

Position:	Head of Operations - Chaplaincy
Business Stream:	Chaplaincy & Spiritual Care
Reports to:	General Manager Chaplaincy & Spiritual Care
Award/Agreement:	Salaried
Band:	8A

We all want to be part of something bigger than ourselves. And with us, you can be part of an organisation that truly makes a difference. Here's how.

YOUR ROLE | Head of Operations - Chaplaincy

To lead professionally and mentor the BaptistCare Chaplaincy Managers ensuring the highest quality spiritual care for clients, residents, tenants and staff and volunteers which meets the Purpose and Values of BaptistCare. This will also include the delivery of sound operational and financial results.

YOUR TEAM | Chaplaincy

The Chaplaincy and Spiritual Care team works in partnership with the other members of BaptistCare to provide compassionate support and spiritual care to nurture the whole person.



OUR SHARED VALUES

BaptistCare's Values have been chosen to reflect both what we as an organisation value, and what our customers have said is important to them. That's why we call them our Shared Values. You will recognise the Values are being lived when you hear your customers say:

LOVE

- You always try to find a way, you never give up.
- You smile, you know my name and greet me warmly.
- You believe in me. You speak life and allow love to transform my life one step at a time.

RESPECT

- You make me feel welcome, respected and special
- You take the time to understand me and what's important to me.
- You honour my stories and treat me as unique and loved by God.

RELIABILITY

- You build trust by being consistent and reliable.
- You don't stereotype me but instead focus on actions and solutions with me that work.
- You understand what I need and go out of your way to find a way to deliver it.

EMPOWERMENT

- You break down difficult things into simple steps to help me make decisions.
- You believe I have the right to safety and wellbeing, which encourages me to believe it too.
- You invite me to make healthy choices in my life and feel connected to my community.

Because we care

Position Description

Key responsibilities

Team Leadership and Oversight

- Manage, provide guidance and oversight to chaplaincy managers
- Approve and manage expenses and other administration tasks e.g. credit card usage, procurement
- Lead recruitment
- Coordinate staff training programmes
- Conduct regular one on ones and team meetings

Financial Management:

- Support General Manager in developing and managing budgets
- Oversee the Chaplaincy Managers budgets
- Engage in church outreach activities.
- Administer the welfare fund to provide assistance to staff members and clients in need.

Administrative Oversight:

- Facilitate the development and implementation of performance development plans

Risk Management and HR Support:

- Identify and mitigate risks
- Address any HR issues that arise within the teams

Leadership within this role

- Support to General Manager, Chaplaincy & Spiritual Care.
- Effective reporting to General Manager and other groups when applicable.
- Active involvement and participation as a member of the Chaplaincy and Spiritual Care Leadership Teams.
- Working in collaboration with the Head of Projects & Strategy, Coordinator, Chaplaincy Managers and Chaplains.
- Playing a key role in the development of the Chaplaincy Strategic Business plans and the outworking of it.
- Supporting the development of operational projects.
- Representing the organisation as required, by the General Manager or in the General Manager's absence.
- Modelling BaptistCare's purpose, promise and values. This includes leading staff devotions and prayers and speaking on behalf of BaptistCare at external gatherings (e.g. church services).
- Provide spiritual care to team members based on Christian values.
- Effective management and stewardship of organisational assets/resources.
- Supporting Chaplaincy Managers in the management of staffing processes (including volunteers):
 - Recruitment and induction
 - Monitoring standards and review of performance development plans with all Chaplaincy Managers and ensure all Chaplains have reviews undertaken on them.
 - Recognising and rewarding employees for excellent performance
 - Mentoring/coaching employees
 - Actively encouraging teamwork
 - Actively engaging in workforce planning and capacity building

Position Description

Professional Network & Knowledge

Being an active part of the organisation, industry and Christian life through:

- Maintaining and developing good relationships with key representatives of external Spiritual Care providers.
- Actively networking with the Baptist Association and Churches.
- Actively representing BaptistCare in appropriate professional and sector networks, meetings and gatherings.
- Monitoring relevant demographic and community changes and opportunities.
- Providing relevant briefings to General Manager and Executive.
- Promoting BaptistCare as an employer of choice.
- Ensuring the development of strong relationships with Head of Projects & Strategy, Coordinator, Chaplaincy Managers and chaplains, to encourage strong and effective two-way communication which will allow for successful and collaborative work.
- Effective cultivation of key corporate relationships.
- Identifying service partnership opportunities.

Work Health & Safety (WHS)

Take care of your own and others health and safety by:

- Working safely to minimise risks to self and others
- Complying with Work Health and Safety (WHS) policy and procedures
- Reporting any hazards, near misses or incidents through the appropriate channel
- In the event of a workplace injury, participate, contribute and engage in Return-to-Work plans
- Role model appropriate “positive duty” behaviours with regards to Respect@Work

Because we care

Position Description

Key requirements

Essential qualifications and experience:

- Relevant qualifications in chaplaincy, theology or other relevant discipline
- Demonstrated experience in a senior management role for a period of at least 5 years.
- Current driver's license
- WWCC and NDIS check (or willing to get one)

Essential competencies:

- Highly developed interpersonal skills
- Ability to demonstrate an authentic Christian commitment and provide leadership in articulating BaptistCare Purpose and Values in management practices.
- Demonstrated superior leadership, interpersonal and team management skills
- Demonstrated ability to effectively implement significant change at an organisational level, and to develop a positive and effective team through the change process.
- Highly developed problem solving, decision making and negotiation skills.
- High level written and verbal communication skills
- Ability to lead/oversee projects and to manage all quality and risk within the projects
- Developing innovative means of delivering services within best practice approach

Desirable qualifications, competencies and experiences:

- Innovative and strategic thinking
- Ability to improve the client/staff experience through innovative practices
- Demonstrated quality, change and risk management skills and experience
- Demonstrated planning, monitoring and evaluation skills and experience

Other important information

Here are some other important items to take note of:

- This position description and your letter of offer outlines the terms and conditions of your employment
- This Position Description is a summary of the key responsibilities of the role. From time to time the position holder may be required to fulfil other reasonable responsibilities within their qualifications and capability not outlined here.
- You will successfully complete all prescribed mandatory training and participate in an annual plan and appraisal development process
- It is a requirement of the role that you undergo a Police Background Check
- It is a requirement of the role that you have a current Working with Children check clearance.
- It is a requirement of the role that you hold a current driver's licence
- It is a requirement of the role that you have received vaccinations that align with health orders and/or organisational policy