

## Mission Australia

About us	<p>Mission Australia is a non-denominational Christian organisation that has been helping people regain their independence for over 155 years.</p> <p>We've learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support.</p> <p>Together we stand with Australians in need, until they can stand for themselves.</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>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</p>
Values	Compassion Integrity Respect Perseverance Celebration
Goal	To reduce homelessness and strengthen communities.

### Position title: **COMMUNITY CHAPLAIN**

Classification	TBC – Non-Award or Community Services Worker Level 3
Employment type	Permanent full-time
Responsible to	Community Chaplaincy Program (CCP) - Team Leader
Responsible for	Coordinating Chaplaincy support to clients through engaging local Church partnerships and Mission Australia services
Position Purpose	To assist individuals from targeted communities (geographical or program-based) <b>to engage with local Church communities</b> and Mission Australia services to take hold of a positive future by providing a unique resource who brings compassion, help and hope to communities where Mission Australia has an active presence
Key Challenges	<p>Building rapport and a positive presence with local community members</p> <p>Providing a listening ear, a practical hand and a source of compassion for local community members irrespective of faith, belief and values</p> <p>Developing strong working relationships with key stakeholders with a focus on local Christian Churches and other faith communities who have outreach programs / services in the community</p> <p>Providing a service that integrates with and supports the wider work of Mission Australia in the community</p> <p>Respecting the spiritual and religious beliefs of all community members</p>



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Ensuring effective administration and reporting of the program

## Position Requirements (What are the key activities for the role?)

### Key Result Area 1 – Pastoral Care

#### Key tasks

- Be available to listen to community members who have a need to talk about personal issues and circumstances
- Provide pastoral care, information and support to community members empowering them to explore future goals, grow and confront personal challenges (and negative patterns of behavior when necessary)
- Support MA staff in interactions with community members and engage with community members with whom MA and other services have difficulty connecting
- Assist access to external support services and community resources as required (eg. health and wellbeing services, employment services, housing, sports clubs, arts groups)

#### Position holder is successful when

- Pastoral care and related services are provided for community members where needed (records and participant feedback)
- Community members are regularly referred to other services, groups or networks to assist in overcoming challenges or issues or accessing opportunities (MA Connect records)
- Assistance has been provided to assist disengaged community members to connect with MA and other services (MA Connect records)

### Key Result Area 2 – Church and Community Engagement

#### Key tasks

- Connect and build relationships with local churches to promote opportunities to offer support MA clients and promote the services of local churches
- Participate in local church and community events, activities and celebrations and contribute to church communications
- Support MA, community services, churches and community members to create a community which promotes the physical, emotional, social, intellectual and spiritual development of all community members
- Support MA, community services and churches and community members to create a community of cooperation and mutual respect, promoting an understanding of diversity and the range of cultures and their related traditions
- Facilitate the engagement of church programs (and members) with community groups and personal development

#### Position holder is successful when

- The majority of targeted community members are aware of the services of local churches
- Churches and Communities are regularly visited and a church engagement plan is created and actioned
- Church engagement plan includes activities that promote the spiritual engagement and physical, emotional, social, intellectual and spiritual development of all community members
- Church engagement plan includes activities that assist to create a community of co-operation and mutual respect
- Community members are regularly assisted to access church programs and services and personal development opportunities (MA Connect records)
- Community members are actively supported in times of community and personal crisis (MA Connect records)

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opportunities (eg. COACH, CAP, volunteering, community leadership programs, sports, arts)

- Provide community members with support and/or appropriate services and church referrals during times of personal or community crisis

- Chaplain has built a church network of support to assist responding to individual or community crisis

### Key Result Area 3 – Spiritual Resource

#### Key tasks

- Be available to listen to community members who have a need to talk about their own lives and their search for meaning, referring them to the appropriate church or faith community
- Be available to support and connect community members to local churches who express a desire to explore their spirituality and providing a point of reference / sounding board about spirituality, values and ethical matters
- Be available to pray for community members
- Provide services with a spiritual and / or religious content including facilitating discussion groups where requested by community members, in consultation with local faith communities and subject to the approval of the local senior leadership of Mission Australia
- Work together closely with other local Christian churches, religious and faith communities who have outreach programs / religious services in the community and be able to connect community members to the community that meets their expressed spiritual needs
- Be a reference point for community members and MA staff concerning the Christian tradition generally where such advice is sought

