

Mission Australia

About us:	<p>Mission Australia is a national Christian charity that has been standing alongside Australians in need since 1859. Our vision is for an Australia where all of us have a safe home and can thrive.</p> <p>We deliver homelessness crisis and prevention services, provide social and affordable housing, assist struggling families and children, address mental health issues, fight substance dependencies, support people with disability and much more.</p> <p>Given the right support, we believe everyone can reach their full potential. That's why we stand together with Australians in need, for as long as they need us.</p>
Purpose:	<p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> <p><i>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</i></p>
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	End homelessness and ensure people and communities in need can thrive.

Position details:

Position Title:	NT Chaplain
Executive Function:	Chaplaincy
Award/Agreement:	Non-Award
Business Unit/Program:	Chaplaincy
Reports to:	Chaplaincy Team Manager
Position purpose:	To support the pastoral health and wellbeing of staff, clients and communities while supporting the organisation to live out its Christian Founding Purpose and values and deliver its performance outcomes; and to provide guidance around religious, spiritual, and personal matters to individuals or in groups.

Position requirements (What are the key activities for the role?)

Key Result Area 1	Child and Youth Safe Practice
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Demonstrate knowledge of the <i>National Principles for Child Safe Organisations</i>. Comply with core responsibilities set out in the MA Child & Youth Safe policies, procedures and supporting documents to practice as required by the role. Proactively raise concerns about any issues that affect the safety and wellbeing of 	<ul style="list-style-type: none"> A child and youth safe service environment is supported in accordance with the <i>National Principles for Child Safe Organisation</i>. Sound application of policy to child and youth safe practice is demonstrated. Concerns about the safety and wellbeing of children and young people are identified and responded to effectively.

children and young people engaging with Mission Australia services.	
Key Result Area 2	Pastoral Care
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Provide pastoral care and support to employees through regular contact, to clients/residents in Mission Australia supported accommodation facilities and to other clients/participants on request. • Assist staff in their understanding and 'living out' the organisation's Founding Purpose and Values, including promoting values-based decision making at all levels • Conduct ongoing pastoral care sessions for staff where needed, promoting a reflective internal dialogue and using a personal empowerment style of support • Where appropriate, refer staff members to other support networks to address issues or concerns outside of the expertise of chaplaincy • Collaborate with Program Managers to facilitate spiritual and cultural programs for staff including reflections and team activities that are aligned to the operation of the site. • Conduct regular site visits to designated offices to offer support and promote the services of chaplaincy. • Develop pastoral care options for clients in Mission Australia supported accommodation services eg Coffee with the chaplain¹ 	<ul style="list-style-type: none"> • Pastoral care is provided through regular face to face contact and other communication tools (Teams, phone etc) with positive feedback received from recipients. • Staff are aware of Mission Australia's Founding Purpose and Values, and opportunities are found to encourage using the Values in all business behaviour and decisions. • Staff are empowered to deal with personal challenges • Where needed, staff are referred to other services or networks to assist in overcoming challenges or issues • Team activities are conducted in a professional and well-structured manner with clear objectives leading to positive team outcomes and feedback • Sites and services are regularly visited (each site at least four times per year). The staff chaplain is known and available to all team members, providing support in accordance with Chaplaincy Protocol. • Clients in Mission Australia supported accommodation services have access to pastoral care.
Key Result Area 3	Organisational Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Support the effective functioning of the chaplaincy service by maintaining regular communication with key stakeholders and peers to inform activities. 	<ul style="list-style-type: none"> • Effective communication channels are developed which result in the effective sharing of information conducive to providing chaplaincy support.

¹ Applicable when Mission Australia supported accommodation services exist in the Chaplains' geographical area of responsibility, and there is no dedicated Mission Australia Community Chaplain covering those services.

