaboratively with all stakeholders including Community Engagement Coordinators (Lifestyle) • Facilitate effective working relationships and open communication with all key stakeholders. Respond to requests from residents, clients, their families and representatives, Benetas employees and volunteers for services, denominational visitors and local clergy providing chaplaincy, sacramental ministerial/church based services and rituals | <ul style="list-style-type: none"> • Builds and maintains effective working relationships and works in partnership with others • Participates fully within own role, the Pastoral Care team, the Benetas team and the Benetas community • Successfully engages with clients, their families and representatives to provide person centred care • Builds effective networks and relationships that represent the Pastoral Care team and Benetas |
| Values based care | <ul style="list-style-type: none"> • Act with discretion and initiative, and show empathy to residents, clients, their families and representatives • Have an understanding and implement individualised, culturally sensitive care to all residents and clients • Enable the celebration and validation of life to enable healing and peace from within | <ul style="list-style-type: none"> • Recognises the complexity of spiritual and organisational systems and engages in processes and activities that promote safe, quality, effective services for all • Demonstrates respect for inherent worth, dignity and self-determination of every person • Demonstrate self-awareness in response to diverse values, beliefs, traditions and practices |
| Professional integrity | <ul style="list-style-type: none"> • Follow professional code of ethical standards and National Guidelines as they relate to Spiritual Care in the Aged Care setting • Maintain intentional self-care and professional supervision practices as provided by accredited supervisors • Practice in line with the Spiritual Care Australia and the Benetas Codes of Conduct • Complete case notes and reports | <ul style="list-style-type: none"> • Acts in accordance with professional, ethical and legal standards required for the role |
| Professional Development | <ul style="list-style-type: none"> • Undertake Professional Supervision and ongoing professional development and mandatory training | <ul style="list-style-type: none"> • Maintains and extends professional competence |

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| | <p>obligations to maintain resilience, skills and currency</p> <ul style="list-style-type: none"> • Exercise individual reflective practice and constructively participate in own performance review process. Contribute to the performance review process of peers as required • Contribute to peer support, guidance and training of others • Contribute to the delivery of training | and contributes to the learning and development of others |
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Selection Criteria

| Qualifications | |
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| <ul style="list-style-type: none"> • Eligible for membership of Spiritual Care Australia desirable. • CPE (Clinical Pastoral Education) - minimum 1 unit or equivalent training and experience in professional pastoral care - desirable | |
| Skills and Knowledge | Interpersonal Attributes |
| <ul style="list-style-type: none"> • Prior experience as a professional Pastoral Care Practitioner in an Allied Health role or equivalent • Experience in effective documentation management, including spiritual assessments and progress notes • Exemplary organisational skills, attention to detail and the ability to manage competing tasks • Strong interpersonal skills • Highly developed IT skills. • Demonstrated resilience and compassion when dealing with complex spiritual care needs, such as grief and loss | <ul style="list-style-type: none"> • Commitment to inclusive practice • Strong work ethic, personal integrity, and ability to maintain confidentiality • Strong values and respect for community and social justice issues high level communication skills • Flexible and adaptable in a dynamic working environment • Ability to facilitate open communication and good working relationships with the Pastoral Care Team Leader and all stakeholders • Ability to anticipate requirements using initiative |

Core Behaviours Applicable To All Employees

| Key Result Areas | Key Tasks/ Behaviours |
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| Living our values in the way we behave and interact with others | <p>Respect - Takes time to understand and value each person and respects their choices</p> <p>Community - Builds strong relationships amongst stakeholders by working together in an open, involving way</p> <p>Spirit - Builds a positive energetic culture dedicated to creating fulfilling life experiences for older people</p> <p>Responsibility - Acts with integrity toward our clients, their families and carers and the broader community</p> |
| Leadership and Team | <ul style="list-style-type: none"> • Leads by example • Maintains a positive approach that promotes confidence in those around them • Is open to feedback |

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| | <ul style="list-style-type: none"> • Achieves agreed work goals • Builds and maintains effective relationships with clients, families and colleagues and operates in line with the Customer Experience Vision and Principles |
| Health, Safety and Environment | <ul style="list-style-type: none"> • Displays responsibility for self, team and environment • Demonstrates positive approach to own safety and safety of others • Achieves agreed work goals relevant to health, safety and environment |
| Continuous Improvement: Quality and Sustainability | <ul style="list-style-type: none"> • Responds to the needs of customers and the changing environment in which our services operates • Understands and delivers responsibilities in line with the Risk, Quality and Clinical Governance Frameworks • Takes initiative in making improvements to work processes • Actively seeks new ideas and improvement • Demonstrate evidence of continual improvement activities • Strives for best practice • Embraces and adapts to change |
| Professional and Personal Development | <ul style="list-style-type: none"> • Takes responsibility for driving own professional development, expertise and personal development • Completes all relevant on and off-the-job learning experiences |

Evidence of the Right to Work in Australia

All Benetas employees must provide evidence of their valid working rights. Appropriate evidence includes an Australian/ New Zealand birth certificate or passport, Citizenship certificate, Permanent residency certificate or an International passport with evidence of a valid working visa. All visas are subject to a Visa Entitlement Verification Online (VEVO) check.

Worker Screening Checks

As per Federal Government Legislation, all Benetas employees working at Residential Aged Care homes and risk assessed roles in Support Office are required to undertake a National Disability Insurance Scheme (NDIS) Worker Screening Check in place of the Police Check requirements.

Influenza Vaccination

All Benetas roles are subject to obtaining and maintaining annual influenza vaccinations. Evidence must be provided as a condition of employment.

Code of Conduct

All Benetas employees are required to read, be familiar with and act in accordance with the requirements of the Benetas Code of Conduct and any other legislated Code of Conduct as may apply to Benetas its employees.