#### Position holder is successful when

- Pastoral care and related church programs/services are provided for community members where needed (MA Connect records and participant feedback)
- Requests for activities with a spiritual and / or religious content are met in consultation with of the local senior leadership of Mission Australia (MA Connect records)
- Chaplain has made and maintained connections with local Christian churches and faith communities
- Questions exceeding the chaplains level of expertise on questions of faith/spirituality are referred to an appropriate body (MA Connect records)
- Advice on the Christian tradition provided on request (MA Connect records)

### Key Result Area 4 – Relationship Management

#### Key tasks

- Attend local church and community forums and networks as agreed with MA leadership

#### Position holder is successful when

- The majority of local church and community services are aware of and understand the role

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to promote the community chaplaincy program and participate in community discussions and consultations

- Actively participate in all meetings and planning sessions conducted by the Community Chaplain Program (CCP) Team Leader and actively participate in meetings with MA staff and management as required
- Develop strong internal/external relationships with churches, community members and MA staff to contribute to the effective functioning of MA services and improved service outcomes and relationships with local churches
- Develop strong relationships with churches, religious and faith communities, community networks and community groups to advocate for and receive information on issues impacting on the community

of the community chaplain and how to contact her / him

- Active participation in CCP Team Leader and MA planning and meetings
- Information exchange occurs with MA staff in regard to the circumstances and needs of participants (supported by staff feedback)
- Strong external relationships are developed resulting in effective interaction with churches services and sharing of information (where appropriate) (supported by stakeholder feedback)

## Key Result Area 5 – Administration

### Key tasks

- Create and update participant contact data in line with Mission Australia protocols
- Ensure that all required internal and external participant paperwork is completed and copies kept on file.
- Provide reports and regular feedback to MA leadership and CCP as required
- Complete a range of other administrative duties for the efficient running of the service including statistics, reports, referral letters, goals plans etc.
- Adhere to all relevant internal and external policy and procedures, statutory and contractual requirement including confidentiality, duty of care and WHS

### Position holder is successful when

- All contact data is recorded in line with MA policies and agreed processes
- All paperwork is completed and correct as required.
- All required reports to funding groups along with confidential stories of transformation are prepared according to agreed timeframes
- MA and CCP is kept aware of issues prevalent amongst community members
- All required administration tasks are completed accurately and in a timely manner.
- All relevant internal and external policy is adhered to at all times

## Key Result Area 6 - Purpose and values

- Actively support Mission Australia's 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
- Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.)

- 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
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
- Actively support Mission Australia's Reconciliation Action Plan

## Recruitment information

### Knowledge, skills and experience – essential

- A Degree/Diploma in Chaplaincy/CPE/Ministry or a minimum of five years' experience in a similar role in a Christian Church or Community Sector
- A comprehensive understanding of the issues and needs of program target group and working with churches
- Experience in local churches, case management, counselling or pastoral work.
- Ability to work as part of a team and be able to work autonomously
- Experience working with and for communities in a self-reflective and creative way that facilitates community self-determination in partnership with local churches
- Experience in community consultation, facilitation and partnership development
- Influential communication skills - verbal, listening, written and digital
- Demonstrated ability to develop stakeholder's relationships that assist to achieve program outcomes
- Demonstrated ability to act with initiative and create strategic solutions to presenting problems
- Willingness to comply with relevant legislation eg. the Privacy Act, EEO and Anti-Discrimination
- The ability to reflect on personal values and principles, and how these impact on practice
- Computer literate in a MS Office/Windows/Outlook environment
- Current driver's licence

### Knowledge, skills and experience – desirable

- Previous experience in a support role
- Experience working in a Public / Social Housing setting

## Compliance checks required

Working with Children	<input type="checkbox"/>
National Police Check	<input checked="" type="checkbox"/>
Vulnerable People Check	<input type="checkbox"/>
NDIS Worker Screen Check	<input type="checkbox"/>

## Approval



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<b>Manager name</b>	Paul Molyneux	<b>Approval date</b>	23 September 2021
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