<ul style="list-style-type: none"> Contribute to the development of the chaplaincy function through looking for opportunities for program/service development and sharing these with management. Monitor and evaluate chaplaincy activities implemented, providing feedback to the Executive, Chaplaincy and Pastoral Care and implement improvement activities to ensure ongoing success. Research, prepare and conduct reflections for staff and services which are aligned with Mission Australia's Founding Purpose and Values and the operational focus of the site/team/audience. Assist People and Culture team through implementation and support of staff training initiatives. Support Aboriginal and Torres Strait Islander reconciliation, in line with our Reconciliation Action Plan. Support Pastoral Carers in Mission Australia Residential Aged Care Facilities.² Prepare internal reports to support chaplaincy activities. 	<ul style="list-style-type: none"> Opportunities are highlighted for the development of processes and service provision which results in more efficient running and positive business outcomes. Improvement programs in place which result in improved outcomes and feedback Reflections conducted are aligned to our Founding Purpose, values and operational focus for the site and/or region, while being respectful of varying faiths and beliefs. Chaplains assist People and Culture with staff inductions and other training programs. Reconciliation and Acknowledgement of Land are incorporated into reflections and prayer meetings, and in engaging church communities. Pastoral Carers in Residential Aged Care Facilities are supported by Chaplains in their roles and practice. Regular reporting is completed with ad hoc reports provided as requested.
Key Result Area 4	Stakeholder Engagement
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Proactively network with internal stakeholders such as the State Leaders and team, Regional Leaders, Area and Program Managers and employees to build awareness of chaplaincy support and function.³ Develop strong and collaborative relationships with Program Managers to deliver chaplaincy support to employees in line with the business outcomes. Maintain knowledge and awareness of pastoral care activities and best practice by networking with peers and other pastoral 	<ul style="list-style-type: none"> Relationships are developed with a range of internal stakeholders which leads to opportunities for chaplaincy support. Strong relationships are developed and support the delivery of required business outcomes. Networks are leveraged with ideas and best practices shared. Professional and supportive relationships are forged with employees in all situations with an impartial focus being maintained.

² Applicable when Residential Aged Care services exist in the Chaplains' geographical area of responsibility.

³ Applicable when the chaplain is the designated representative in the state/territory.

<p>care providers e.g. churches, community groups etc</p> <ul style="list-style-type: none"> • Develop caring, supportive and professional relationships with employees maintaining appropriate confidentiality at all times. • Prepare internal reports to support chaplaincy activities. 	<ul style="list-style-type: none"> • Regular reporting is completed with ad hoc reports provided as requested.
Key Result Area 5	Church Engagement
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Develop and maintain appropriate relationships across Christian communities, including other chaplaincy providers, churches, para-church organisations and Christian events through active engagement • Engage with local program managers to identify opportunities for local churches to engage in our work. • Distribute resources including Prayer Diary and studies. • Facilitate donations and other requests from churches including speaking opportunities or presentations. 	<ul style="list-style-type: none"> • Mission Australia is regularly represented through engagement with churches and para-church organisations, and facilitation of church support for our services. • Local churches are offered opportunity to partner with our services and support client needs. • Encourage churches, staff and other individuals to pray for our work and utilise our resources. • Opportunities are responded to and completed.

Note - The duties listed in this position description may not be all encompassing. Employees may be required to perform other reasonable duties as requested.

Work Health and Safety

Everyone is responsible for safety and must:

- Maintain a safe working environment for themselves and others in the workplace
- Ensure required workplace health and safety actions are completed as required
- Participate in learning and development programs about workplace health and safety
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.

Purpose and Values

- Actively support Mission Australia's [Founding Purpose and Values](#)
- Positively and constructively represent our organisation to external contacts at all opportunities

- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times
- To help ensure the health, safety and welfare of self and others working in the business
- Follow reasonable directions given by the company in relation to Work Health and Safety.
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries
- Operate in line with Mission Australia policies and practices (e.g. Financial, People & Culture etc.)
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
- Contribute to an organisational culture that promotes Mission Australia's [commitment to the safety and wellbeing of all children and young people](#)
- Actively support Mission Australia's [Reconciliation Action Plan](#).

Recruitment information

Competencies

- Strong people skills with a passion for and commitment to pastoral care and spreading the knowledge of God's love with sensitivity.
- Demonstrated ability to work cross denominationally while maintaining the Bible as the inspired word of God.
- Complete alignment to Mission Australia's Unpacking our Founding Purpose Charter and values
- Organisational awareness, including diversity of service offering and cultural/community contexts in which Mission Australia operates.

Qualifications, knowledge, skills and experience required to do the role

- Ordained Minister, Pastor or equivalent in good standing with their denomination
- Theological qualifications
- Clinical Pastoral Education or its equivalent
- Ongoing commitment to personal spiritual growth in the Christian faith and active membership and participation in a local church community.

Capabilities

- Action oriented and takes accountability to achieve results in line with set timeframes.
- Builds and maintains sustainable internal and external relationships.
- Effective communication and active listening skills.
- Demonstrated experience working and collaborating effectively with others, ensuring key stakeholders are involved, sharing information and keeping people informed.
- Ability to deal with ambiguity and complexity.
- Willing to travel frequently to locations in geographical area of responsibility.

Key challenges of the role

- Providing pastoral care and support to employees while being respectful of varying religious ideologies, beliefs and ensuring alignment to the overall business operation/function.

Compliance checks required

Working with Children ☒

National Police Check ☒

Vulnerable People Check ☒

Driver's Licence ☒

Other (prescribe) ☐

Approval

Philip Chapman, Chaplaincy Team Manager

30 May 2022

Manager name

Approval date